

Taking Action

Employee or Public Accident

1. Call ambulance immediately at 911
2. Give operator the following information
 - Your name and telephone number
 - Building name and address
 - Floor of building and location of the emergency on the floor, as well as any details of the accident or illness
3. Call Tillyard Management's office at 531-3666 and advise them of the situation.
4. If possible, have someone meet the emergency unit at the elevators and/or at the main entrance to your premises.
5. Do not move injured or ill persons.

In Case of Fire

1. Go to the elevator lobby and activate the nearest alarm pull station. This will put the building into 1st stage alarm.
2. Leave the building by the stairwell. **EVEN floors** use south stairwell (by men's washroom). **ODD floors** use north stairwell (by women's washroom). Close doors behind you.
3. In case of a small-contained fire on your floor, you may use the fire extinguisher only if you are in pairs.

Important Tips on Calling 9-1-1

Depending on the type of phone system you are on, some information may automatically appear on the communications system. The Emergency Communications Officer still needs to verify the information because it may not be where the emergency is occurring or it may be out dated. Please know that collecting this information does not delay the dispatch of emergency services. Emergency Services are dispatched quickly and while those services are on the way, the Emergency Communications Officer will continue to ask questions, provide instructions and/or clarify the status of the emergency situation.

Other important tips for calling 9-1-1 safely and effectively:

- Get in a safe location before you call. For instance, if there is a fire, evacuate before you call 9-1-1.
- Always listen carefully to the Emergency Communications Officer, answer all questions, and wait for further instructions.

Don't hang up - The emergency communications centre is required by law to call you back to ensure your safety. If they cannot reach you, a police unit will be dispatched, if help isn't already on the way. If your call was not a true emergency, this ties up precious resources that may be urgently needed elsewhere.

Accidental 9-1-1 calls - If you accidentally dial 9-1-1, stay on the line and tell the Emergency Communications Officer what happened and that it was an accident. If you hang up, they have to call you back and that could tie up a line for someone who really needs it. Hanging up is a real hang up for 9-1-1.

Non-Emergency Calls

9-1-1 needs you to know when to use a non-emergency number. For medical problems, where life is not in danger, Alberta Health Link can be an excellent resource. Health Link's number is **403-943-5465 (LINK)**.

The police non-emergency number is **403-266-1234**. If you need to report a minor accident, stolen or damaged property where there is no suspect in the area or other non-urgent criminal matters, call the police non-emergency number.