



NL911 is a not-for-profit corporation responsible for operating the province-wide emergency 911 telephone service. Our vision is to improve public safety by providing and developing 911 systems that will enhance emergency response services for the province.

CONTACT US

Phone: (709) 758-0051
Email: info@nl911.ca
Web: www.nl911.ca
Facebook:
www.facebook.com/NL911official

Mailing Address:
57 Old Pennywell Road
St. John's NL A1E 6A8



911 EMERGENCY PROCEDURES FOR OUTDOOR ENTHUSIASTS

While participating in the many outdoor activities that Newfoundland and Labrador has to offer, it is important to be prepared and know how to get help if emergency response is needed.

Review the instructions included in this brochure for how to be prepared for emergencies when enjoying the wilderness of our province.

Photo courtesy of J. Pennell





Photo courtesy of J. Pennell

Photo courtesy of J. Pennell

WHEN TO CALL 911

If there is a threat to life, health, safety or property and you need immediate emergency response, CALL 911!

- **If using a cellular phone**, please be aware that many remote areas will not have a cellular signal. You will not be able to call 911 if you do not have a cellular signal. Be aware of cellular coverage areas when planning your activities. Take note of the relative position of any visible cellular towers before heading out.
- **If using a GPS service**, 911 calls will be directed to your GPS provider's 911 answering service. Some GPS providers will direct your call straight to one of our Newfoundland and Labrador 911 Public Safety Answering Points (PSAPs). Contact NL911 during office hours to determine if your GPS provider has NL911 PSAP contact details. If they do not, we would be happy to coordinate.
- **If using a satellite phone**, 911 calls will be directed to your Satellite phone provider's 911 answering service. If you would like to have your 911 call answered within Newfoundland and Labrador, please contact NL911 during office hours to obtain the direct dial numbers for the 911 PSAP servicing your area.

INFORMATION NEEDED

When reporting an emergency, please have the following information available:

- Description of the emergency;
- Caller name and phone number;
- Location of the emergency - may differ from the location of the caller.

When providing your location, the following information is helpful to the 911 Call Taker:

- GPS coordinates in decimal degree format, will help the Call Taker identify where you are located and connect you with the appropriate emergency responders for the area.
- The closest community or landmark, where you entered and how far you have traveled.

BE PREPARED

- Make sure your electronic devices are fully charged, install the latest updates and bring backup batteries when possible.
- Become familiar with any built-in GPS or compass capabilities that your electronic devices may have.
- Leave your travel plans with a family member or friend, including your expected time of return.

DETERMINING YOUR LOCATION

Once your location is determined, the 911 Call Taker will transfer you to the appropriate emergency responders for the area.

It is important that you STAY ON THE LINE until advised that you can hang up. Please be prepared to provide the emergency responder with information such as:

- Detailed description of the emergency;
- Description of the terrain and current weather (ie: would a helicopter be able to access the area? Can responders reach the area by ground?)
- If a person is injured, are they sheltered, warm and dry?
- Is anyone trained in emergency first aid?

Once you have been advised that you can hang up, please KEEP THE LINE FREE in case emergency responders need to contact you for additional information needed during response.