

Government of
Northwest Territories

9-1-1

Northwest Territories 9-1-1 Implementation Plan

2018 to 2020



Minister's Message



The Government of Northwest Territories is committed to improving access to emergency services and enhancing community wellness and safety.

In 2018, Municipal and Community Affairs started implementation of a Basic 9-1-1 system for the Northwest Territories. Referred to as Northwest Territories 9-1-1, this new system will greatly improve our ability to connect citizens and visitors with local emergency services, such as police, fire, and ambulance. Implementation will incorporate national best practices and standards, and the system will go live in summer 2019.

Several important initiatives lie ahead, which are critical in achieving success. It is my pleasure to present the Northwest Territories 9-1-1 Implementation Plan to help establish a common understanding of the GNWT's vision for 9-1-1, and the work necessary to effectively implement the system.

I wish to express my sincere thanks to all emergency services and community governments whose participation and contributions to this important public safety initiative are essential.

***The Honourable Alfred Moses,
Minister, Municipal and Community Affairs***

Vision

To serve the public, community first responders, and territorial public safety agencies with effective emergency communications services.

Mission

To establish a communication system that allows any resident or visitor to the Northwest Territories to contact the appropriate emergency services by dialing 9-1-1.

Goals

1. Operate Northwest Territories (NWT) 9-1-1 in an effective and fiscally responsible manner;
2. Provide and maintain NWT 9-1-1 infrastructure including the equipment, network, and databases required to operate a reliable 9-1-1 system;
3. Increase public awareness of 9-1-1 and promote the proper use of the 9-1-1 system;
4. Provide training programs which enable NWT 9-1-1 staff to effectively process 9-1-1 calls; and
5. Ensure that 9-1-1 emergency calls, from all sources, are routed to the proper response agencies, and these agencies receive accurate and reliable information.

“9-1-1” is the universally recognized three-digit combination that people in North America dial when they need help in an emergency. It is dialed in life-threatening situations, during medical emergencies, when a crime is in progress or when there is a fire.

Service Statement

NWT 9-1-1 is for access to police, fire, rescue or medical emergencies **when immediate action is required**: when someone’s health, safety or property is in jeopardy or a crime is in progress.

NWT 9-1-1 will connect residents to available emergency services such as police, fire, rescue and ambulance services. NWT 9-1-1 staff will provide over-the-phone basic pre-arrival emergency medical instructions such as talking callers through performing CPR or other basic first aid.

Did you know that if a cell phone is locked out or has been barred from making outgoing calls (e.g., from not paying a bill), often “emergency” can still be pressed and the phone automatically calls 9-1-1? In 2017, 89% of all calls in North America were made by cell phones.

NWT 9-1-1 will link callers with interpretation services for those preferring another language.

NWT 9-1-1 will incorporate technologies to connect with callers who have hearing or speech communication impairments.

NWT 9-1-1 will manage and integrate the NWT public alerting system (NWT Alert Ready) into daily operations, providing critical information on emergencies in real time so citizens can act to protect themselves, their loved ones and their property.

Key Initiatives

The following key initiatives are essential for implementation of NWT 9-1-1.

Legislation

Legislation will be passed to support the creation and administration of the 9-1-1 service, and the necessary policies and standards. The legislation will mandate participation in the system by all public emergency services in the NWT, and it will result in a call answer fee to allow the service to be run on a full cost-recovery basis. As a result, residents will see a small charge on their telephone bills to cover operating costs, which will include an infrastructure and administration fee from the telephone company.

Municipal and Community Affairs anticipates introducing the new legislation in fall 2018, and fees will come into effect when the legislation passes.

Community Addressing

Although community addressing will not be mandatory for implementation of NWT 9-1-1, it will greatly enhance system effectiveness in helping deploy emergency services to the correct location when needed.

Municipal and Community Affairs is assisting communities to develop an addressing plan, which may be combined with development of a community plan.

Guidance is available to assist in developing an addressing scheme and an appropriate bylaw. A

Webinar will soon be available to help facilitate engagement with community governments.

Know your location at all times! You should know what community you are in, building or home address, cross streets, landmarks, and any other information that will help emergency personnel find you.

Emergency Communications Centre

An Emergency Communications Centre (ECC) is a secure, robust office space, which needs to be arranged for the NWT 9-1-1 system. The ECC will have a dispatch room with specialized desks, computer-aided dispatch software, phone systems and a host of supporting computer systems.

The entire office space will be connected to backup systems such as power, computer, telephone and heating, allowing for uninterrupted services.



Emergency Services Directory

Municipal and Community Affairs will work with community governments to establish and maintain an emergency services directory for NWT 9-1-1 staff. The directory will contain phone numbers for available emergency services in all communities. This information is crucial in helping 9-1-1 staff connect callers with the right help.

Recruitment and Training

A critical element for NWT 9-1-1 is knowledgeable, qualified staff. NWT 9-1-1 staff provide a vital service that supports both public and first responder safety through the delivery of information and assistance. A recruitment strategy will target candidates most familiar with the North's demographics, culture and languages.

The primary duties of NWT 9-1-1 staff will be to direct emergency calls to the appropriate emergency service; provide pre-arrival instructions for emergency medical calls; and interpret, analyze and anticipate a caller's situation to resolve problems, provide information, and connect emergency services or refer callers to other agencies. Individuals will receive job-specific training to acquire the competencies and skills necessary to become highly effective 9-1-1 staff.

Awareness Campaign

Prior to implementation and ongoing, an awareness campaign will educate residents on when to call 9-1-1; when not to call 9-1-1; what services are available; and how callers can help 9-1-1 staff provide residents and visitors with the necessary resources in emergency situations. Annual efforts will also focus on school age children.

Public education materials will be distributed regularly to help promote general awareness of 9-1-1 services, areas of limited cellular coverage, and help teach individuals how to effectively use 9-1-1.



Testing and Go Live

NWT 9-1-1 is expected to go live in the summer 2019. Before the go-live date, NWT 9-1-1 systems will undergo rigorous testing, as well as privacy and security assessments. During the transition period, both the current local emergency numbers and NWT 9-1-1 will be operational, ensuring emergency services can be reached as residents become familiar with the new 9-1-1 system.

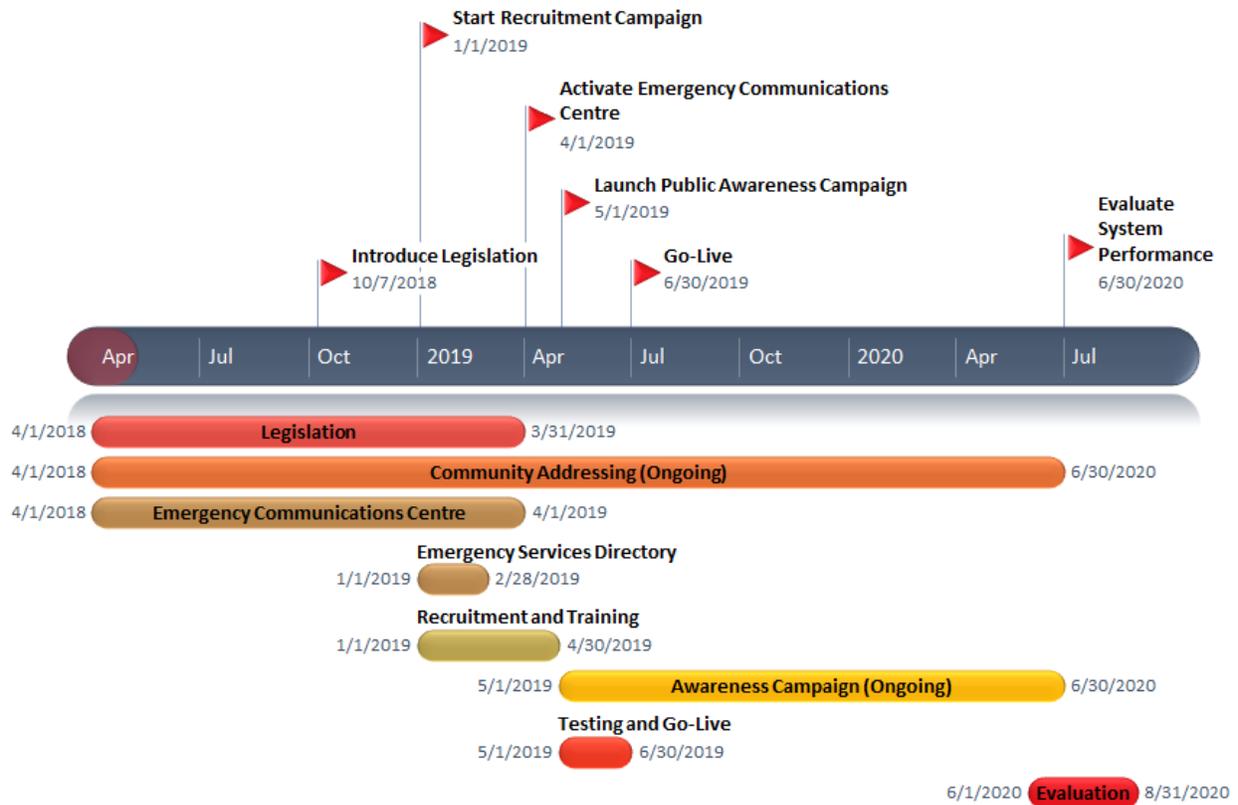
Evaluation

Once NWT 9-1-1 has been operational for twelve months, a comprehensive evaluation will be conducted to ensure the system is meeting our needs. Information and data collected will help ensure staff have appropriate training and resources are adequately assigned to meet the call types and volumes received by the Emergency Communications Centre.

The evaluation will also include client satisfaction and community surveys to ensure a citizen-centred approach to service delivery.

Did you know children as young as three years old who have been taught to call 9-1-1 have saved lives? Children and youth save thousands of lives every year by calling 9-1-1!

Implementation Timeline



More Information

Public Safety Division
 Municipal and Community Affairs Public Safety
 Government of the Northwest Territories
 600, 5201 - 50 Ave
 Yellowknife, NT X1A 3S9

Phone: 767-9161 (ext. 21029)

Website: www.maca.nt.ca