**Side one of the Emergency Services Card.

The Emergency Service Card is designed to assist EMT’s, firefighters and Deaf and hard of hearing individuals communicate better in the first moments of an emergency.

Screen reader description to follow.**

**Side two of the Emergency Services Card.

Screen reader description to follow.**

**Emergency Services Card**

**Page One, first panel**

**Pain Symptoms**

A scale from 0 to 10 with 0 being no pain, 2 being mild pain, 4 being moderate pain, 6 being severe pain, 8 being very severe pain and 10 being the worst pain possible.

**Where is the Pain?**

A body, front and back, to indicate where the pain is.

**Text:**

Please Note:

In an emergency situation individuals may use behaviors that you could find surprising or misunderstand. Expect to see someone use touch, intense facial expressions, sound, and gesture to communicate. These are all very typical.

**Page One, second Panel**

**Feeling/Symptoms**

Icons 21 total (7 rows, 3 columns) left to right: sharp pain, throbbing pain, dull pain, pressure, sensitive, ongoing, numb, tingling, swelling, hot/cold, breathless, coughing, nauseous, vomiting, diarrhea, headache, dizzy/confused, faint/fall, bleeding, choking, scared/unsafe.

**Page One, third panel**

**Medical & Recent History**

Icons 21 total (6 rows, 3 columns) left to right: Blood pressure, heart disease, diabetes, stroke, seizure/epilepsy, drowning, asthma, allergies, oxygen, pregnant, injury, surgery, medicine, drugs, alcohol, eat/drink, sleep, exercise/exertion, hospital, ambulance, emergency contact.

**Page One, fourth panel**

**Time/Date/Numbers**

**Hours/Minutes**

A clock on the left to indicate hours and four smaller clocks to the right to indicate 5 minutes, 15 minutes, 30 minutes or 45 minutes.

**Numbers: Time/Day**

A set of numbers from 1 through 31

Icons 4 total (1 row) left to right: When, Morning, Afternoon, Night

**Days of the Week**

S, M, T, W, TH, F, S

**Communication Tips**

**When communicating with me, please:**

* Get my attention first.
* Make eye contact when you speak.
* Try to repeat, rephrase, write or gesture.
* Minimize number of people asking questions.
* Reduce flashing lights, visual/loud distractions.

**Full Communication Access & Transporting:**

**Alert receiving staff of communication needs.**

* I may need a certified sign language interpreter, captioner, and/or an assistive listening device with my hearing aid or cochlear implant.
* A hearing aid or cochlear implant does NOT allow me to understand everything you say.
* Keep hearing aid/device & battery with patient.
* Service dogs should accompany their owner.

**Page Two, panel one**

**Communication Preference**

Icons 6 left to right in 3 columns and 2 rows: Interpreter, Text/captions, writing, lip reading, gestures, assistive listening devices

**Quick Communication**

Images 2 rectangles, stacked one on top of the other. Each rectangle has three options in each: The first: Yes, No, Don’t know. The second: GO, Wait Stop

**Alphabet & Numbers**

Four rows of text.

First row: letter A, B, C, D, E, F, G H, I

Second row: J, K, L, M, N, O, P, Q, R

Third row: S, T, U, V, W, X, Y, Z

Fourth row: numbers 0, 1, 2, 3, 4, 5, 6, 7, 8, 9

**Page Two, panel 3 and 4 combined**

**Emergency Situation Home/Work**

Icons 24 left to right in 6 columns 4 rows: Fire, smoke, fumes, carbon monoxide, smoke alarm, electricity, natural gas, gas/oil, drowning, people inside, pet/service dog inside, personal things, house 1st floor, 2nd floor, basement, kitchen, bedroom, stairs, elevator, garage, pool, front of home, back of home

**Emergency Situation Car/Vehicle**

Icons 12 left to right in 6 columns 2 rows: Car in park, car is off, other people, hazardous materials, cover you up, will use tools, stay calm, car keys personal things, hospital, ambulance, emergency contact

**Page Two fourth panel**

**Emergency Services Card**

**Commonwealth of Massachusetts**

<https://mass.gov>

Logo: Commonwealth of Massachusetts

**Executive Office of Health & Human Services**

<https://mass.gov/eohhs>

call: Dial 211

Logo: Massachusetts Commission for the Deaf and Hard of Hearing

**Massachusetts Commission for the Deaf and Hard of Hearing**

<https://mass.gov/mcdhh>

email: [MCDsafety@mass.gov](mailto:MCDsafety@mass.gov)

Logo: Department of Fire Services

**Department of Fire Services**

<https://www.mass.gov/dfs>

**Office of Emergency Medical Services**

<https://www.mass.gov/orgs/office-of-emergency-medical-services>

Logo: Office of Emergency Medical Services

**Developed in partnership by:**

The Massachusetts Commission for the Deaf and Hard of Hearing, The Department of Fire Services and The Office of Emergency Medical Services.

**Disclaimer:** This card does not waive the user’s right to effective communication under the Americans with Disabilities Act (ADA).

For more information or to provide feedback: online at [www.mass.gov/MCDHH](http://www.mass.gov/MCDHH) or email at [MCDsafety@mass.gov](mailto:MCDsafety@mass.gov)

Some elements of this tool were used, with permission, by the Wisconsin Council on Physical Disabilities.

Sep 2022