



## Accidental 9-1-1 Calls

The Deep River Police Service receives numerous unintentional 9-1-1 calls each year, from pocket dials to hang-ups. Resources utilized for responding to these calls may be required for real emergencies. Please follow these simple tips to help prevent unintentional 911 calls:

- Protect your cellphone by locking and storing it carefully.
- Keep it in a safe position when not in use and use a case or holster to protect it.
- Use your cellphone's key lock to help prevent accidental calls.
- Don't program 9-1-1 into any telephone — speed dials cause accidental 9-1-1 calls.
- If you've recently called 9-1-1, please delete the call from your cellphone's call history to help prevent an accidental call in the future.
- Please do not test 9-1-1 to see if it's working.

If you dial 9-1-1 accidentally, stay on the line and tell us. If you hang up we don't know if you are okay and will have to call back or, if you've called from a landline and we can determine your location, send police to check on you.

- Stay on the line. Don't ever hang up.
- Be prepared to answer questions. Police will attend to confirm reason for call and well-being of caller.

### 9-1-1 is not a Toy

Teach children to use 9-1-1 properly and remind them it is not a toy. Always keep cordless phones fully charged and in the same place in the home. Keep your address information near the phone and show your children and caregivers where it is. Never give old cellphones to children to use as toys—many de-commissioned phones can still dial 9-1-1.