

When to Call 911



Our purpose as a Society is to provide recreation, social, arts and cultural activities for everyone who lives works and plays in our community. We do this by developing positive relationships with patrons, particularly vulnerable patrons.

In the course of providing services the safety of staff and patrons is of the utmost importance at Britannia. In the course of our work sometimes it is necessary to call 911.

To ensure Britannia is doing everything in its power to **help** our patrons, this should only be done if it is an emergency. These are examples of emergency calls from the VPD website;

- 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)

If staff or patrons are not in imminent danger, it is the responsibility of the staff member to apply conflict resolution skills to de-escalate the situation. If the staff member does not think he/she is capable of doing so on their own, the first source of help to de-escalate is to call another staff member to assist. If there is no imminent danger, calling the nonemergency line at (604) 717-3321 is an option. Calling 911 is the last option and should be avoided if at all possible.

Staff at Britannia are to call 911 under the following circumstances:

- When an individual or individuals are inflicting physical harm to any person, place, or thing
- If an employee or patron is in imminent danger or at risk of an immediate criminal act

If you are in a situation where you are unsure whether or not you should phone 911, please contact one of the 3 people below for guidance:

- Cynthia Low – 604-831-6815
- Jeremy Shier – 778-952-8313
- Peter Odynsky – 604-718-5820