

Your 9-1-1 Center is your link to vital community emergency services!

Today's seniors are more healthy and active like never before, but like everyone, they need to pay attention to health and safety risks.



For example, Americans over the age of 65 have a fire death rate nearly twice the national average.



For those over 75, this jumps to three times the national average.



The following offers safety prevention tips for common problems facing seniors, whether living independently or in a care facility. There are steps seniors can take to remain safe.

This brochure and the information provided within has been printed for you by your Emergency Communications Department.

In Cooperation with the City of Rochester



And the County of Monroe



The 9-1-1 Center, the City of Rochester and the County of Monroe will not accept any responsibility or liability for any problems encountered surrounding your inability to access 9-1-1 during an emergency.

**9-1-1 FOR SENIORS**  
Compliments of the ECD Public Awareness Committee



*"We're here first, when seconds count"*

**Rochester/Monroe County  
Emergency Communications  
Department**

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- ✦ Invest in a touch tone phone with large easy to read numbers. Some phones can be purchased with a switch that will go from pulse dialing to touch-tone dialing. Make sure the switch is selected for touch-tone.
- ✦ Dialing “0” will not always connect you to an operator nearby. Some may be hundreds of miles away. Always call **9-1-1** for local police, fire, or medical assistance.
- ✦ Call **9-1-1** **BEFORE** calling family members. Once help is on the way, arrangements can be made to notify your family.
- ✦ All calls to **9-1-1** are free, even from pay phones or cell phones.
- ✦ **9-1-1** is a 24 hour a day service. You should call immediately when an emergency occurs. Even in the middle of the night.
- ✦ Keep your medical history in an envelope taped to the refrigerator complete with your doctor’s name and phone number(s)
- ✦ It’s a good idea to post your address by your telephone. If you just moved you may have a new address but may recite your old address during an emergency. Or you may have visitors not familiar with your address. This would make it difficult for the call taker to verify your address with what their computer shows.
- ✦ Emergency responders cannot help you if they cannot find you. Put large numbers outside your house (white numbers against a dark background works best) so it can be seen by the road day or night.
- ✦ Stay on the line with the **9-1-1** call taker and answer all the questions. The more information they have, the better able they are to help you. Try to be patient and stay calm. The call taker may have to ask additional questions while the responders are on the way.
- ✦ The **9-1-1** system allows the call taker to “know” where you are dialing from, even if you can’t speak – for instance, if you are experiencing a stroke or there is an intruder in your home. Just dial 9-1-1 and leave the phone off the hook. **DO NOT HANG UP!**
- ✦ Remember that your **9-1-1** center is here to help you day or night!