

## LCDES Pamphlets

This is one of a series of pamphlets distributed by the Department of Emergency Services. Other topics include:

*F.A.Q. About Lackawanna County Department of Emergency Services*

*VoIP—Voice Over Internet Protocol Telephone Service and 9-1-1*

*9-1-1 What you need to know to get help FAST!!*

*Wireless Enhanced 9-1-1, Frequently Asked Questions for Cellular Phone Users*

Your Department of Emergency Services also provides programs to groups of all ages and speakers for specific topics or programs. To arrange for a speaker at your next dinner meeting or group assembly, contact Tom Dubas, Director, at the phone number listed herein.



# CALL US FIRST

For more information contact:

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Center for Public Safety

30 Valley View Business Park

Jessup, PA 18434-1147

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[www.lackawannacounty.org](http://www.lackawannacounty.org)

## I.C.E. “In Case of Emergency”

### A Program for Cellular Phone Users



Lackawanna 9-1-1

Lackawanna County Center for  
Public Safety  
30 Valley View Business Park  
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## What is I.C.E.

I.C.E. (In Case of Emergency) is a nationwide grassroots program which encourages persons to program “ICE” phone numbers into their cellular phones in the event that person is found unable to speak or is unconscious. Emergency responders and hospital personnel are trained to look for these numbers and this allows them to contact these persons who have been pre-chosen by the victim to assist in medical decisions.

By programming certain phone numbers under the “ICE” category in your cell phone, access to these numbers would be quick and effective.

Everyone knows how many numbers some people have programmed into their cellular phones. For emergency responders or hospital personnel to have to scroll through all these numbers, calling these persons to locate a loved one is difficult and time consuming. Having these persons designated as your ICE contacts will eliminate wasted time in emergency situations.

## How Does It Work?

When you program your contacts in your phone, list a close friend or family member (or members) under the listing “I.C.E.” as example “ICE Mary Smith 123-1234”. You can do this to a few contacts so that if there is an

emergency, responders can contact someone quickly who knows you and your medical history. If putting in multiple ICE contacts, they can be programmed in as ICE 1 and ICE 2 etc.

Merely having identification in your wallet or purse may not be enough if your close family or friend contacts do not live at the same phone number where you live.

**Persons are still urged to carry identification and wear medical notification bracelets if needed.** This program is merely an additional means to ensure identification.



## How Did This Program Come About?

The program is the brainchild of Bob Brotchie, a paramedic from an ambulance service based in Cambridge, England. He struggled to get information from shocked and injured patients. “Almost everyone carries a mobile phone now, and with ICE we’d know immediately who to contact and what number to ring. The person may even know of their medical history,” said Brotchie, a paramedic for 13 years. (as quoted in the Norman, OK Transcript)

## Will This Affect My Cell Phone?

You can program your phone any way you wish. There is NO cost associated with this program. You may wish to program a person in twice—one for your normal way of calling, at a location which you are accustomed to—the other as an ICE contact. This will allow you to continue your normal dialing routines without changing, while participating in the program.

Hospital and emergency response personnel are being trained to look in your cell phone contact list to determine if you participate in this initiative.

Participants are urged to keep their lists current, with appropriate phone numbers etc.

Lackawanna 9-1-1

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