

# Emergency response in Lethbridge County

## What happens when I call 911?

When you have an emergency in Lethbridge County, you may receive help from the RCMP, ambulance or one or more of the County's contracted fire departments (Lethbridge, Coaldale, Coalhurst, Picture Butte, and Nobleford).

### Call 911 in an emergency

# 911

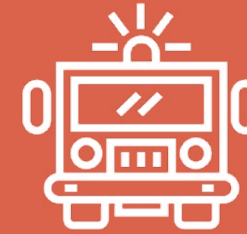
Do not call a fire station directly, as there is not always someone around (many of the departments are volunteer-based). Calling 911 will ensure that dispatchers can send the proper authorities to respond. Calling a fire station directly actually delays the response as they must still call the 911 dispatch centre to send an alert to other authorities that may need to respond (ie. RCMP or ambulance).

### When I call 911, what information do I need to provide?



911 dispatchers will ask for pertinent information first – address, type of emergency, name of caller or those involved, and a call back number. You'll need to give the municipal (blue sign) address of the property, or if you're on a road, the Highway, Township, or Range Road and cross street. Giving an accurate location ensures that emergency responders can locate you as quickly as possible.

### What to expect when fire services arrive



Fire services are automatically dispatched to a variety of emergencies (motor vehicle collisions, fires, hazardous materials, and serious medical emergencies). With fire department responses, Lethbridge County plans for worst case scenarios based on information given in the 911 call. Each call type has been calculated for what apparatus may be needed as per our regional response plans to ensure equipment is on route from the initiation of the call. Once on scene, fire services will determine if more or less apparatus and firefighters are needed. It's important to cooperate with on-scene fire services and let them do their job, which is to protect County citizens and property.

### Questions?

Visit: [www.lethcounty.ca/p/emergency-services](http://www.lethcounty.ca/p/emergency-services)

Call: 403-328-5525



### How does emergency services billing work?



Contracted fire services in Lethbridge County invoice the County on a per hour, per apparatus basis. Lethbridge County then invoices the customer as per our Schedule of Fees Bylaw.

### Understanding response times in Lethbridge County



Rural emergency response times cannot be guaranteed due to circumstances such as: travel distances, road and weather conditions, emergency call volumes and the availability of emergency service personnel. Most of our contracted fire departments consist of volunteers and stations are not staffed full-time.

