

9-1-1 Call Alert & Responder List

A program for families living with a speech-impaired individual



Do you live with or know someone with a speech impairment that may prevent them from effectively communicating an emergency to a 9-1-1 dispatcher?

Sign up for the 9-1-1 Call Alert & Responder List

How does it work?

The participant provides the Concord Police Department with information on the type of impairment and emergency contacts using [this form](#). The information is then linked to their home address using the Concord Police Department's dispatch program.



When a 9-1-1 call is received from the participant's residence and the caller disconnects the line or it is left open with no response to the 9-1-1 dispatcher, a call for service is created.

The information provided by the participant or their guardian is displayed as part of the call and notifies the 9-1-1 dispatcher of the impairment and the potential for an emergency. Officers respond to the residence, and if there is no answer at the door, the emergency contact is called and asked to provide a key so officers may check the interior of the residence.

If the officers arrive, do not get an answer at the door, and an obvious emergency situation is visible from outside, the officers may force entry to the house via door or window prior to calling the emergency contact.

What are the program requirements?

- * The participant must be a resident of an incorporated area of the cities of Concord or Clayton.
- * The participant must have phone service attached to their home address through a landline provider such as AT&T¹ or VoIP service provider such as Comcast.¹ This program will not work for residents who only use cellular phone service.²
- *The participant must have at least one "emergency contact" who is willing to respond to the residence with a key. It is preferred that the emergency contact lives less than 20 minutes from the participant.

¹ AT&T and Comcast are not endorsed by the city of Concord and are NOT the only phone service providers that the participant can have service with.

² Cellular services do not provide the 9-1-1 dispatcher the home address or exact location of the caller on their 9-1-1 display.

Speech-Impaired Participants

Examples of individuals who may not be able to communicate with the 9-1-1 dispatcher:

- * Someone who is unable to speak due to the loss of or damage to their larynx
- * A parent or spouse who suffers from advanced dementia or Alzheimer's and does not always clearly communicate
- * An autistic family member with limited speech skills or who is a nonverbal communicator
- * A child with limited communication skills due to a diminished mental capacity

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