

## If You Misdial 9-1-1

- **DON'T HANG UP!**
- Let the operator know you misdialled and that you are safe
- Stay on the line until you are asked to hang up
- If you cannot speak English, simply say your language (i.e. Mandarin, Punjabi, etc.) and a translator will assist you
- If you hang up immediately after misdialing 9-1-1, the operator will have to call you back to ensure your safety. Please answer your phone and follow the above steps

## Did you know?

- Your keys, pants, lip balm, purse can all call 9-1-1
- Only landlines can provide the exact location of where you are dialing from
- Know your exact location at all times. "If they can't find you, they can't help you"
- 9-1-1 operator has access to a 24-hour interpretation service, interpretation available in more than 170 languages
- Many de-commissioned phones can still dial 9-1-1
- If you dial 9-1-1 from a Voice over Internet Protocol (VoIP) phone, your call goes to a third party call centre first before an operator re-direct it to a 9-1-1 centre

## Other Resources

[www.blockwatch.com](http://www.blockwatch.com)  
[www.bccpa.org](http://www.bccpa.org)

### City of Richmond

6911 No. 3 Road, Richmond, BC V6Y 2C1  
 T: 604-276-4000

## Contact Information

### Emergency: 9-1-1

When immediate action is required from the police, ambulance or fire: someone's health, safety or property is in jeopardy or a crime is in progress.

### Richmond RCMP

#### Non-Emergency: 604-278-1212

To report all non-emergency, criminal or suspicious activity.

## Community Police Offices

### City Centre Community Police Office

140-5671 No. 3 Road, Richmond, BC V6X 2C7  
 T: 604-207-4761

### Steveston Community Police Office

4371 Moncton Street, Richmond, BC V7E 3A8  
 T: 604-713-2323

### South Arm Community Police Office

8880 Williams Road, Richmond, BC V7A 1G6  
 T: 604-713-2300

To leave a tip on any crime, please email [Richmond\\_Tips@rcmp-grc.gc.ca](mailto:Richmond_Tips@rcmp-grc.gc.ca). To remain anonymous, call Crime Stoppers at 1-800-222-TIPS (8477) or visit [www.solvecrime.ca](http://www.solvecrime.ca).

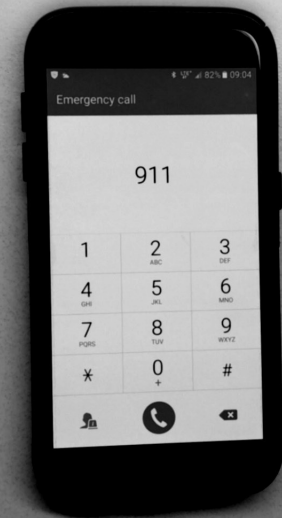
### Richmond RCMP Main Detachment

11411 No. 5 Road, Richmond, BC V7A 4E8  
 T: 604-207-4829  
[Richmond\\_Crime\\_Prevention@rcmp-grc.gc.ca](mailto:Richmond_Crime_Prevention@rcmp-grc.gc.ca)

[richmond.rcmp-grc.gc.ca](http://richmond.rcmp-grc.gc.ca)



# When and How to Call the Police



# Working Together to Prevent Crime

# Calling the Police

## When to Call the Police

The role of Police is to prevent and investigate crime, enforce laws, and contribute to national security. If you need police assistance in any of the above, call the police.

If it is an emergency where immediate action is required, pick up the phone and dial **9-1-1**. For example, lives or property are in danger, a crime is in progress, or a crime just happened and the criminal is still in the area. The purpose is to disrupt a crime in progress or to increase the chances of catching the suspect.

If you require police assistance for a non-emergency situation, please call the non-emergency number at 604-278-1212. For example, your car got broken into while you were away, or you notice fraudulent activity on your credit card statement.

## Examples of When to call 9-1-1

(This is not an all-inclusive list)

- Someone is breaking into a car
- A house alarm going off, and someone came running out of that house
- Someone assaulting another person
- Someone is screaming for help
- An explosion or gunshot is heard
- Robbery in progress
- Reporting drunk drivers
- Kidnapping in progress

## Examples of When to call non-emergency

(This is not an all-inclusive list)

- Noisy party happening next door
- Reporting aggressive panhandler on the street
- Intoxicated person causing disturbance
- Reporting graffiti
- Hit and run with no suspect, with damage under \$5000
- Updating information on an existing police case
- Reporting a lost or stolen wallet
- Mailbox got broken into overnight

## When Calling the Police

- Try to remain calm, listen carefully and speak clearly
- Provide your information (i.e. name, phone number...etc.)
- Know your location at all times and let call takers know when asked
- Call takers are trained to ask questions that are needed to provide accurate and specific information to responders. Please be patient and provide the answers as requested
- Provide a complete description of the person(s)/vehicle(s) involved
- Stay on the line until told to hang up

## Incident Report

Explain what you saw, be accurate with details and don't guess. Below are prompters, don't limit your details only to what is noted on this page.

**Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_

**Location of Incident:** \_\_\_\_\_

**Type of Incident:** \_\_\_\_\_

### Suspect Description:

Male       Female      Age: \_\_\_\_\_  
Height: \_\_\_\_\_      Weight: \_\_\_\_\_  
Hair Colour: \_\_\_\_\_      Length: \_\_\_\_\_  
Facial Hair?     Yes       No  
Glasses?       Yes       No

Accent: \_\_\_\_\_

What was said: \_\_\_\_\_

### Colour and Description of Clothing:

Upper Body: \_\_\_\_\_

Lower Body: \_\_\_\_\_

Other Distinguishing Features: \_\_\_\_\_

### Vehicle Description

Licence Plate No.: \_\_\_\_\_

Make: \_\_\_\_\_ Model: \_\_\_\_\_

Colour: \_\_\_\_\_ Style: \_\_\_\_\_

Year: \_\_\_\_\_

Other Distinguishing Features: \_\_\_\_\_

### Direction of Travel (Compass direction)

North     South     East     West

On \_\_\_\_\_ (Street name)