



The Greater Vancouver Association of the Deaf

T9-1-1 Service for the Deaf

T9-1-1 provides 9-1-1 call centres and/or emergency services with the ability to communicate with a Deaf person during an emergency, using wireless text messaging (SMS).

A deaf person who wants to use the service must register for it with their wireless service provider.

A compatible handset is required for this service. This can be verified with the Deaf person's wireless service provider.

When the Deaf persons requires 9-1-1 services, they dial 9-1-1 on their cell phone. There is no need for them to use voice, as the 9-1-1 call taker will receive an indicator that tells them to communicate with the caller via text messaging. The 9-1-1 call taker then initiates text messaging with the caller to address the emergency.

Generally, a voice plan is NOT required to call 9-1-1. However, you will need to have a valid text messaging plan in order to use the T9-1-1 service. Please consult your service provider's Web site for information about their wireless service plans.

For more info, see this link:

<http://textwith911.ca/how-to-make-a-t9-1-1-call/>

You may also be interested in two **NEW** "How to Make a 9-1-1 Call" videos that were just uploaded recently:

<https://www.youtube.com/watch?v=w6LSvPc8jLM> (2:09 min.)

And the ASL version:

https://www.youtube.com/watch?v=7bLXcbS_mHw (ASL, 4:02 min.)

If you are interested in registering for the T9-1-1 service, you can register online at <http://textwith911.ca/registration/>. For assistance, please contact us by emailing at gvaoffice@gmail.com.

Hope this helps.