



## Dial 911

If you are hard of hearing and need to call 911 for help, here are the steps to make it possible to communicate, even if you are unable to hear the operator:

1. Dial 911 and slowly count **ALoud** to five. This will allow time for the operator to answer. By counting aloud, the operator is aware someone is on the line.
2. Clearly state the following 3 times:
  - **This is** \_\_\_\_\_ (*your name*)
  - **I am hard of hearing.**
  - **Please come to** \_\_\_\_\_ (*the address or location where you are*).  
(*Note that if you are calling from a landline, the operator will know your address. If you are calling from a cell phone, Skype, or third party phone line like Ooma, you will have to give more directions, including the province you are in.*)
  - **Because** \_\_\_\_\_ (*briefly describe what is wrong. For example: I can't breathe, I'm having a heart attack, my house is on fire, there's been a car accident*)
  - **I need** (*choose one*):
    - An ambulance
    - The police
    - The fire department
  - **The phone I am calling from is this number:** \_\_\_\_\_ (*state the phone number and repeat your location.*)
3. Hang up the phone and wait for responders.

## Text 911

If you are hard of hearing and need to communicate by text, you have the option to contact a 911 operator by text messaging. First, though, you need to be registered. Register **BEFORE** you ever have an emergency.

Here's how to register your cellphone:

1. Go to [www.textwith911.ca](http://www.textwith911.ca), then click the option for current service availability. Choose your province (ie PEI), then choose Registration, find your service provider from the list, and then follow the instructions to be registered. **If you have a cell phone, register the number as belonging to a hard of hearing person, even if you don't plan to use the text messaging option. This way, your cell phone number will be registered as belonging to a person who is hard of hearing.**

To call for help using Text 911:

1. **Dial 911.** The 911 Operator will state "911, what is your emergency?" If you don't respond, because you can't hear, don't worry. If you have registered your cell phone, the 911 Operator will send you a text message, saying "911, what is your emergency?" **Note: you can't initiate a text message with the 911 operator, you must wait for this message!**

2. **Send a text message back**, such as "I can't breathe. I am at \_\_\_\_\_ (your location)." Then, type in your name and push **SEND**. Wait for a response.

3. The 911 Operator will ask you one question at a time. Answer as needed. **At all times during the call, the phone line will be open, and you may get a text message asking if you can talk.** If you can, talk to the operator. Don't worry, you will get a text message back.

4. Even if you haven't registered your cell phone you can make a verbal call from a cell phone, following the same steps as Dial 911, except that you must let the operator know your location. The operator will not be able to determine your location from a cell phone.

### Tips:

- Do not use abbreviations.
- Use plain language.
- Ask one question at a time.