

T9-1-1



TEXT WITH 9-1-1 SERVICE

For the Deaf, Hard of Hearing and Speech Impaired

The Ontario Provincial Police (OPP) is now pleased to offer Text with 9-1-1 (T9-1-1) service to persons who are deaf, hard of hearing or speech impaired.

What is T9-1-1?

T9-1-1 is a new service that enables individuals who are deaf, hard of hearing or speech impaired (DHHSI) to communicate with 9-1-1 operators via text message (SMS) during an emergency.

How does T9-1-1 work?

1. Register your cell phone for T9-1-1 with your wireless carrier. A list of carriers is available at <http://textwith911.ca/wireless-service-providers/>.

2. In an emergency, dial 9-1-1 as if making a voice call. Do not send a text message directly. **Communicate with the 9-1-1 operator via text message** and provide all relevant information, including your name, location and the emergency assistance required.

Will T9-1-1 work everywhere in Ontario?

No. T9-1-1 service is only offered by some emergency services in Ontario, but the list is expected to grow. Visit <http://textwith911.ca/service-availability/> to find out if T9-1-1 is available in your area.

Where can I find more information?

A range of useful information is available online at <http://textwith911.ca>.



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