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# Calling 911 when you need emergency health care

## *For temporary and foreign workers*

911 is the free emergency telephone number which connects you to ambulance, police or fire service in an emergency. An emergency is when someone's safety or health is at risk and they need immediate help.

### **Call 911 when you need emergency health care for symptoms like:**

- loss of consciousness
- severe pain not relieved by pain medication
- confusion, trouble speaking, dizziness
- persistent, severe chest pain
- breathing difficulty or shortness of breath
- fractured or broken bone, wound that needs stitches or has uncontrolled bleeding
- sudden, severe headache or vision problems or sudden weakness, numbness and/or tingling in the face, arm or leg

**911 is for everyone.** 911 operators will only ask about the emergency. Personal health information is confidential.

- *You do NOT need any documents or permission to call 911.*
- *You can call for yourself or someone else.*

**Translators are ready to help 24/7** in over 240 languages, including Spanish, Pilipino, Thai, Vietnamese, Mandarin, Cantonese, Arabic, French and others.

- *When you call 911 and get connected to ambulance dispatch say what language you speak and stay on the line.*

**The call is free.** Cell phones from other countries should work even if it is not connected to a service in Canada. Social media applications, such as WhatsApp, WeChat, Skype or Google may not connect you to 911.

- **Dial 911 on any cell phone or landline. Do NOT use social media applications.**

**For health advice or information,** call Telehealth Ontario 24/7. It is free and confidential. 1-866-797-0000 or Teleprinter or Teletypewriter (TTY): 1-866-797-0007

For information about COVID-19 visit [ontario.ca/coronavirus](https://ontario.ca/coronavirus)

Employment Standards Info Centre: 1-800-531-5551 or TTY (for hearing impaired): 1-866-567-8893

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# What to expect when calling 911 for a health emergency

## *For temporary and foreign workers*

### If you have an emergency, call 911 immediately.

#### **During the 911 call: Answer the questions to get help**

- A 911 call taker will ask: "911 - police, fire, or ambulance?" For a medical emergency, say "ambulance." Your call will be transferred to ambulance dispatch. Do not hang up.
- A 911 ambulance call taker will ask questions to get you help. If you need a translator, say the language you speak. Your call will be transferred to a translator. Do not hang up.

#### **911 ambulance call takers ask questions to understand the emergency and your location:**

- What is the medical emergency?
- What is the address of the emergency (city, town, street name, house or residence number)?
- Where are you located (field, cabin, barn, bunk house)?
- What is your telephone / cell phone number?
- Do you need a translator? If yes, what language do you communicate in?

Answers help call takers decide what help to send out.

Follow their instructions until help arrives.

#### **After the 911 call: If you are safe, stay where you are**

- An ambulance with paramedics is on its way to help you. Do not leave the location if it is safe.
- If your call was about another person, meet the paramedics when they arrive and take them to that person.
- Paramedics will complete a medical assessment. They may give a treatment and then transport the patient to a hospital or health care facility.

#### **If a medical emergency occurs at work, call 911 and use the following information:**

**Address:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**Intersection:**

\_\_\_\_\_  
and \_\_\_\_\_

**The language I speak is:**

\_\_\_\_\_