

News Release

Visit us on our internet site at www.peelpolice.ca



Originator:

Inspector Brian Smithson
Communications Centre
(905) 453-2121, ext. 4510

Contact:

Constable Thomas Ruttan
Media Relations Officer
Corporate Communications
(905) 453-2121, ext. 4027

Re: Major Incident – 14-XXX

Date: April 9, 2014

Time: upon receipt

Peel Police Now Able to Receive 9-1-1 Calls from the DHHSI Community

Peel – Text with 9-1-1 (T9-1-1) service for the deaf, hard of hearing or speech impaired (DHHSI) community in Canada is now available in the Region of Peel.

T9-1-1 service allows members of the DHHSI community to call 9-1-1 during an emergency, and converse with a 9-1-1 call-taker using text messaging. Specialized software will allow the 9-1-1 call-taker to recognize the call as coming from a registered phone, associated with the DHHSI community, and text with the caller to address the emergency. There will be no need for a caller to be able to speak or hear.

It's important to note:

- Members of the DHHSI community in the Region of Peel must **register** with their wireless service provider in order to access this service.
- When a DHHSI person requires 9-1-1 services, they can only access them via their **registered** cell phone.
- DHHSI callers should only call 9-1-1 for emergencies.
- In Ontario, this service is currently **only available in the Region of Peel**. If a DHHSI person dials 9-1-1 outside the Region of Peel, this service may not be available.

To view a map of the Region of Peel, please click [here](#).

For additional information on T9-1-1 service, please visit <http://textwith911.ca/>.

For media inquiries, please contact the on-duty Media Relations Officer at (905) 453-2121, ext. 4027.

Like us on [Facebook](#) and follow us on Twitter [@PeelPoliceMedia](#)

Peel Regional Police – A Safer Community Together