



## **MAKE THE RIGHT CALL – POLICING SERVICE CHANGES**

Please note that the Municipality of Callander has officially changed over to the Ontario Provincial Police billing model, commencing January 1<sup>st</sup>, 2022. As a result, there are some contractual changes that the Municipality would like to update the residents on. Most importantly, is that the Municipality, and therefore our taxpayers, will be billed according to call-for-services, meaning that is extremely important for residents to call 9-1-1 for the proper reasons. There are three phone numbers that our residents and visitors should be made aware of:

### **Call 705-752-1410 for Information About Municipal Services and Non-Emergency Police Matters**

- The hours of operation are Monday to Friday from 8:30 a.m. to 4:30 p.m.
- Voicemails can be left and will be responded to within a 24 hour timeframe
- Online service requests at [www.mycallander.ca](http://www.mycallander.ca) can also be used and will be responded to within a 48 hour timeframe
- Services requested under this phone number/online service request portal include noise and property complaints, building without permits complaints, planning issues, animal complaints, waste collection, road and sewer maintenance, tree requests, parking complaints, etc.

### **Call 1-888-310-1122 for Non-Emergency Policing Matters**

- This line is staffed 24/7, 365 days a year
- The public can file many police related reports, some of which include damage to property under \$5,000, speed and driving complaints, neighbour-to-neighbour disputes (civil matters).

## **On-line Reporting at [opp.ca](http://opp.ca)**

### **Call 911 for All Emergencies**

- Where people or property are at risk and Police, Fire or Ambulance are required, call 911 immediately
- Calling 911 for non-emergency situations could cause a delay in someone else getting life-saving help in time, and will also result in unnecessary added charges to the policing services costs

**If you place an unintentional 9-1-1 call**, stay on the line to let the emergency operator know it was a pocket dial/unintentional call. Every 9-1-1 call is taken seriously. When a 9-1-1 caller doesn't respond, that could be a sign of trouble – a possibility an emergency responder can't ignore.