

“File of Life” - A Free Program

Every second counts during an emergency. Schuyler County sponsors “File of Life” a free program for Seniors over 60 or anyone with medical conditions or disabilities--even children.

If you are a Schuyler County resident, you can receive a free magnetic File of Life packet to stick to your refrigerator. The packet holds your personal medical information, which can be easily accessed by first responders - EMT’s, firefighters, police - in the event of an emergency. This saves time and possibly a life.

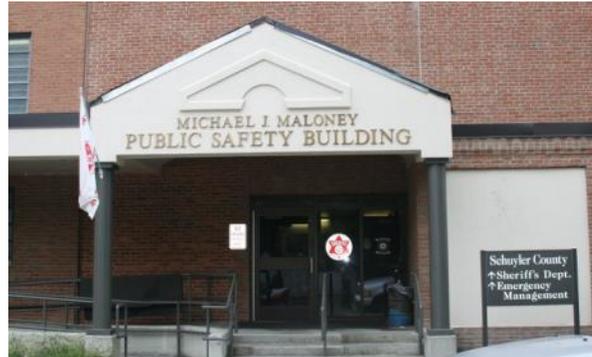
For more information about File of Life, contact the Emergency Management Office at 535-8200. We would be glad to send you the necessary form and the packet. If no one is in, please leave a message.

FILE OF LIFE	
	
Name:	_____
Address:	_____
Doctor:	Phone#:
EMERGENCY CONTACTS	
Name:	Phone#:
Address:	_____
Name:	Phone#:
Address:	_____

Schuyler County Emergency Services

The Schuyler County 911 Center is staffed 24 hours a day, 365 days a year.

The dispatch center is staffed by Schuyler County Sheriff’s Office dispatchers. Each shift has a minimum of two dispatchers. The Dispatchers are all EMD (Emergency Medical Dispatch) trained.



Schuyler County Emergency Management Office

Address: 106 Tenth Street, Unit 36
Watkins Glen, NY 14891

Phone: 607-535-8200
E-mail: scemo@co.schuyler.ny.us
Web: www.schuylercounty.us/911E.htm
Facebook: www.facebook.com/SchuylerEMO
Twitter: www.twitter.com/SchuylerEMO



E-911



Dial 911
To stop a crime
Report a fire
And to save a life!

Dial 911 For An Emergency

An Emergency is:

- **Any medical problem**
(chest pain, seizure, bleeding, etc...)
- **Any type of fire**
(car, building, etc...)
- **Any life-threatening situation**
(fights, person with weapons, etc)
- **Any crime in progress**
(whether or not a life is threatened)

When you call 911:

- Know the address of where help is needed.
- Know the phone number you are calling from.
- Know what the problem is.
- Try to answer the dispatcher's questions.
- Dispatchers will help you prior to the arrival of aid.
- Do not hang up until instructed to do so.
- Let the dispatcher ask you questions!

When The Dispatcher Answers

Briefly describe the type of incident that you are reporting. For example: "I am reporting a car fire." or "I am reporting a medical emergency." Then stay on the line with the dispatcher and do not hang up until the dispatcher tells you to. In some cases the dispatcher will keep you on the line, while the emergency units are responding, to ask additional questions in order to obtain additional information and provide emergency medical assistance.

Dispatchers have been trained to ask questions that will prioritize the incident, locate it, and dispatch an appropriate response. Your answers should be brief and responsive. Remain calm and speak clearly.

Do Not Hang Up!

If you dial 911 in error, do not hang up. Instead, stay on the phone and explain to the dispatcher that you dialed by mistake and that you do not have an emergency. If you hang up, the police will be dispatched to the address.

Enhanced 911 System

Schuyler County has an enhanced 911 system that:

- provides three digit dialing.
- consists of intelligent routing to a public system answering point (PSAP) that handles the area from where the call is made.
- has the capability to display the caller's address and the telephone number at the PSAP for the dispatcher's reference.



House Numbers

Make sure your address is up-to-date. For house numbering or to update your address for efficient 911 services for you and your family, please call 607-535-8200.