**Emergency Services Card**

**For use outside of Massachusetts**

**Use/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. Although developed for use in Massachusetts, it is also available for those outside of Massachusetts who wish to utilize it.

We are providing you with a version that omits Massachusetts-specific information, allowing you to insert your own agency contact information and location-specific information into the blank area.

While Emergency Services Card is free to use, we ask that you help us respect copyright requirements. Please do not substantially modify this document other than by adding your personalized information in the space provided.  Please also credit MCDHH as the developers of this card, and retain the recognition of Wisconsin for their contribution.

As a final request, please email us at [mcdsafety@mass.gov](mailto:mcdsafety@mass.gov) to let us know that you decided to use the card and any feedback you may have. Thank you very much, and we hope you find this useful!

**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.