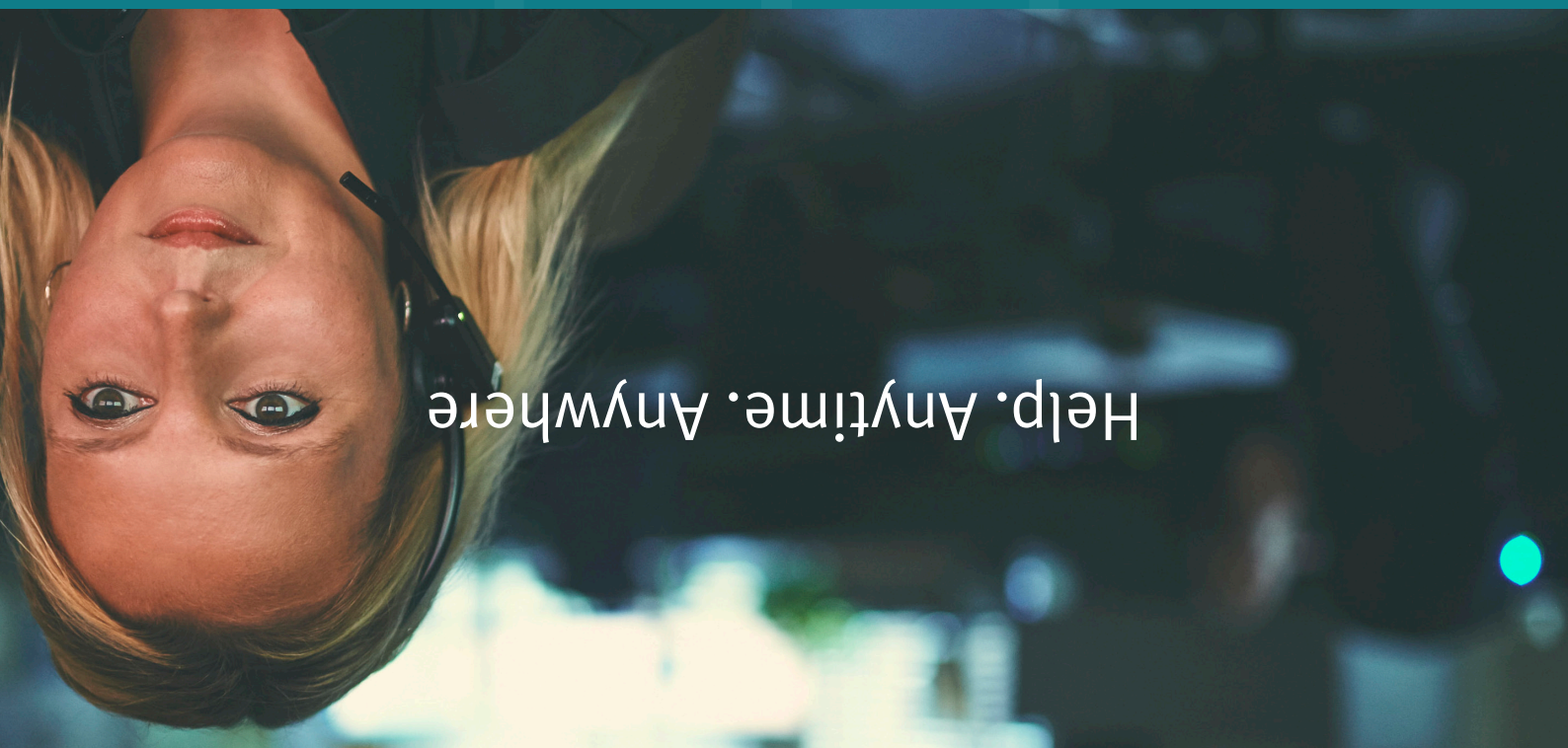


Help. Anytime. Anywhere.



Quick reference guide for Text with 911 (T911)

1. Contact 911 using a voice call
2. Receive a text from 911
3. Explain your emergency
4. End your call



Help. Anytime. Anywhere.

About Text with 911 (T911)

During an emergency, T911 makes sure that the deaf, deafened, hard of hearing, or speech impaired (DHHSI) community in Newfoundland and Labrador can communicate quickly and clearly with call centre operators and dispatchers, using wireless text messaging (SMS), so they can get the help they need.



How to register for T911

Every DHHSI person should make sure their cell phone is registered for T911 with their cellular service provider.

It's easy—just access your service provider's website directly or visit textwith911.ca and click Registration.

Note: Some older cell phones may not be compatible with T911. If you're not sure, contact your cellular service provider to verify your phone can be registered.

How to use T911 in an emergency

1. Contact 911 using a voice call

To connect with 911 and activate T911, you have to place a voice call first. If you are able, tell the 911 Call Taker that you're registered for T911. If you can't communicate verbally, simply wait for the initiated text to come from the Call Taker.

YOU CAN ALWAYS MAKE A VOICE CALL TO 911 EVEN IF YOU DON'T HAVE A VOICE PLAN.

2. Receive a text from 911

During the voice call, you'll receive a 911 text message. If you don't receive a text message after 2 minutes, hang up, and make a 911 voice call again. Once you've received this text, you can begin the conversation.

DURING YOUR TEXT EXCHANGE, DON'T END THE VOICE CALL.

3. Explain your emergency

Once you receive your first message, briefly explain your emergency to the 911 centre and they'll send the right help to you.

4. End your call

The T911 session will finish with a "End of 911 Call" message. If you don't get this message, send a text asking if the T911 conversation is over.

IF YOU NEED TO FURTHER COMMUNICATE WITH THE 911 CALL CENTRE AFTER RECEIVING THE "END OF 911 CALL" MESSAGE, BEGIN AT STEP ONE BY DIALING 911 AGAIN.