**Emergency Services Card**

**For use in Massachusetts**

**Download instructions**

The Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH), in partnership with the Department of Fire Services (DFS) and Office of Emergency Medical Services (OEMS), has created a visual tool called the Emergency Services Card (ESC) to assist EMT’s, firefighters and Deaf and hard of hearing individuals communicate better in the first moments of an emergency.

**Emergency Services Card (pdf) use:**

**-Option 1:** Download pdf and print it, front and back, on 8.5 x 14 paper

-It is designed to be folded, but can be used flat as well

Fold instructions:

1. lay flat with “pain symptoms” section facing face up on the top left. Fold in ½ from left to right.
2. Flip it over “communication preference” section should now be top/left, and fold it again from left to right.
3. Done. The “Emergency Services Card” section should be the front outside of the folded piece.

-You may wish to laminate it (particularly if medical providers feel the laminate can be disinfected)

Or

**-Option 2:** Download pdf to a phone or tablet to be used on screen

**Emergency Medical Personnel can use the icons and communication tips to help:**

-determine pain level and location

-determine symptoms, severity and timeframe

-determine relevant medical and recent history

-learn an individual’s preferred method of communication

**Firefighters can use the icons and communication tips to help:**

-determine location and type of emergency

-determine if other individuals are missing/involved

-communicate immediate specifics regarding a car emergency (jaws of life)

-learn an individual’s preferred method of communication

**Deaf or hard of hearing individuals can use the icons to help communicate:**

-preferred method of communication

-pain level and location

-symptoms, severity and timeframe

-location and type of home/work/car emergency

-other relevant information

**Get more information at:**

**-Massachusetts Commission** **for the Deaf and Hard of Hearing:** <https://mass.gov/mcdhh> or email: [MCDsafety@mass.gov](mailto:MCDsafety@mass.gov)

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MCDHH would like to express gratitude to Wisconsin Council on Physical Disabilities who have graciously allowed us to adapt and add to their *Be Prepared, Have a Plan: Emergency Preparedness Toolkit for People with Disabilities* which is the product of years of work by past and present members of the Wisconsin Council on Physical Disabilities.