

# When & How to Call the Emergency Numbers



***Safety...  
it's Everyone's  
Responsibility.***

*Together we can make a difference.  
Get involved; it will help reduce crime  
in your neighbourhood.*

City of Richmond  
Law & Community Safety Department  
www.richmond.ca

## City of Richmond

**Main Switchboard** 604-276-4000

**Graffiti Hotline** 604-233-3307

**Public Works Requests-Works Yard** 604-244-1262

- To report potholes, cracks, and other problems with street surfaces, sidewalks, and curbs;
- Missing or damaged signs on City property;
- Missing, damaged or blocked traffic signs;
- Watermain leaks or water quality (dirty water);
- Abandoned bikes
- Burned out street lights or damaged light poles.

For 24 hour service, call 604-270-8721.

**Environmental Health** 604-233-3147

- To report food poisoning;
- Health hazards related to air, water or sewage disposal problems.

**Richmond Animal Protection Society** 604-275-2036

- To report barking dogs or loose animals.

**Traffic Technician** 604-276-4032 / 276-4210

- To report an obstruction to motorists' sightlines (fences, trees, shrubs, etc.).

**Community Bylaws** 604-276-4345

- To report bylaw complaints relating to the use of private property such as evidence of secondary suites;
- Unsightly properties;
- Boulevard maintenance issues;
- Signs placed on City property;
- Parking ticket information line (recorded) 604-276-4345.

**RCMP (Non-emergency)** 604-278-1212

- To report a vehicle parked illegally.

**Tree Trimming** 604-207-4890



City of Richmond  
6911 No. 3 Road, Richmond, BC V6Y 2C1  
Telephone 604-276-4000  
www.richmond.ca

August 28, 2008

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Location of Incident: \_\_\_\_\_

There was a:  Burglary  Theft  Car Theft  
 Theft from Car  Vandalism  Assault  
 Suspicious Activity  Other: \_\_\_\_\_

### Suspect Description

Male  Female Age: \_\_\_\_\_

Height: \_\_\_\_\_ Weight: \_\_\_\_\_

Hair Colour: \_\_\_\_\_ Length: \_\_\_\_\_

Facial Hair?  Yes  No

Glasses?  Yes  No

### Colour and Description of Clothing

Upper Body: \_\_\_\_\_

Lower Body: \_\_\_\_\_

Jewellery: \_\_\_\_\_

Other Distinguishing Features: \_\_\_\_\_

Voice: \_\_\_\_\_ Accent: \_\_\_\_\_

What was said: \_\_\_\_\_

### Vehicle Description

Licence No.: \_\_\_\_\_

Make: \_\_\_\_\_ Model: \_\_\_\_\_

Colour: \_\_\_\_\_ Style: \_\_\_\_\_

Year: \_\_\_\_\_

Other Distinguishing Features: \_\_\_\_\_

### Direction of Travel (Compass direction)

North  South  East  West

On \_\_\_\_\_ (Street name)



## RCMP When to Call the Police



For example:

- **A stranger walks down a dark street trying car doors**, may be searching for a car to steal.
- **A prowler is wandering through yards in your neighbourhood**, may be looking for houses to break into.
- **A car slowly drives the streets of your neighbourhood**, may be searching for a house to break into.

## How to Call the Police For all non-emergency, call 604-278-1212 If a suspect is present, call 9-1-1

When you call the police, please remember to:

### Remain calm:

- Give your name, phone number and address;
- If using a cell phone, state the city you are calling from;
- Stay on the line until told to hang up;
- Do not assume someone else has already called the police.

### State the problem:

- State the location of the incident;
- Give a complete description of the person(s)/ vehicle(s) involved;
- Give the direction the suspect(s) or vehicle(s) are travelling.

Follow the instructions of the police operator.

### RCMP Main Detachment

6900 Minoru Boulevard **604-278-1212**

### Steveston Community Police Station

4371 Moncton Street **604-713-2323**

### South Arm Community Police Station

8880 Williams Road **604-713-2300**

## Richmond Block Watch Office 604-207-4790



Block Watch is a free, community-based, crime prevention program administered by the Richmond RCMP and funded by the City of Richmond.

Our aim is to help residents organize their neighbourhoods to prevent crime in the community. Participants watch out for their neighbour's property and report suspicious activities to the police. Block Watch provides general home security tips, an engraver to mark your valuables, window stickers and informative newsletters.

Block Watch is a great way to get to know your neighbours and is a cornerstone to a safe and vibrant community. For more information, please call Wendy Milford at 604-207-4790.

*Safe neighbourhoods aren't built, they are made safe by the people who live in them!*

**To receive a copy of "Reporting a Suspicious Drug House", please contact the Richmond Block Watch office at 604-207-4790.**

**It is your duty to report child abuse. Anyone who has reason to believe that a child has been or is likely to be abused or neglected has a legal duty to report it to the Ministry of Children and Family Development. Call 604-660-9260 / After hours call 604-660-4927. If children need help, they can call the Helpline for Children at 310-1234 (no area code needed).**

## Fire Department

For all non-emergency, call

**Emergency call**



**604-278-5131**

**9-1-1**

### Fire safety tips:

1. Working smoke alarms save lives, test your smoke alarm once a month and change the batteries at least once a year.
2. Install at least two smoke alarms on each level of your home.
3. Develop a home fire escape plan and PRACTICE IT with your family regularly.
4. Know two ways to exit from your bedroom.
5. Keep storage and combustible items at least 1 metre from furnaces and portable heaters.
6. Never leave candles or other open flame items unattended.
7. Do not leave the room when cooking with fats and oils.
8. Treat burns with cold water, nothing else.

## Emergency Programs

**emergencyprograms@richmond.ca**

**604-233-3333**

Emergency Programs are working with the community to increase Richmond's level of preparedness in the event of a major emergency.

Contact us to request a free emergency preparedness workshop or to learn how you can become an emergency volunteer. We offer emergency preparedness workshops to help residents, businesses and neighbourhoods prepare for a major earthquake, flood and other disasters. Our volunteer core assists residents affected by disaster, deliver presentations, receive specialized training and more.