When You Need to Call 911

A few words during the call can change how responders approach you or your loved one. Here's what to say, what to have ready and what to do when help arrives.

1. What to Say

First: give the address of the emergency, your name and phone number. **Then say:**

"I'm calling about my _____, who is registered with the S.A.V.E.S Project. Their participant number is _____."

Calling for yourself? Say, "I'm registered with the S.A.V.E.S Project. My participant number is _____."

Say if anyone is hurt, and ask the dispatcher to share the number with responding officers.

2. Be Ready to Share

- How they communicate
- What upsets them, such as sirens or touch
- What calms them
- Medical needs, medications or allergies
- Whether they may run or hide

If Someone Is Missing

- **Call right away.** Don't wait.
- What they are wearing
- Where and when they were last seen
- Turn this page over for the first 15 minutes.

3. While You Wait

- **Stay on the line** and follow the dispatcher's instructions.
- Have your Home Responder Sheet and a recent photo ready to hand to officers.
- If it's safe, ask that sirens and lights be turned off near your home.

4. When Officers Arrive

- Meet them outside or at the door if you can, and give them the participant number.
- Tell them what is happening right now and what is helping keep the participant calm.
- Stay nearby as a familiar, calming voice, unless officers ask you to step back.

5. Afterward

Update the profile in S.A.V.E.S CONNECT with anything new you learned, such as a new trigger, a calming tip that worked or a place they went.

S.A.V.E.S PROJECT

SAFETY · AWARENESS · EDUCATION

PARTICIPANT TOOL KIT

If Someone Goes Missing: The First 15 Minutes

A person who wanders can travel far, quickly, and may not answer when called. Acting fast matters most.

1. Call 911 Right Away

Don't wait or search first. Give the address, your name and your phone number. Then say they are registered with the S.A.V.E.S Project, give their participant number and describe their needs.

2. Search Close By While You Wait

- Check every room, closets, the basement, garage, sheds and cars.
- Have someone stay home in case they return.
- Check nearby water, roads and woods first.

3. Think About Where They Might Go

- Places they are drawn to, like water or trains
- A former home, school or workplace
- A favorite store, park or restaurant
- The direction they usually go

4. Have This Ready for Officers

- A recent photo and what they are wearing today
- Their participant number and Home Responder Sheet
- Medications, medical needs and any devices they rely on
- Whether they may be driving, and the vehicle, color and plate

What They Often Wear

_____ _____

_____ _____

Places They May Go

_____ _____

_____ _____

After they are found: update their Wandering Profile in S.A.V.E.S CONNECT with where they went and how they got there. It helps responders find them faster next time.