

## **When to Call 911 (Response time 0-10 minutes)**

- Violent crime or property crime in progress.
- Above noted crimes have JUST occurred and suspects were seen fleeing (you have a description and last direction).
- Above noted crimes have JUST occurred and there is likely evidence at the scene (sexual assault).
- Car accident with injuries.
- Dangerous or impaired driving and you are following, or JUST witnessed and have a description and last direction.
- Medical emergency.
- Fire

## **When to Call 613-230-6211 (Response time 0-2 hours)**

- Suspicious activity or vehicle.
- Alcohol and drug use in public (youth in parks).
- Youth under the age of 16 out between midnight and 6:00 am.

## **When to Call 236-1222 Ext. 7300 or attend any Police Station.**

- Reporting to the Police after the fact
- Any damage to house, yard or vehicle, not in progress.
- Traffic complaints - general or specific.
- Disputes for record purposes (i.e. neighbour, stalking, civil when fear exists).
- Sexual assaults reported at a later date where the evidence is long gone - must attend the station to provide a written statement.

## **When to Call 311**

- Any by-law issue or any general city enquiry.
- Call about a noise problem as it is happening or the next day.
- Individuals in the parks between 11pm and 6am.
- Note that by-law closes at 2am on Thursdays, Fridays and Saturdays, and at midnight on weeknights. Summer hours are till 2am every day. You can call the police after these hours (230-6211).

*All of these avenues of action are completely confidential. You can always reinforce that you do not wish an officer attend your address but that you can be called privately*