



COUNTY OF
LAMBTON

INFRASTRUCTURE & DEVELOPMENT SERVICES DIVISION

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NEWS RELEASE

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For Immediate Release

Text with 9-1-1 to be Made Available to Local Residents

Sarnia, ON – Sarnia-Lambton residents who are deaf, deafened, hard of hearing or speech impaired will soon have an alternative method of communicating with 9-1-1 call takers.

Text with 9-1-1 (T9-1-1) will be available across Lambton County beginning April 15, 2015. Cell phone users whose phones have the capability to send and receive text messages and are compatible with the T9-1-1 program must register for the service on their cell phone provider's website.

In times of emergency, registered users will have to dial 9-1-1 on their registered cell phones at which time the call taker will receive an indicator that alerts them of the need to communicate with the caller via text message. The 9-1-1 call taker will then initiate text messaging with the caller to address the emergency.

"It's important to remember, voice calling is the preferred way to communicate with 9-1-1 for a person who is not deaf, deafened, hard of hearing or with speech impairment," said Jim Kutyba, General Manager, Infrastructure & Development Services. "During an emergency, time is of the essence and talking typically enables quicker communication than texting."

Text messages sent to the digits "9-1-1" do not reach emergency services. Users are asked not to contact 9-1-1 to verify their registrations. Registrations can be verified by checking with the user's cell phone provider.

The T9-1-1 program is offered to all Lambton County residents courtesy of the County of Lambton and Sarnia Police Services. For more information regarding T9-1-1, please visit www.textwith911.ca.

For more information about Lambton County, visit www.lambtononline.ca.

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