

No one plans to call 9-1-1,
but now you can plan ahead



Seconds count when:

- A child goes missing
- There's a fire
- You experience a medical emergency
- There's an accident at home or on the job
- You are in a vehicle accident
- There's an intruder in your house

At a time when you may be panicked, unable to communicate, or it is unsafe to talk:

Smart911 ensures the details you would need to tell a 9-1-1 dispatcher are immediately available in the event you cannot verbally provide them.



Providing Excellence in 9-1-1
Communications



**IN AN EMERGENCY
DIAL 9-1-1**

NON-EMERGENCY CALLS

for Police - Fire - Animal Control

(616)994-7850

1-800-249-0911

Ottawa County Central Dispatch

West Olive, MI 49460

Administrative # (616)994-7800

Fax: (616) 994-7801

www.ocdda.org

**Be Smart
About Your
Safety**



Smart911™



What is



Smart911 is a **FREE** service that allows citizens of Ottawa County and people around the United States to create a Safety Profile for their household that includes any information they want 9-1-1 to have in the event of an emergency. When anyone in that household dials 9-1-1 from a phone associated with their Safety Profile, the profile is immediately displayed to the 9-1-1 call taker. The call taker can provide this additional information when dispatching first responders to help facilitate the proper response.

When you dial 9-1-1 today the information received by the 9-1-1 call center can be limited based on the type of phone you are calling on. Smart911 allows citizens to provide the additional detailed information 9-1-1 call takers may need in order to assist them during an emergency. With Smart911, anytime you make an emergency call from a phone registered with your Safety Profile, the 9-1-1 system recognizes your phone number and automatically displays your profile on the screen of the call taker who receives your call.



How do I create my Safety Profile?

The process is very simple. Go to:

Smart911.com™

Select the "Sign Up" tab. Create a user name and password, then register your telephone number, address, and important information on people who reside in your household. Register all telephones (cellular & landline) and persons residing within your household. You can provide additional detailed information regarding your residence and you can list multiple locations.

At a very minimum, you should create a safety profile that lists your address to assist 9-1-1 call takers and first responders in the event of an emergency.



Will my information be secure?

Yes! Smart911 is a secure hosted site. The information you provide cannot be accessed by anyone at any time except during a 9-1-1 call made from a number on your account.

You can register as much or as little as you want. You manage the information and the safety profile you create can only be accessed by you. The information you provide is only available if a 9-1-1 call is made from one of the telephones you register.

Smart911 can help with:

Limited Mobility

If an individual is unable to easily navigate through their home, or evacuate on their own, 9-1-1 will be able to dispatch the proper response teams to assist them. If special equipment is needed, responders will be aware of this and be able to arrive on scene with that equipment, saving precious time.

Deaf or Hard of Hearing

An individual who may not be able to effectively communicate because they are deaf or hard of hearing has the option to note this in their profile. 9-1-1 will be immediately alerted to their condition when their Safety Profile is displayed, so that they understand there is a person in need calling and it is not a dropped or open air call.

Blindness

If an individual is blind and help is arriving to the scene of their emergency, it can be beneficial to know that responders will need to use vocal cues as they approach the individual. If the person is in their own home, the layout and bedroom locations can be noted in their Safety Profile as well. They can also note if they have a service animal who needs to travel with them.



You can document address, location access, hidden key locations, emergency contact information and much more in a Smart 911 profile to help responders get to you when you need them most.