

**Who can we contact to ensure this information is current? (approx every 2 years)**

Last Name \_\_\_\_\_

First Name \_\_\_\_\_

Phone Number ( \_\_\_\_\_ ) \_\_\_\_\_

If any information changes, please contact SWCD as soon as possible to update our records

Please list any other relevant information regarding the resident: (TTY user, guide dog, school/work address, etc.)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**PLEASE SIGN BELOW**

I/Legal representative authorize the enclosed information is response to emergency call for services.

Signature and date

**Detach this portion and return completed form to your local Police or Fire Department or to Southwest Central Dispatch directly**

**Southwest Central Dispatch**

Southwest Central Dispatch as a provider of emergency medical dispatch services and subsequently gathering, documenting and storing confidential patient information, will abide by HIPAA (Health Insurance Portability and Accountability Act of 1996) regulations with respect to patient information.

**9-1-1 Information**

- First 9-1-1 call was placed February 16, 1968 in Alabama
- The second week of April is designated as "National Telecommunicator Week"
- Cellular 9-1-1 calls are routed to a dispatch center by aerial towers that pick up the signal. When dialing 9-1-1 from a cellular phone, be sure to know your location since you may have to be transferred to the appropriate agency.
- Be sure to lock the dial pad on cellular phones to prevent 9-1-1 misdials.
- After calling 9-1-1, stay on the line with the Telecommunicator until you are told to hang up.
- Be sure children know their address, phone number and when and how to dial 9-1-1. There are several helpful websites to teach children about 9-1-1 like [www.911forkids.com](http://www.911forkids.com)

**Clarendon Hills Fire Department**

316 Park Avenue  
Clarendon Hills, IL 60514  
630-286-5430  
Fax: 630-286-5459  
[www.clarendonhills.us](http://www.clarendonhills.us)

**Southwest Central Dispatch**  
Phone: 708-448-6180  
Fax: 708-448-9823  
[www.southwestcentral911.org](http://www.southwestcentral911.org)

**9-1-1  
Emergency  
Information  
Response  
Program**



Please complete this informational pamphlet if you or a loved one is disabled or has special needs.

## Emergency Calls and 9-1-1

Southwest Central Dispatch is an intergovernmental cooperation association created in 1985 by an intergovernmental agreement. Southwest Central Dispatch (SWCD) serves as the Emergency Dispatch Center for multiple Police Departments, Fire Departments and Fire Protection Districts in the South and West Suburbs. **Agencies served include, Burr Ridge Police, Chicago Ridge Police and Fire, Clarendon Hills Police and Fire, Indian Head Park Police, Lemont Police, North Palos Fire Protection District, Palos Fire Protection District, Palos Heights Police and Palos Heights Fire Protection District, Palos Hills Police, Palos Park Police, Willowbrook Police and Worth Police Department.**



When 9-1-1 is dialed from a land based phone, the call is directed to the Public Safety Answering Point (or Dispatch Center) assigned to that location. With the creation of Enhanced 9-1-1, 9-1-1 calls made from land based lines include the calling party's name, address and phone number. The Telecommunicator who answers the call is trained to confirm this information with every caller regardless if it is land based or cellular.

## Residents with Special Needs

After the initial call to 9-1-1, the Telecommunicator enters the information into a Computer Aided Dispatch or CAD System. SWCD has capabilities to record Special Needs information based on location for residents of the areas served. Once the location with is entered into the CAD System, the computer will alert the Telecommunicator to the Special Needs attached to the address. If the information is relevant to the incident, responding units will be alerted.

## Submitting Special Needs Info

If you or a loved one lives in an area covered by Southwest Central Dispatch have a disability or special needs, please complete the response form to the right and return it to your local police or fire department or directly to Southwest Central Dispatch at 7611 West College Drive Palos Heights, IL 60463. Special needs information is kept strictly confidential and will only be used to provide assistance to emergency medical and police responders. This information will be confirmed with participants every two years by a designate of SWCD. Participants electing to submit special needs to SWCD will not result in preferential treatment.

## Emergency Information Response Program

Please print legibly

### Resident information:

|                            |
|----------------------------|
| Last Name _____            |
| First Name _____           |
| Address _____              |
| City _____                 |
| Phone Number (     ) _____ |

### Special Needs information

Please list any special needs information. (Please Include any relevant information that may affect the safety of responding units)

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### Emergency Contact information:

|                            |
|----------------------------|
| Last Name _____            |
| First Name _____           |
| Phone Number (     ) _____ |
| Last Name _____            |
| First Name _____           |
| Phone Number (     ) _____ |

Please complete reverse side