

BEST 9-1-1 Customer Checklist

www.911ready.org/

Give this plan to your parents, your children, your neighbors and friends. Take it to work, to your volunteer activity, to church or to any activity you consider appropriate. Explain the purpose for this plan and, if necessary, help them complete the appropriate steps.

Typically the plan can be completed in 2-3 hours.

Step 1 – Addressing that Works



Install 3-inch-high white reflective numbers on a dark background on both sides of your mailbox. Numbers are available from Amazon, Home Depot, Lowe’s and Menards. Call your Fire Department and ask if they have the traditional double-sided address sign used by most agencies. You may have a choice of color and they may install the sign.

If all mailboxes are on the same side of the street or you share a driveway, consider using a reflective directional arrow for clarity. If you use community mailboxes rather than individual mailboxes, consider mounting your address on both sides of a post near the roadside.

If a roadside mailbox or a roadside post are inappropriate for your location install 4” high white reflective numbers on your house.

Clear obstructions including vegetation, decorations or other items from blocking the numbers.

Verify the numbers are clearly visible as you approach from either direction.

Verify if the street sign used to identify your street is accurate and clearly visible. If not, call and be persistent to have it repaired.

3" High White Reflective Numbers on a Dark Background

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□ Step 2 – Medical Data Sheet and (DNR* or No-CPR)

□ Download and complete a medical data sheet for every member of your family from www.911ready.org/medical_data.htm The form can be completed using your computer or you may wish to print a copy and complete by hand. Please Print – **No Cursive**

□ Save the file on your computer and update it as conditions change.

□ Fold in half and stop at the fold-line so just the words “Medical Data Sheet” are exposed.

□ Using a magnet, attach a copy to the outside of your refrigerator so the words “Medical Data Sheet” are clearly visible. A magnet will not work on a stainless-steel refrigerator. Instead, acquire a stick-on clip to hold the MDS.

Emergency Medical Data

The image shows a form titled "Emergency Medical Data" with various fields for personal information. A large green graphic with white text is overlaid on the form, reading "Download Emergency Medical Data Form".

The refrigerator is a known location in most homes and easy to locate. Ask your local Fire/EMS for their preferred location. Other agencies suggest storing the emergency medical data inside the refrigerator. I personally discourage that method because it can be easily overlooked wasting precious time.

□ Also, place a copy of the MDS in the glove box or over the visor in each of your vehicles. In addition, carry a copy on your person, purse, wallet, laptop bag, go-kit, etc.

□ If you or a loved is are a Hospice Patient and have a signed DNR* or No-CPR form, keep it bedside and readily available to EMS personnel. *Do Not Resuscitate

□ Step 3 – Registered Alternate Key Holder

□ Call the non-emergency number at your 911 center and inquire if they can register an alternate key holder.

□ If they can, ask a trusted neighbor or two to be a key holder for use in an emergency and register them with your 911 center.



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If your 911 center does not have a registration form use the one available at www.911ready.org/alternate_key_holder.htm.

Many agencies can register online.

In addition, inquire about their ability to register special conditions in your home. Many centers also can register this information online.

Be consistent with the information you provide to your alternate key holder by completing the "Alternate Key Holder Information Sheet" available at www.911ready.org/alternate_key_holder.htm

Step 4 – Healthy Hydrants

Locate the hydrant closest to your home or building and the closest backup hydrant.

Are they clear of obstructions from both directions?

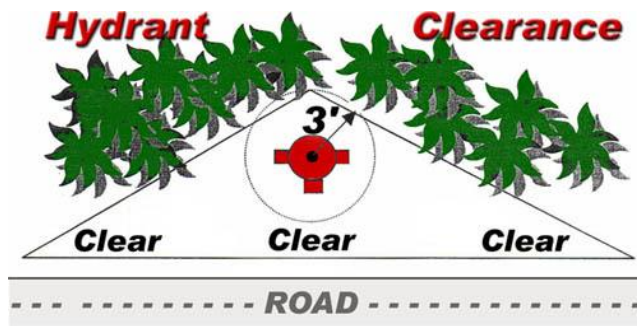
Are they reflective for night-time visibility?

Learn if you have public or private hydrants.

Verify who is responsible for maintenance.

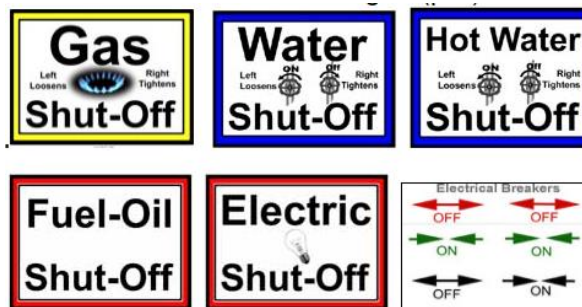
When were they last maintained?

If you see an "Out Of Service" ring or a bag covering a hydrant, be persistent in calling to have it repaired.



□ **Step 5 – Emergency Shut-Off Signage**

□ Place an “Emergency Shut-Off Sign” appropriate for each of your utilities, water, hot water, gas (natural or propane), electricity and other.



□ Download and print the signs from www.911ready.org/utility_signage.htm
If you are unsure how to do this ask for help.

Step 6 – Study the “Steer Right for Sirens and Lights” considerations

When you have questions for any of these issues, call your local law enforcement or fire station.



Remain Calm

Be alert when you see a fire engine or medic unit leaving its station, pull to the right and stop. The law requires you to pull to the right and yield to an emergency vehicle even before it gets on the road.

- ✓ Don't panic and slam on the brakes.
- ✓ Don't stop in or just prior to a blind curve.
- ✓ Don't stop on or while cresting a steep hill for a two lane road.
- ✓ Don't stop in an intersection.
- ✓ Don't follow within 500 feet after emergency vehicle(s) have passed.
- ✓ Don't assume there is only one emergency vehicle.
- ✓ Don't race ahead through a green light or turn before the emergency vehicle arrives.
- ✓ Don't turn quickly to the left into a driveway or street.
- ✓ Don't drive through a red light or stop sign when an emergency vehicle approaches from behind.
- ✓ Do pull parallel to the right-hand edge or curb and stop.
- ✓ Do remain stopped until all emergency vehicles have passed.
- ✓ Do keep a foot on the brake to alert the emergency vehicle driver that your vehicle is stopped or is stopping.
- ✓ Do pull over into the right lane as the traffic in the lane to your right moves over.
- ✓ Funeral processions are classified as emergency vehicles. Drivers are required to yield to funeral escort vehicles displaying proper audio or visual signals.

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1. **If you are walking** you also have responsibilities. Get off the roadway as much as possible. If you are about to cross, stay where you are. It is difficult for most motorists to see you in normal circumstances. When an emergency vehicle is approaching it may be focused on finding the emergency and may not scan to see you.
2. **If there is one emergency vehicle, there may be more.** Don't assume it is safe to enter an intersection just because the fire engine, police car or ambulance has come through. Be alert and scan for the approach of others.
3. **Just because an emergency vehicle is not running sirens & lights** does not mean they do not have a patient on board. Ambulances transport patients. Assume a patient is on board even without sirens and lights. Please give them the same courtesy you would like if you were on board.

Step 7 – It's Okay to Ask

It's okay to call the non-emergency number at the Fire/EMS, Police, State Patrol or Sheriff's Office and ask for their guidelines.



Step 8 – Call Sooner, Let Them Decide

In doubt, not sure? Call 9-1-1. Never be afraid to dial 9-1-1 because of uncertainty. Whether a medical issue, a fire, or a situation concerns you, call now, not later. First responders say not calling soon enough delays the treatment causing the condition to be more acute when you finally call.

Let Them Decide!



Items to Consideration for 9-1-1 Premise Page

It is okay to register your alternate Key Holder(s) and the location of a hidden key.

It is okay to provide Special Directions to your address when more detailed directions would help emergency personnel locate your home.

It is okay to include the location and description of any fuel or propane tanks, explosives, ammunition storage, hazardous chemicals, and a description of any potentially dangerous pets or other animals that could affect the response time or safety of responders.

It is okay to include special conditions in your home. Examples are below.

Typical conditions may be:

Someone at this location:

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

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