

# 2-1-1

When to call:

- Grocery shopping
- Meal preparation & delivery
- Prescription pickup & delivery
- Phone/virtual friendly visits

**How to access:**

You can enroll for this service by calling **2-1-1**, or enroll online ([www.bc211.ca](http://www.bc211.ca))

# 3-1-1

When to call:

- Non-emergency situations
- City services (e.g. traffic signal repairs, parking issues)
- Submitting a noise complaint (e.g. persistent, unreasonable noise)
- Language interpretation
- Graffiti & vandalism
- Stray/wild animals

**How to access:**

Dial **3-1-1** between 7:00am – 10:00pm

# 8-1-1

When to call:

- Health information
- Health services
- Getting connected to:
  - Registered nurses
  - Registered dietitians
  - Qualified exercise professionals
  - Pharmacists

**How to access:**

Dial **8-1-1** to access the 24-hour phone line

# 9-1-1

When to call:

- Any situation that requires immediate response from:
  - **Police**
  - **Fire**
  - **Ambulance**
- An emergency/crisis
- An accident or medical emergency
- A crime or suspicious activity being witnessed
- A violent situation

**How to access:**

Dial **9-1-1** to access the 24-hour emergency phone line