



MEDIA RELEASE



Bonnyville Regional Fire Authority, Box 6827, Bonnyville, Alberta, T9N 2H3, Ph: 826-4755 Fax: 826-1857

For Immediate Release

Date: Wednesday, December 19, 2018
Contact: Jay Melvin, Regional Fire Chief
Phone: (780) 826-4755

Text With 9-1-1

For additional information, please contact
Bonnyville Regional Fire Authority: (780) 826-4755

Description:

The Bonnyville Regional Fire Authority is proud to offer members of the Deaf, Deafened, Hard of Hearing and Speech Impaired (DHHSI) community a new text with 9-1-1 service (T9-1-1). This service provides easier access for DHHSI community members to communicate with emergency services.

To initiate this service, DHHSI persons must:

- a) Have a compatible cell phone and active wireless subscription.
- b) Generally, 3G, 4G and GSM phones will support T9-1-1. It is recommended that users must contact their wireless provider to confirm their cell model is supported.
- c) Register with their wireless service provider to enable this service.

To use this service:

- a) Users will continue to call 9-1-1.
- b) A text sent to the digits 9-1-1 will not be delivered to emergency services.
- c) As the 9-1-1 operator answers the call normally, they will also receive a notification that this caller's phone is registered with the T9-1-1 service.
- d) If no answer to the operator's voice question is received, the operator will then begin sending text messages to the registered phone.

It is important to note that this service is currently only available to the DHHSI community and is only to be used in emergency situations.

This service is available in the Town and M.D. of Bonnyville, the Summer Villages of Bonnyville Beach and Pelican Narrows, Frog Lake, Kehewin, Cold Lake First Nations, the Village of Glendon and Fishing Lake Metis Settlement.

The Town and County of Smoky Lake, Villages of Waskatenau and Vilna, Buffalo Lake Metis Settlement, and Kikino Metis Settlement.

Town and County of St. Paul, Town of Elk Point, Summer Village of Horseshoe Bay, Saddle Lake First Nations.

For more information on T9-1-1, how to register, service availability, FAQ's etc., please visit www.textwith911.ca.

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