

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

If you answer yes and you live with or know of a family with . . .

- . . . someone who is unable to speak due to the loss of or damage to their larynx,
- . . . a parent or spouse who suffers from advance dementia or Alzheimer's and does not always clearly communicate,
- . . . an autistic family member with limited speech skills or is a nonverbal communicator,
- . . . a child with limited communication skills due to a diminished mental capacity, and
- . . . other disabilities that could make it difficult to get help during an emergency situation.

Residents of Concord and Clayton may now participate in a program that alerts the 9-1-1 dispatcher to circumstances that may prevent the caller from relaying details of an emergency after dialing **9-1-1**. Once alerted, the dispatcher will initiate a police response for a safety check of the residence. If a problem is identified, the officer will ensure that the caller, their family member, or a caregiver gets the necessary assistance.

See the back panel for more details.

What are the program requirements?

The participant must be a resident of an incorporated area within 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" 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 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.

How does it work?

The participant provides the Concord Police Department with information on the impairment and emergency contacts using the form on this brochure or the Internet at www.CityofConcord.org. 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. This will help to ensure that officers are dispatched to the residences soon as they are available. If there is no answer³ at the residence, the emergency contact may be called and asked to respond with a key so officers may check the interior of the residence.

³ 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.

9-1-1
Emergency!!!

**Call
Alert &
Responder
List**



**A program for families
with a speech-impaired
individual**

