

## **Wireless 9-1-1 Attention Cell Phone/PCS Users:**

It is important to note that some cellular providers are not yet equipped to provide precise location information. Therefore, it is important to note the following when making a **9-1-1** call from a wireless phone:

### **What is Your Exact Location?**

- \* Know where you are:
  - the city you are in
  - the name of the road you are on
  - cross streets
  - major buildings
  - mile marker signs
  - exit ramp numbers

### **What is the Wireless Phone Number and Your Name?**

- \* Give your wireless number,  
**Including area code**
- \* Provide your name when asked



## **Preventing Unintentional 9-1-1 Calls From Wireless Devices**

### **The Problem:**

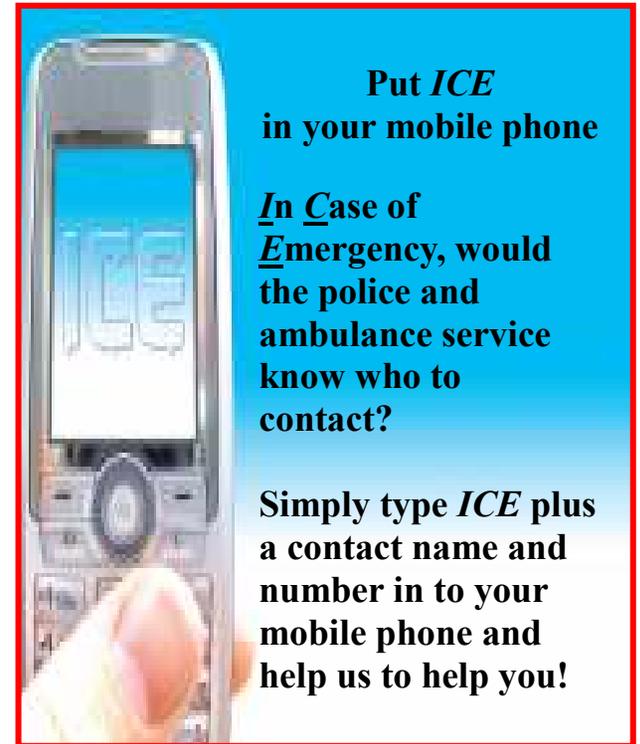
- 30-40% of wireless **9-1-1** calls are false alarms! This is due to auto-programmed or pre-programmed "one-button emergency" features.

### **The Solution:**

- **Disable Emergency Buttons.** Check your user manual or contact your service provider to find out if your wireless phone has a pre-programmed emergency **9-1-1** button. If it does, find out how to disable it.
- **Lock Your Keypad.** Most wireless phones have a feature that locks or disables the keypad to prevent accidental dialing. Get in the habit of using it.
- **Don't Hang Up.** If you realize you have accidentally called **9-1-1**, please stay on the line until the dispatcher answers. You won't get into trouble and you'll save the dispatcher several valuable minutes by simply explaining that you accidentally dialed the wrong number.

# **ICE**

**In Case of Emergency  
&  
Mobile Phones**



**Put ICE  
in your mobile phone**

**In Case of  
Emergency, would  
the police and  
ambulance service  
know who to  
contact?**

**Simply type ICE plus  
a contact name and  
number in to your  
mobile phone and  
help us to help you!**

**St. Louis County 9-1-1  
Communications Department  
2030 Arlington Ave N  
Duluth, MN 55811  
(218) 726-2920  
Fax: 218-726-2923**

# HOW ICE WORKS

A British paramedic recognized that many people carry cell phones but do not carry emergency contact information. This could lead to the lack of critical medical information in times of accidents and emergencies and a delay in contacting loved ones.

When ICE is in your cell phone address book, emergency service providers can access your contact information with the touch of a button.



This may be extra beneficial for children and teens who have no photo identification or driver's license. For minors it is especially important that an adult, who is able to make decisions on the juvenile's behalf, be listed.

It is important that when placing an ICE entry in your cell phone the listed contact person has agreed to be the contact, is easily accessible at the number provided, knows about any medical conditions that could affect this situation, and has a list of additional people to contact on your behalf including your work place.

People still are advised to carry a card of emergency contacts in their wallet or purse since many cell phone users place password protection on their cell phones and a cell phone could be damaged during an accident or an emergency could happen out of the call range.



There are currently 192 million cell phone users in the US. ICE is becoming widely regarded by responders as a free, easy and common-sense step that could make a positive difference in an emergency.



***If you or someone in your family were injured in an accident, would emergency services personnel know who to contact to inform them of the situation?***

There's a new campaign - available world wide - designed to help emergency service providers quickly reach a victim's next of kin in an emergency situation. By putting ICE, along with a designated emergency contact person's name and telephone number, in your cell phone address book, emergency responders will be provided with a way that allows them to reach your designated person in an emergency situation.