

Neighbourhood Crime Prevention

Reporting Crime and Suspicious Activities

2020-01-07



Guidelines for Calling the Police

- Emergency Calls (Crime in progress)

24 hours

911

- Non-emergency Complaint Line (Crime Occurred in Past)

24 hours

780-645-8888

- Administrative (General Information) Mon—Fri 8 a.m. to 5 p.m.

780-645-8870

When Do I Call 911?

- To report a life threatening situation or crime in progress.
- If you are not sure if you should call 911 or not, call 911 and let the Police dispatcher assist you.
- If a crime is in progress, 911 should be called immediately.
- A crime should only be observed from a safe distance and place. Otherwise, leave the area for a safer location.

When Calling Police

1. Identify yourself and indicate whether you are a participant of a specific watch program.
2. Speak calmly – ALWAYS know your location.
3. The Police dispatcher will ask you a number of questions. Please be prepared to provide as much information as possible. Be brief, but descriptive. The questions will include:
 - The location (street address or major road intersections)
 - Type of incident such as a motor vehicle collision, suspicious activity, injury, or lost child
 - A description of the person(s) involved such as their gender, age, clothing, shoes and physical description
 - A description of any vehicles that might be involved, including colour, make of car and licence plate number

Follow the instructions if provided by the Police dispatcher. In the event of serious incidents, especially where life safety is threatened, be aware that the Police dispatcher will keep you on the phone to collect more information while police and other emergency services are en route.

Your safety is paramount, you will never be asked, or advised, to put yourself in harms' way. Keep your distance and 'observe, report, record'.