



Service de police  
de la Ville de Montréal

# 9-1-1

WHEN SECONDS COUNT !

[www.spvm.qc.ca](http://www.spvm.qc.ca)

Montréal 

## WHAT is 9-1-1?

### 9-1-1 is...

the phone number which should be dialled from anywhere on the island of Montreal to contact emergency services such as:

- Police
- Fire department
- Ambulance
- Hydro-electricity
- Natural gas
- Public works
- Coast guard

### It is not an information service

This number is restricted for emergencies only.

If you need information on a NON-URGENT municipal service (libraries, parks, tax service, garbage pickup, etc), please dial 3-1-1.

### When the 9-1-1 operator answers, immediately specify:

- The location and nature of the emergency
- Where you are calling from

In addition, you must answer the questions that will follow in order to determine if the situation requires multiple emergency service providers and those appropriate to the circumstances.

### If you hear “9-1-1 keep the line”, do not hang up!!!

Remaining on the line ensures that your call remains in priority. A few seconds later your call will be answered.

### If you call 9-1-1 by mistake

Remain on the line and inform the operator that it was a call in error. This will avoid sending emergency resources unnecessarily to check if you need assistance.

### When someone is babysitting in your home

Leave the following information close to the telephone or posted on the refrigerator

- The home phone number
- The home address

### 9-1-1 is a free\* emergency service

- Everywhere on the Island of Montreal
- For all residential subscribers
- For all cell phone subscribers
- From every public phone

### Never program 9-1-1 !!!

Neither on your residential telephone or on your cell phone

This avoids the possibility of dialling the emergency number by accident.

\*Every month, you receive your telephone service invoice that includes charges that help finance the 9-1-1 service. The amount is invoiced once per month and is not based on the number of times that you dial 9-1-1 during the month.

The service is free and you will not have an invoice each time you dial 9-1-1.