

YORK COUNTY DEPARTMENT OF FIRE AND LIFE SAFETY

“HEADS UP” PROGRAM

The York County Department of Fire and Life Safety has a special program to provide emergency response personnel with the knowledge of pre-existing conditions or situations present at emergency scenes, i.e., individual confined to a wheelchair, etc., while enroute to the scene. Providing them with this knowledge allows them to prepare for these conditions or situations and, if necessary, modify their plans to effect the most timely and positive outcome possible.

The program is called “Heads Up” to symbolize the effect the program has on emergency responders, causing them to be especially mindful of the special conditions or situations to which they have been alerted.

The special conditions/situations are entered into the existing Computer Aided Dispatch (C.A.D.) System via a special computer software program. The information is entered into the database according to the specific address. When an emergency is called into the York County 9-1-1 Emergency Communications Center from/for that address, the C.A.D. program will alert telecommunicators that there is special information for that address. The telecommunicators will then advise the emergency responder of the “Heads Up” information over the two-way radio.

The “Heads Up” program targets certain individuals:

- Individuals who are non-ambulatory (paralyzed, confined to beds, wheelchairs, or unable to walk without assistance)
- Individuals who are sensory impaired
- Individuals who are reliant on critical medical equipment (monitors, home dialysis units, etc.)
- Individuals who are mentally impaired or easily confused and disoriented and who require supervision and/or special assistance
- Individuals with special physical needs

The “Heads Up” program is available to all York County citizens. Information can be placed in the “Heads Up” program by a citizen completing the attached form and returning it to the Department of Fire and Life Safety. Please contact the York County Department of Fire and Life Safety at 890-3600, Monday-Friday, 8:15 a.m. - 5:00 p.m. if you have questions. And if you have an emergency, dial 9-1-1, 24 hours a day.

Blood Type: _____

Special Needs:

Mobility Impaired _____ Needs: Cane _____ Crutches _____ Walker _____ Wheelchair _____ Bedridden _____

Other _____

Visually Impaired _____ Needs: TDD _____ Signer _____

Other _____

Mentally Impaired _____ Needs: _____

Does Not Speak/Understand English _____ Language Spoken _____

Other Condition _____

Needs: _____

Disclaimer: The Heads Up Program is designed to assist the York County Department of Fire and Life Safety in rendering emergency services to its citizens. However, the department makes no warranties or guarantees of any kind and will not be responsible for power failures or breakdowns of computers or other equipment which may hinder the delivery of emergency services.

Signature

Date

FOR OFFICE USE ONLY

Date Entered: _____ Case Number: _____ Code Used: _____

Purge Date: _____ Entered by Authority/Agency: _____

Mailing Address: _____ Telephone: _____

Remarks: _____