Potential AAC 911 Emergency Messages

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?
• 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)?
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)?
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.

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