



**1-1-2**  
**CANARIAS**

**Gobierno  
de Canarias**

Consejería de Presidencia,  
Justicia y Seguridad





## **For your own safety, remember:**

- 1:1:2** Available 24 hours a day, 365 days a year. ▲
- 1:1:2** Free telephone number that can be reached from any telephone line, both terrestrial and mobile without dialling any codes. ▲
- 1:1:2** Your call can be answered in Spanish, English, German, Italian and French. ▲
- 1:1:2** Covers all the islands both on land and in the surrounding waters. ▲
- 1:1:2** A coordinating centre of the Canaries Government to deal with safety and emergencies. ▲



## What is **1-1-2**?

The Emergencies and Safety Coordination Centre (CECOES) **1-1-2** of the Government of the Canary Islands, under the Council of Presidency, Justice and Security, is a public service and responds to all emergency calls on the islands. It is run by the public company Gestión de Servicios para la Salud y Seguridad en Canarias (GSC) [Management of Health and Safety Services in the Canaries].

Canaries **1-1-2** is much more than a telephone number. It is a coordinating centre that manages all the emergency resources available on the islands and so it is able to deal fully with any alert, whether it is related to health, safety, saving, fire extinction or rescuing.

By creating this service on 30 May 1998, the Canaries became part of the European System for Emergency Response, thus fulfilling the European Union Decision 396/1991, recommending Member States to set up a sole number, **1-1-2**, to call emergency services in each of the community countries. ▲



# On an emergency

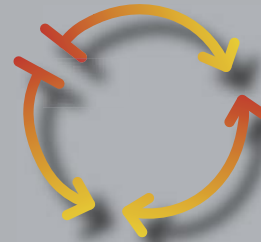


## Demands Operator

It is the first person to answer the call. Once the information is gathered, reports are sorted out and forwarded to the corresponding sector.

## Multi-sector Coordinator

It is the head of the room and supervises how the sectors involved respond to the demand.



## Sectors

### Health

A doctor from the SUC (Canaries Emergency Service) answers the call and offers medical advice or sends the necessary medical help:

- Ambulance
- Helicopter
- Plane



### Security

The security forces (National Police, Civil Guards and Local Police) act whenever their presence is required:

- Theft
- Assault
- Accident



### Extinction and Saving

Whenever fire extinction, rescuing or saving are required, the necessary resource is activated:

- Rescue Helicopter
- Saving boat
- Fire Brigade



### Attention to battered women

A woman who suffers an aggression is given immediate advice and help. This service is dependent on the Canaries Institute for Women.





## Process of a **1:1:2** emergency call

### When?

Whenever there is an emergency, the call is responded to immediately and it can be made from anywhere on the Islands and surrounding waters. ▲

### How?

The call asking for help can be made from any telephone line including mobile phones and telephone boxes and it is free. All you have to do is dial **1:1:2** and you will be answered either in Spanish, English, German, French or Italian, 24 hours a day every day of the year. ▲

### What to say?

Once you dial **1:1:2**, a telephone operator will make all the necessary questions in order to place the incident correctly and find out what is happening and where. It is vital to give clear short answers because the more accurate the information the sooner you will get help. ▲

### What happens in the meantime?

While the demands operator is noting down the incident details, help is already sent on its way. Thanks to automatic protocols the call is classified and the most suitable resource for each situation is sent. So depending on the type of incident the appropriate service is activated: health, security, fire extinction, saving and rescue or aid to battered women. ▲





## Development in figures

In May 2008 it will be ten years since **1-1-2** was set up. In this period, nearly 21 million calls have been received, nine million demands have been responded to -including information- and almost 4 million incidents have been coordinated, including medical advice and the use of resources.

This means we have grown from an average 588 incidents answered a day during the first year to over 1,300 at present. That is, an increase of 210% in the number of incidents answered daily.

Over three million citizens have been given assistance through **1-1-2**, which means the number of people attended has increased four-fold. ▲





## Your information is vital

- Where are you calling from?
- What has happened?
- How many people are involved?
- How are they?
- Can you give us a reference to reach the place?
- Is there any emergency service with you?



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