



What Seniors Need to Know about **9-1-1**

Know your phone

Traditional land-lines work differently than Comcast provided (cable) phones or VoIP (Voice Over Internet Protocol) phone lines. Vonage VoIP connects with 9-1-1 the same as a traditional phone. Google Voice VoIP does not provide access to 9-1-1. Contact your local Police Department for an alternative number that you can save to your phone. Cell phones work differently than other phone connections. After pressing 9-1-1, many cell phones require you to press “send” or “dial”. Some have an Emergency button that brings up a second screen where you have to make an additional selection to dial the call. When purchasing a cell phone, ask the Cell Provider to show you how to access 9-1-1.

“I’ve fallen and I can’t get up.”

It may sound cliché, but these buttons can be a lifesaver. While they do not replace 9-1-1, they do provide a valuable service. A call center has your information on file and they can quickly contact 9-1-1 for you. Some of the more modern devices can even plot your GPS location and send help.

Help us help you

Seniors particularly should plan in advance. Contact your local Police Department and provide Emergency Contact information. Your local PD can keep a few names and phone numbers of neighbors, family or friends who live nearby that have a key or your garage code. Keep a list of your medicines and your emergency numbers in a convenient place that police or paramedics can easily access.

Active Seniors can help too!

Keep your network of friends apprised of when you are out of town and when you will be back. They won’t worry they haven’t seen you if they know you are cruising the Caribbean. The Sheriff’s Office and most local police departments offer a Vacation House Watch program. We put your address on a list for extra patrols while you’re out of town.

Be alert

“If you see something, say something” is the slogan of Homeland Security. Seniors are a valuable asset in keeping our communities safe. 9-1-1 calltakers work 24/7. If you see something suspicious, call 9-1-1 right away and a dispatcher will send someone to check. <http://www.dhs.gov/if-you-see-something-say-something>