

A Message From The South River - Machar Fire Department

【911】

911 Service

Did you know that the concept for single digit dialing for reporting fires was first proposed by the National Association of Fire Chiefs in 1957? The conversion to 911 in Canada began in 1972.

911 Q and A



How does 911 work on my landline phone in South River?

When you call 911 by landline your call is answered by the OPP 911 call taking centre. You will then be transferred to the appropriate dispatch center based on your response when the dispatcher asks if you want Police, Fire or Ambulance service. The address of the landline used to make the call is automatically recognized and used by all appropriate emergency services within the area of your emergency.

If I use VoIP service can I call 911? (Voice over Internet Protocol)



Yes, VoIP users can use 911. VoIP calls are received by Northern Communications dispatch center and the callers address is not automatically mapped to a location. Therefore, the location of the caller must be manually entered into the system by the dispatcher and the call can then be directed to the appropriate dispatch centre for the type of service required.

How does 911 work with cellular phones?



When 911 is dialed on a cellular phone the call is routed to the closest cellular tower servicing your phone provider (Rogers, Bell, etc.), which may or may not be in the same municipality as the person making the call. You are only able to access the emergency dispatch centers for the municipality that is linked to the tower being used to make the call. Civic addresses are not available when calling from a cellular phone and accurate GPS coordinates are not always available. Coordinates are estimated only when the level of accuracy is within a 3km radius of the caller. You should be aware of your location at the time you call 911 and may be required to provide specific detail to the dispatcher about your location.

Open Air Burning

Fire Permits are required for burning brush and are available at the municipal office for only \$5. A permit is not required for small camp fires of .3m³ or less. Always use caution when burning. The Fire Department has a website with up to date details about the service they provide, including fire hazard ratings. Be sure to visit their site www.srmfd.com.

Emergency Information For South River Residents

Community Emergency Notification

Last year the South River - Machar Fire Department re-installed the manual siren at the Fire Department. Many residents will recognize the sound of the siren formerly used as a regular part of the Fire Department operations in previous years.

This siren will sound weekly on Monday evenings at 6:45 p.m. for testing with one ring. The siren will be used as back-up communications for firefighters with two rings. Residents can be notified, should there be a need, to Shelter-in-Place due to an emergency. **For an emergency notification to Shelter-in-Place the siren will sound with three rings** and will only ring for an emergency. To Shelter-in-Place means you need to immediately take shelter where you are at the time you hear the notification.

Remember the siren will be used for notifications as follows:

1 ring = firefighter training □ **2 rings** = firefighter notification □ **3 rings** = shelter in place notice for all residents.

Code Red

If you haven't already done so, take a moment to sign up for *Code Red*. Code Red is an automated system that can send a message to your home phone, cell phone, e-mail or text messaging; you choose how you want to receive the information. Code Red can inform you about local emergency situations, water related priorities such as boil water advisories or water conservation requirements, etc.

When a Code Red message is sent, those who have signed up for the service receive the message instantly. In order to receive these messages, you must sign-up for the service. Call the South River—Machar Fire Department @ (705)386-0066 for more information or to sign-up. You can also sign-up online at www.srmfd.com. There is no fee for this service. When you receive a Code Red message, it will come from a "1-855" phone number, don't mistake it for a telemarketer.

Emergency Meeting Location

A sign will be erected in the field area behind the South River Municipal office and Medical Centre identifying the area as an emergency meeting location. Consider making this part of your family's emergency plan should you be separated and require a known meeting place.

Emergency Kit

In the event that the Village of South River experiences an emergency, you need to be able to sustain yourself **without assistance** for 72 hours. All homes need to have an emergency kit stocked with supplies to last 3 days. Be sure to check on your kit regularly for items that may expire. Don't forget the obvious items such as water, canned food, can opener, wind-up radio, cash, prescription medications, oxygen etc. This kit should also be portable, in the event you need to evacuate your home. This is your responsibility. In the event of an emergency, municipal personnel and resources will be dedicated to dealing with the emergency situation directly. For more information visit: www.emergencymanagementontario.ca.



The Village of South River

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