

Emergency Situations

Contact 911

The contact number in the event of an emergency requiring an immediate response is 911.

911 is to be used only for emergencies (police, fire or medical) where an immediate response is required – when there is an emergency and lives are in danger, immediate action is required or there is a crime in progress

Examples of calls to 911 for police:

- * an event that involves an immediate threat to person or property (e.g. screams or shots fired)
- * a substantive in-progress crime (e.g. fight, break and enter or impaired driving; this includes
 - drug dealing if the suspect is on scene)
- * a serious crime that has just occurred (e.g. sexual assault or robbery)
- * a suspicious circumstance that may indicate an immediate criminal act (e.g. prowler, door-to-door salesperson who doesn't have proper identification, vehicle "casing" the neighbourhood)

911 calls within the Greater Vancouver Regional District go directly to the ECOMM central call taking centre.

Non-Emergency Situations

The use of (604) 717-3321 (via the Telus Relay Centre) for all non-emergency reporting helps to keep the 911 lines available for people reporting an emergency situation.

If you are unsure how serious an incident is, contact 911 and they will advise whether or not to contact the non-emergency number (604) 717-3321.

Examples of non-emergency calls for police:

- * reporting a crime with no suspect (e.g. theft of license plate)
- * reporting a non-emergency crime with suspect, but suspect is not on the scene (e.g. fraud)
- * reporting a serious crime with suspect, but with a lengthy delay (e.g. assault that occurred last night at
 - a bar)
- * non-emergency incidents in-progress (e.g. noisy party, barking dog)
- * ongoing crime issues, not in-progress (e.g. graffiti problems, or ongoing drug dealing with the

suspect not on the scene)

* a suspicious circumstance that may indicate an on-going criminal activity (e.g. marijuana grow operation)

In Person Reporting

If you have had your passport or your Canadian Citizenship card stolen, you will need to come in to one of the VPD's two locations (312 Main St. or 2120 Cambie St.) to make a report.

Other types of reports you can make in person include:

- * thefts and mischief under \$5,000
- * found or lost property.

Contact the non-emergency line at (604) 717-3321 (via the Telus Relay Centre) if you are unsure whether to come in person. Another option is to call the Public Service Counter TTY prior to attending the counter.

Both of the locations below operate Public Service Counters.

312 Main St.
Vancouver, B.C.
Canada V6A 2T2 - 8 a.m. to 7 p.m. daily
TTY #: 778-331-4014

2120 Cambie St.
Vancouver, B.C.
Canada V5Z 4N6 - 8 a.m. to 5 p.m. Monday to Friday
TTY#: 778-331-4015

Online Crime Reporting – www.vpd.ca

Please use this system if one of the following has happened to you and you do not know who did it:

- * You have lost something that costs less than \$5000.
- * Someone has stolen something from you that costs less than \$5000.
- * Someone has vandalized your property or car.
- * Someone has broken into your car.
- * Someone has used your credit card, bank card, or cheques without your permission and you have lost less than \$5000.

All other crimes will require a police officer, please contact 604-717-3321 (via the Telus Relay Centre) immediately if that is the case.

Please be sure that you have the following information available to complete the Online Crime Reporting process:

- Step 1: We will ask you a few questions to make sure we can properly assist you.
- Step 2: We will need to know the date and location of the crime or incident.
- Step 3: We will need to know some basic personal information and/or business information, such as your name and e-mail address.
- Step 4: We will need the details of your car and/or property, such as license plate, serial numbers, and value.
- Step 5: Please tell us what happened.
- Step 6: Who should we contact for further information?