

## **CITY OF POQUOSON FIRE/RESCUE**

### **“HEADS UP” PROGRAM**

The City of Poquoson Fire/Rescue 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 /Poquoson/Williamsburg 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 Poquoson citizens. Information can be placed in the “Heads Up” program by a citizen completing the attached form and returning it to the City of Poquoson Fire/Rescue, 830 Poquoson Avenue, Poquoson, VA 23662. If you have any questions, please contact Fire Administration at 868-3510, Monday-Friday, 8:30 a.m. - 4:30 p.m. And if you have an emergency, dial 9-1-1, 24 hours a day.



Special Medical Equipment Needs \_\_\_\_\_

\_\_\_\_\_

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 City of Poquoson Fire/Rescue 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: \_\_\_\_\_