

## It's OKAY to ASK

**It's okay to call** the non-emergency number at 9-1-1 or the Fire/EMS, Police, State Patrol or Sheriff's Office and ask for their guidelines regarding address signage, the medical data sheet, fire hydrant clearance, utility signage and their sirens and lights expectations or other emergency response questions.



**It's okay to inquire** about a 9-1-1 telephone notification system where they can notify the public about selected emergency conditions and register your mobile phone.

**It's okay to provide** Special Directions to Your Home. If more detailed directions would help emergency personnel to locate your home, provide additional information to your premise page.

**It's okay to include** the location and description of fuel, propane tanks, explosives, ammunition storage, hazardous chemicals in case of fire.

Also include a description of potentially dangerous pets or other animals that could affect the response time or safety.

**It's okay to call** the non-emergency number at the 9-1-1 center and ask for their guidelines to register additional information regarding your property and the occupants. This information can often be included with your address when any Fire, Law Enforcement, or EMS/Life Squad personnel respond to an emergency call from your home.

Most 9-1-1 systems can record information specific to your home with a page typically called the Premise Page. Here are some suggested items that will allow the responders to better understand conditions in your home prior to arrival.

**Someone at this location:**

- has small children in the home.
- is blind or visually impaired.
- has a cognitive impairment that can involve memory, language, thinking and judgment issues.
- is hard of hearing or deaf.
- has a speech impairment.
- is physically linked to equipment required to sustain life.
- is bedridden, uses a wheelchair, or has a mobility impairment.
- has a psychiatric impairment.
- may be using an electronic device for text communication utilizing a telephone line.

**General Symptoms may be:**

- Aggressive in New Situations
- Bed Ridden
- Experiences Sensory Overload
- Fears Being Touched
- Fears Flashing Lights
- Fears Loud Noises
- Flight Risk, May Run or Wander
- May Hurt Themselves
- Medical Alert Status
- Medically Fragile
- Non-Verbal
- On Medication
- Seizures
- Tourette Syndrome