

Help 9-1-1 **HELP YOU**



Everyone knows what to do when they have an emergency: call 9-1-1. **But do you know what to do before an emergency—in order to help 9-1-1- help you?**

A few tips from Jessamine County E-911 Director Chris Bowman



Sign up for Smart 911. Smart911 is a free, 100 percent private and secure website service (www.smart911.com) that allows residents to build a safety profile for their household. It can only be accessed by E-911—and even then, only when the citizen has called 9-1-1 with an emergency. The individual citizen manages the profile—the user can share as much or as little information as they want to, when they want to.

Safety profiles aid police, fire and emergency responders by providing important information such as: medical conditions or disabilities, special rescue

notes, emergency contacts, and cell phone numbers associated with the address. If desired, Smart911 users can also authorize their cell phone provider to give their GPS location to dispatchers in case of an emergency call.

If for some reason you can't speak when you call 9-1-1, and/or if you forget to tell us some important aspect of your medical history, your Smart911 safety profile could be a lifesaver. And because Smart911 is a national database, users' safety profiles may also be made available to 9-1-1 call takers even when traveling to a different location in the U. S. (provided that location has the Smart911 software).

Put your numbers out there! (Make sure your numeric street/road address is clearly marked.) This is important for all citizens—and especially for those who live out in the county. In the county, many houses can't be seen from the

road, and mailboxes are often grouped together on one side of the road, with no clear correlation to which house is connected to a specific mailbox. In town, address numbers should be marked on the house and mailboxes where they can be seen from the road.

Enable location settings on your cell phone. How closely first responders can pinpoint your location depends on the technology of your cell phone (newer phones have much better location services)—and whether or not you have enabled location services in your phone's settings. Although we still have to contact the carrier to access a phone's location services, it is still extremely beneficial to your personal safety to enable this setting.



“Jessamine County firemen, emergency services and officers need to find you, and find you quickly. If you live out in the county and there is a line of gates and/or drives, they need to know which one correlates to the house where your emergency is occurring.”

—Jessamine County E-911 Director Chris Bowman