

## **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 4<sup>th</sup> 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***

