

KNOW AN EMERGENCY WHEN YOU SEE ONE

Is your situation an emergency? Do you need professional help? If your problem seems like an emergency, get help. It is better to be safe than sorry.

IN ANY OF THE FOLLOWING SITUATIONS, DON'T WAIT – CALL FOR EMERGENCY ASSISTANCE IF YOU HAVE:



Any fire, smoke, or smell of gas in or around your home. Leave the home as soon as you can do it safely. Call 9-1-1 for the fire department from a neighbor's phone or with a cellular phone.



An intruder. Never confront an intruder! Most burglars don't want to hurt you; they want valuables. Pretend to be asleep, go into a locked room, or leave the house, then call the police at 9-1-1.



A fall that keeps you from moving normally, bleeding that won't stop, or a large or blistering burn. Call 9-1-1 for emergency medical help.

IN AN EMERGENCY:

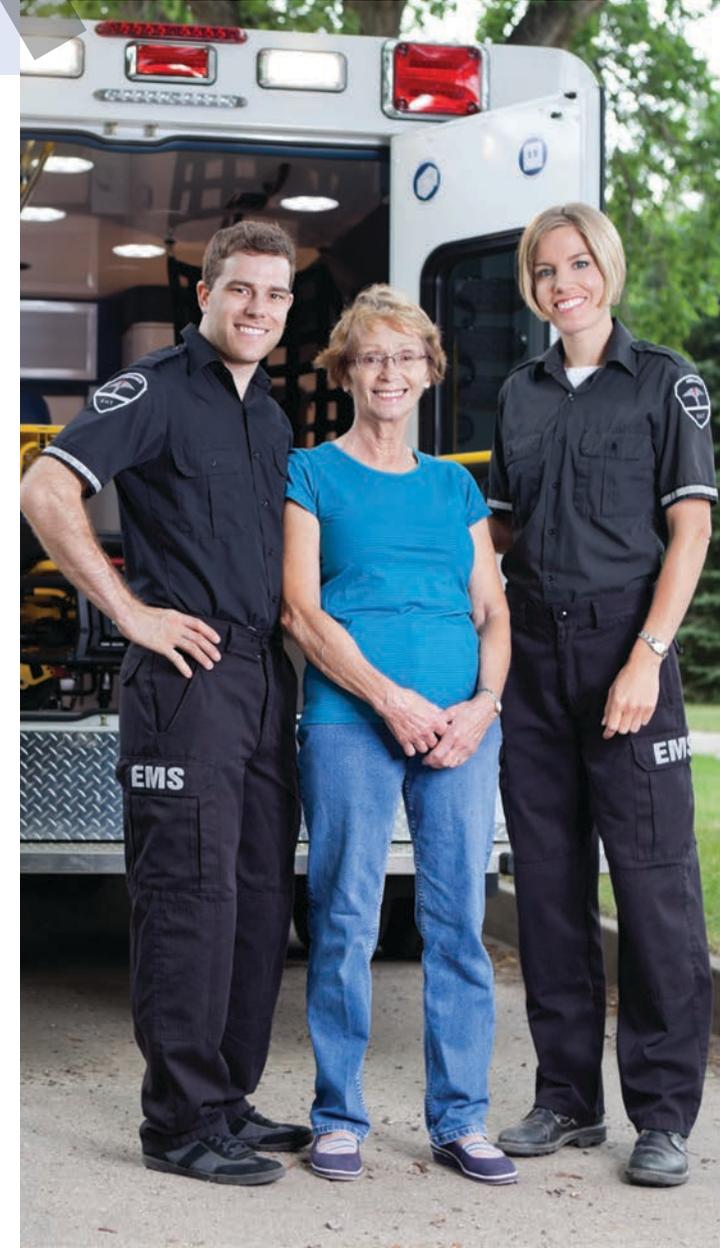
- Don't hesitate to call for help.
- In the case of fire, gas leak, or intruder, leave the house before calling.
- Keep the phone close at hand.
- Place emergency numbers on or near every phone.
- List your medical needs and family contacts in a handy place.

9-1-1

Emergency Help for Seniors

ANY OF THE FOLLOWING MEDICAL SYMPTOMS:

- Difficulty breathing and shortness of breath
- Pain or pressure in your chest, upper abdomen, arm, or shoulder
- Fainting, sudden dizziness, weakness, or change of vision
- Sudden confusion
- Any sudden, severe pain
- Severe vomiting
- Coughing or vomiting blood
- Feeling like hurting yourself or someone else.
- Any medical symptoms that your doctor warns you of.





How to Ask for Help

Here's what to do when you call 9-1-1 or another emergency number. Speak as clearly and calmly as you can in a loud voice. Tell them:

- Your problem ("I'm having chest pain." "There's a fire in my kitchen." "I fell and hurt my hip.")
- Your name
- Your address

Stay on the phone. Don't hang up until the operator tells you to. Follow any instructions from the emergency services operator. The operator may be able to give you advice or comfort until help arrives.

Remember, if your emergency is a fire, gas leak, or intruder, leave the house before calling for help if you can do it safely on your own.

Important Information

In an emergency, you might not be able to speak for yourself. Luckily, most emergency centers have technology to find you even if you can't speak.

Keep the following information near your phone and in your wallet or purse where emergency workers can find it easily:

- The name, prescription number, and purpose of each of your medications
- Any known allergies
- Doctor's name and phone
- Social Security number



- Supplemental health insurance company and policy number
- Contact information for family members, friends, etc. (Include home and work phone numbers.)

Phone Tips

The nation's 9-1-1 system was originally designed for landline phones. However, many people today don't have landline phone service and rely on completely on cellular phones. Enhanced 9-1-1, or E-9-1-1 uses a variety of methods to help emergency services find your location. If you're calling 9-1-1 from a cell phone, it's a good idea to tell the operator your exact location at the beginning of the call if you are able.

Cell phones are great tools for calling for help in an emergency. Make sure your cell phone is fully charged and ready for use.

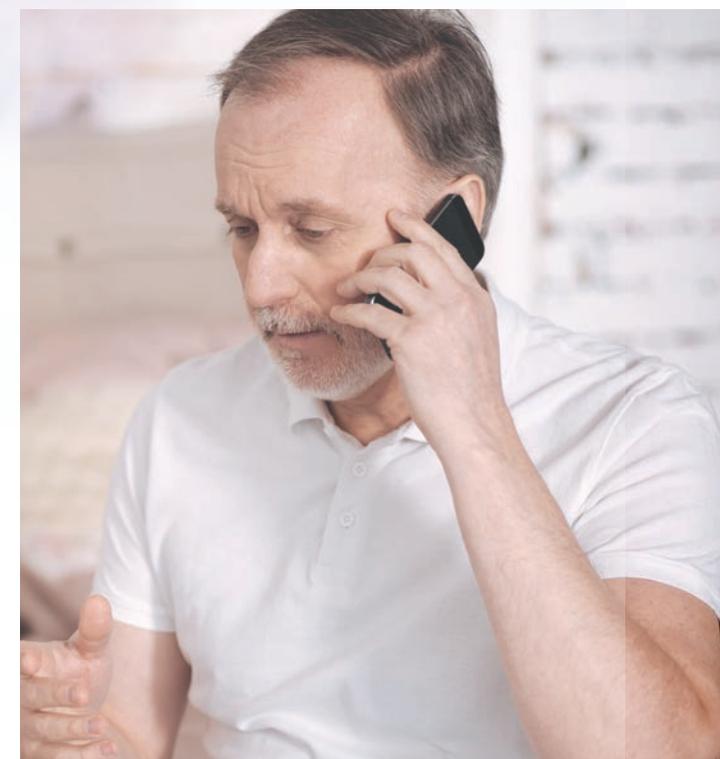
A cordless phone can be a wonderful tool for someone who has a hard time getting around quickly. It may be small enough to put in a pocket. Some come with large number keys.

It's still a good idea to have at least one phone in the house that is the traditional style, not cordless. If the electricity goes out, a cordless phone will not work. You can plug in the "traditional" phone if the electricity goes out.

Don't Be Shy

Remember, if it seems like an emergency to you, it probably is. Emergency service workers want to help you when you need them.

If you're in trouble, be safe and make the call.



Get the Help You Need

Old or young, any of us can have an emergency. When we are upset, it is easy to make mistakes or forget what to do. If you practice what to do in advance, chances are you'll be safe in an emergency.

Dial 9-1-1

Today, 9-1-1 service is available in most communities. Technology at the call center helps the ambulance, police, or fire department get to you quickly. If 9-1-1 is available where you live, it is the only number you need to dial in an emergency.

If 9-1-1 is not available in your area, make sure that the numbers for emergency medical services, the police, and fire departments are on or near every phone in your home.

If your phone has an automatic dialing feature, include emergency numbers in the list of quick-dial numbers.

