



911 and the Older Generation

I don't want to bother 911! I'll be ok!

In my 18 years working at 911, one of the most difficult calls and one that has stuck with me all these years was from an elderly woman early one morning. She told me that her husband didn't feel well the night before. He said he wanted to sleep it off and go to the doctor's office in the morning, even though she wanted him to call for an ambulance. She then started to cry and told me that she thought he had passed. That call broke my heart! It seems to happen often, when mature adults play down symptoms and refuse to seek assistance until the last minute or until it is too late.

We're here for emergencies so if you have one, call us. There is no need for embarrassment, shame or to feel that you are putting us out or bothering us. It's our job to be helpful, professional and to send you assistance.

Here are a few suggestions to making sure that all goes smoothly in case you ever do encounter an emergency and have to call 911.

Please call 911 directly unless you are unable to do so. It is much easier for the dispatcher to get the information directly from the source and to be able to provide the caller with instructions as opposed to going through a third party that is not on the scene. If you would like a family member or friend notified, the dispatcher can do this for you or you can

call after the dispatcher has got all the pertinent information from you. Be advised, we do ask a lot of questions but these are designed to assist the responders until help arrives.

Make sure your house is marked clearly with your address and that if it is dark out, turn on your outside lights.

An issue that occurs occasionally is the victim being inside the house injured or incapacitated with no way of unlocking the door. Hiding a key outside the residence or giving a key to a trusted neighbor allows rescuers to gain entry without damaging property or having to wait for a key holder to respond.

Having a list with your name, date of birth, medical problems and allergies, and all medications with dosages is helpful to the responders and physicians should you be transported to the hospital. A good place to tack it up is on the refrigerator or someplace that is visible and will be noticed by rescuers. (<http://beaconnews.suntimes.com/opinions/25278082-474/tips-for-calling-911-from-aurora-fire-department.html>) It is also a good idea to carry a copy of this list with you in case you are not at home.

Know your location if you are not at home. Be aware of your surroundings, what road you are on and of any businesses or road markers in the area.

If you feel you would like more information on 911 and emergencies, feel free to contact your local fire department, police department or ambulance and they can answer the questions you may have or direct you to somebody who can.