

IMPORTANT POINTS TO KNOW AND DOCUMENT

- Your complete legal land description. An example is: NE 1/4 section of 12, Township 19, Range 29, West of the 4th Meridian.
Shown as NE 12-19-29-W4
- Your street address, if applicable. An example of this type of rural addressing occurs in Golf Course communities. The name of the sub-division is also very helpful.
- The number or name of the road used to **ACCESS** your property. This may be a Street or Avenue, or a Township or Range Road.
- Knowing the closest intersection, cross streets, or access road will save valuable time.
- Directions from your nearest town. Be sure to note any easily identifiable (day or night) markings or landmarks. This could include a decorative mailbox with reflectors, large lit buildings, or other visible signage.
- Use North, South, East or West instead of left or right.
- Remember, you may know this information, but visitors, babysitters, care givers and small children may not!
- We recommend you keep this information near your telephone (taped inside a cupboard door is a good option). Ensure everyone in the home knows where to look.

Foothills Regional Emergency Services Commission provides Advanced Life Support EMS and 911 Services to our Partner Municipalities:

The MD of Foothills #31,
the Towns of Black Diamond, High River,
Longview, Nanton, Okotoks, and Turner
Valley.

Our Contract Municipalities for EMS and 911 are:

the MD of Ranchlands #44 and
the MD of Willow Creek #26.

Our Contract Municipalities for 911 currently number thirty four (34), in addition to the above.

These include the Towns and Villages
within the County of Newell, the County of
Vulcan, Crowsnest Pass and Canmore.



“Committed to Excellence”



“Committed to Excellence”

A

“911”

GUIDE

FOR THE

RURAL

RESIDENT

WHEN YOU NEED TO DIAL “911”

***FIRST...Take a deep breath,
try to remain calm.***

The Communications Specialist answering the telephone is there to help you and will guide you through the process with a series of questions. Remember to talk slowly and answer the questions, as they are asked, to the best of your ability.

- You will be asked for the exact location of the emergency.
- You will be asked for the telephone number you are calling from.

At this point the closest available emergency response team will be alerted. There is time to provide answers to the questions asked.

- Next you will be asked the nature of the problem, and a series of questions that relate to the problem.

- This critical information is necessary to enable the Communications Specialist and the Emergency Responders to assist you safely, effectively, and quickly.
- You are requested to remain on the line while the information is relayed, by radio, to the responding emergency personnel.
- Please be patient, this may take a minute or two.
- When the Communications Specialist returns to the line you will be provided with instructions relating to safety issues and patient care. Again, this only takes a minute and could help save a life.
- You will be advised when it is OK to hang-up.

***REMEMBER...
Emergency Crews
are on the way***

