



Abbotsford Police Department

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Bob Rich
Chief Constable

"Protecting with Pride"

NEWS RELEASE

APD NEWS RELEASE:

APD FILE #

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National 9-1-1 Education Month



April is National 9-1-1 Education Month! The Abbotsford Police Department will be focusing on educating the public, of all ages, on the purpose and procedure of 9-1-1.

To kick off National 9-1-1 Education Month, the Abbotsford Police Department and Abbotsford Fire Rescue Service will be holding a colouring contest for children in grades Kindergarten to Grade 2 and Grade 3 to Grade 5. The winner will be announced the week of April 18th. Colouring contest pages are accessible at the Abbotsford Police Department Front Counter, Abbotsford Fire Department Front Counter and available to download from our website www.abbypd.ca.

*Our Mission:
To make Abbotsford the safest city in B.C.*

Abbotsford Police Department Dispatchers, Police Officers and Abbotsford Fire Rescue Service Public Education Officers will be visiting elementary schools and delivering 9-1-1 presentations- when and how to call in an emergency.

The Abbotsford Police Department will be disseminating public awareness messages during the month of April on our social media pages:

<https://www.facebook.com/AbbyPoliceDept> and <https://twitter.com/AbbyPoliceDept>.

April 10th -16th is also National Public Safety Telecommunications Week which gives us an opportunity to recognize the great work that the Abbotsford Police Communications Staff do every day.

Our 911 center has received 13,742 calls so far this year. Last year, 53,561 were made to 911 and 57,896 call to the non-emergency line.

During times of crises and emergency, callers are under stress and may get confused about what they should do. We encourage three messages:

1. When calling 911, answer the dispatcher's questions. By asking questions, the operator is able to gain important information that will enable the correct emergency response and officers being dispatched to the scene.
2. Don't hang up, stay on the line. When a caller hangs up, the 9-1-1 operator will attempt to call back. Always stay on the line so there is no delay in the appropriate emergency response and assistance.
3. Follow the operator's instructions. 9-1-1 Dispatchers and call-takers undergo extensive training and can help the caller manage an emergency situation until trained emergency responders arrive.

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