

Get the facts:

Calling 911 when you need emergency health care

For temporary and foreign workers

911 is the free emergency telephone number which connects you to ambulance, police or fire service in an emergency. An emergency is when someone's safety or health is at risk and they need immediate help.

Call 911 when you need emergency health care for symptoms like:

- loss of consciousness
- severe pain not relieved by pain medication
- confusion, trouble speaking, dizziness
- persistent, severe chest pain
- breathing difficulty or shortness of breath
- fractured or broken bone, wound that needs stitches or has uncontrolled bleeding
- sudden, severe headache or vision problems or sudden weakness, numbness and/or tingling in the face, arm or leg

911 is for everyone. 911 operators will only ask about the emergency. Personal health information is confidential.

- *You do NOT need any documents or permission to call 911.*
- *You can call for yourself or someone else.*

Translators are ready to help 24/7 in over 240 languages, including Spanish, Pilipino, Thai, Vietnamese, Mandarin, Cantonese, Arabic, French and others.

- *When you call 911 and get connected to ambulance dispatch say what language you speak and stay on the line.*

The call is free. Cell phones from other countries should work even if it is not connected to a service in Canada. Social media applications, such as WhatsApp, WeChat, Skype or Google may not connect you to 911.

- **Dial 911 on any cell phone or landline. Do NOT use social media applications.**

For health advice or information, call Telehealth Ontario 24/7. It is free and confidential. 1-866-797-0000 or Teleprinter or Teletypewriter (TTY): 1-866-797-0007

For information about COVID-19 visit ontario.ca/coronavirus

Employment Standards Info Centre: 1-800-531-5551 or TTY (for hearing impaired): 1-866-567-8893