



Greater Harris County 9-1-1 Emergency Network

For Immediate Release

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FREE Emergency Profile Service for Residents Give Information Now, Before You Call 9-1-1

Greater Harris County 9-1-1 Emergency Network (GHC 9-1-1) is offering an important **FREE** service called **Emergency Profile** for residents that can assist if they are in an emergency and have to call 9-1-1. It is an easy way to give information NOW about their family or home to help 9-1-1 call takers and responders WHEN there is an emergency.



By clicking on the blue Emergency Profile button at www.911.org, and filling out the form, residents can easily provide valuable information for 9-1-1 call takers and responders to have in advance. Once the Emergency Profile is created, the information is only available at the time of a 9-1-1 call and must be updated by the person who created it. Once the Emergency Profile is created, it is linked to the landline and wireless phones that are registered and is automatically provided to a 9-1-1 call taker at the time of a 9-1-1 call.

Many people are discontinuing the use of landline phones and are strictly using wireless phones. Residents can now add their wireless phone number and home address to their Emergency Profile to give 9-1-1 call takers a better idea of their location. The Emergency Profile can include medical information on household members such as allergies, medications, as well as any special medical conditions. Also, by providing details about how to access the residence, it will enable responders to coordinate a quicker response.

Examples of Other Emergency Profile Topics are:

- 1) Vehicle descriptions
- 2) Emergency contacts
- 3) Pets and service animals
- 4) Home or business address (if you only have a wireless phone)
- 5) Residents with special needs (hard of hearing, wheel chair bound, etc).

Residents can add as little or as much information as they want. The information provided is maintained and updated by residents who create their Emergency Profile.

“Having information quickly helps to save time for responders,” said Lavergne Schwender, Executive Director of Greater Harris County 9-1-1. “We are pleased to offer our jurisdictions and their residents this beneficial service at no additional cost.”

GHC 9-1-1 administers the 9-1-1 infrastructure for 49 cities wholly or partially within Harris and Fort Bend Counties. To learn more about the Emergency Profile and other services provided by GHC 9-1-1, go to www.911.org.

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