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## Potential AAC 911 Emergency Messages

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### **MEDICAL EMERGENCY**

I have a medical emergency at (Address).

My phone number is \_\_\_\_\_.

Repeat address.

Please listen to me. I cannot talk.

I use a communication device and can hear you, but cannot answer questions in a timely manner.

If you need further information, please ask me Yes or No questions.

I have \_\_\_\_\_ (medical condition).

I am \_\_\_\_\_ years old.

My name is (First and Last)

### **If lock box:**

There is a lock box on the front door. The Code is \_\_\_\_\_.

### *Examples of Yes/No Questions Dispatcher may ask:*

- Have you been feeling this way long?
- Are you having trouble breathing?
- Have you lost consciousness?
- Are you injured?
- Are you bleeding?
- Have you fallen?
- Do you have a (ventilator, stoma, etc.)?
- Is your front door unlocked?



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- Do you have any animals that are a danger to the responders?
- Are you alone?
- Do you need assistance getting into a chair or bed?
- Do you have any animals that are a danger to the responders?

## **FIRE**

There is a fire in my house. SPECIFY LOCATION

My address is \_\_\_\_\_.

My phone number is \_\_\_\_\_.

Repeat address.

Listen to me. I cannot talk.

I use a communication device and can hear you, but cannot answer questions in a timely manner.

If you need further information, please ask me Yes or No questions.

My name is (First and Last)

*Examples of Yes/No Questions Dispatcher may ask:*

- Is the fire inside your house?
- Is the fire outside your house?
- Do you need medical assistance?
- Are you out of the house?
- Can you get out of the house?
- Do you use a wheelchair?
- Are you in a safe place?
- Are you alone?
- Is this a Fire or Smoke Alarm?



## **Utility Emergency**

I need the Fire Department for a Utility problem.

My address is \_\_\_\_\_.

My phone number is \_\_\_\_\_.

Repeat address.

Please listen to me. I cannot talk.

I use a communication device and can hear you, but cannot answer questions in a timely manner.

If you need further information, please ask me Yes or No questions.

My name is (First and Last)

*Examples of Yes/No Questions Dispatcher may ask:*

- Is this a (gas leak, CO2, alarm, electrical, power outage)?
- Do you need medical assistance?
- Are you out of the house?
- Can you get out of the house?
- Do you use a wheelchair?
- Are you in a safe place?
- Are you alone?
- Are you safe to stay where you are until help arrives?



**EMERGENCY LAW ENFORCEMENT – life, bodily harm or property – in-progress (assault, burglary, robbery, vicious dog)**

I have a Law Enforcement emergency at (Address).

My phone number is \_\_\_\_\_.

Repeat address.

Please listen to me. I cannot talk.

I use a communication device and cannot answer questions in a timely manner.

If you need further information, please ask me Yes or No questions.

My name is (First and Last)

*Examples of Yes/No Questions Dispatcher may ask:*

- Is this going on right now?
- Are you alone?
- Is someone harming or threatening you?
- Is there more than one person with you?
- Are there weapons involved? Gun, knife, etc?
- Do you need medical assistance?
- Are you safe to stay where you are?
- Are you reporting (dispatcher will attempt to ask specific incident)?



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## **NON-EMERGENCY LAW ENFORCEMENT –**

I have a non-emergency Law Enforcement need at (Address).

My phone number is \_\_\_\_\_.

Repeat address.

Please listen to me. I cannot talk.

I use a communication device and cannot answer questions in a timely manner.

If you need further information, please ask me Yes or No questions.

My name is (First and Last)

I would like to have an office/deputy contact me at my residence.

*Examples of Yes/No Questions Dispatcher may ask:*

- Is this going on right now?
- Are you alone?
- Do you need medical assistance?
- Are you safe to stay where you are until someone contacts you?
- Are you reporting (dispatcher will attempt to ask specific incident)?



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## **OTHER CONSIDERATIONS –**

Use individual numbers, not hundreds or thousands.

Program address as an additional separate button to assist with address verification.

### English as Second Language Speakers

- I am a *Spanish* speaker and need a translator.
- I am a *Spanish* speaker. I have a *medical* emergency at this address.

**For more information contact:**

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