

Reaching Out to **Senior Residents** in Your Community



Smart911[®]



Senior Centers Can Benefit From **SMART911[®] and RAVE FACILITY[™]**

These locations have high levels of foot traffic and serve an audience that often has many medical concerns and may be at risk for an emergency that requires calling 9-1-1.

- 1.** Reach out to these locations and let them know that they can create a profile for their site at www.ravefacility.com.
- 2.** Ask these contacts to let their community members know about Smart911.com and encourage them to create a Safety Profile to provide medical information to responders in the event of an emergency
 - **Post information on their social media channels (if available)**
 - **Include information in newsletters or emails**
 - **Post information on bulletin boards throughout the facility**
 - **Host assisted registration events**
- 3.** Issue a press release to your local media stations reminding individuals about Smart911 and how important medical and rescue notes are during an emergency.
 - **Smart911 Press Release - [Reaching Out to Senior Residents in Your Community](#)**

Assisted Registration Events

Many seniors require assistance to sign up for Smart911. They may not have access to a computer or the internet, they may not be comfortable with computers to complete the registration on their own. We always recommend having a friend or family member assist seniors in signing up for Smart911, but you may find that an event hosted at your local Senior Center can provide an excellent opportunity to help a large group of seniors sign up and create their Safety Profiles.

BEST PRACTICES

- 1.** Determine a date, time and location for the event.
If the senior center has a computer room that would be ideal, otherwise pick a room that will have plenty of space to set up stations with laptops, chairs for the seniors to sit with a helper, and for people to wait for their turn.
- 2.** While they wait for their turn ask them to fill up the Smart911 registration form:
[Smart911 Registration Kit](#)
- 3.** Ensure this room has plenty of power outlets and internet access .
- 4.** Be sure to promote the event well to seniors; you may want to ask for an RSVP to determine how people will want to sign up. On average, it will take 15 mins per person/family to create their account, so adjust the length of the event and the number of helpers/computers available accordingly.
- 5.** Ensure that you add and confirm at least one phone number while the senior is with you. The profile will not be active until a phone number is confirmed.
- 6.** Mobile phones can be confirmed by text message or voice call.
- 7.** Landline phones can have the confirmed call scheduled to occur at a later time. If they will be home at 6 p.m., schedule the call for that time and remind them to answer the unknown number and press “1” to confirm.
- 8.** In order to access their account in the future, the senior will need to log in with their User ID and Password. If they do not remember it, encourage them to write it down or provide them a Smart911 Business Card with their User ID and Password.
[Smart911 Business Cards](#)
- 9.** Ask the senior center to post a reminder in 6 months “If you created a Smart911 Safety Profile on <date> be sure to log in and update any information. If you need assistance ask <contact>.”
- 10.** Share flyer or tri-fold for more information-
[Smart911 Flyers for Senior Residents](#)
[Smart911 Trifold Brochure](#)