

Special Needs Registry

Citizens who may have special needs or those who live with or care for children and/or adults with special needs may complete a form that puts their information into a special needs registry.

This information is then made available to first responders and emergency managers. In case of a community emergency, people in need of special assistance could be easily identified through the registry.

By filling out the form and providing information to emergency managers, Lexington will be able to respond more quickly and provide the right aid to the people who need it most.

How the Special Needs Registry works:

- Call the Division of Emergency Management (DEM) office at (859) 258-3784 and request a special needs registry form.
- Fill out the form and return it to the DEM offices at 115 Cisco Road, Lexington, KY, 40504. The DEM staff will handle the rest.
- You can access the form from the website at BeReadyLexington.com and fill it out online. The completed form will be saved electronically.



City of Lexington, Kentucky

200 East Main Street, Lexington, KY 40507
p: (859) 425-2255 f: (859) 258-3406

Enhanced/Smart 911

Lexington residents may create a Smart911 Safety Profile at www.smart911.com. This information is automatically displayed to 911 during emergency calls.



Citizens can enter any information they like into the database, including medical conditions, the number of children in the house, etc. Photographs can also be included.

If a resident is registered with Smart911 and an emergency call to 911 is

originated from this address on file, emergency personnel have access to information on health issues and other important details about the resident.

How Enhanced/Smart 911 works

- Visit the website <https://www.smart911.com>
- Enter your Zip code
- Create your safety profile and save it.



Smart911™



Lexington CARES

**Programs and services
available for persons
living alone or with
special needs**

*Lexington Department of Public Safety
Lexington Department of Social Services*

Lexington CARES for people living alone

**Everyone
who lives
alone needs
a little help
from time
to time**



Lexington's Departments of Public Safety and Social Services want you to have access to some special city programs to make your life at home a little easier and safer.

Lexington Cares is a group of programs offered by local and federal government agencies. These programs offer residents options for safety, support and staying connected with others who might provide care during an emergency.

The programs are:

Carrier Alert
Access to Information
Registry (Special Needs)
Enhanced 911
Services for Residents

Carrier Alert

The newest service is the Carrier Alert Program. This is a collaboration with the United States Postal Service and Lexington-Fayette Urban County Government's Departments of Public Safety and Social Services.



How Carrier Alert Works:

- Register for the program. Your mail carrier will put a Carrier Alert sticker in your mailbox.
- Your mail carrier will then watch for unusual accumulation of mail.
- The mail carrier will notify a postal service supervisor who will then notify the Lexington Department of Social Services. They will attempt to contact you by phone to see if you are okay.
- If you cannot be reached, the representative will call the emergency contacts on your registration form.
- As a last resort, Social Services will notify 911, and a public safety representative will be dispatched to your home to check on your health and well being.

How to register

Registration forms are available at any Lexington post office. You may call 3-1-1 or (859) 425-2255 and request that form be sent to you. Fill out the form and then give it to your mail carrier or take it to your local post office.

Access to Information (Vial of Life)

The Vial of Life speaks for you when you can't speak or don't feel well. It will protect you and all of your family members. All it takes is a little time.

How Vial of Life Works:

Get a Vial of Life Kit. Dial 3-1-1 and request one.

- Make some copies of the blank form so it can be updated or changed.
- Fill out the front and back of the Vial of Life form. Answer all pertinent questions.
- Place the decal on the tube.
- Place the form you filled out in the plastic tube.
- Place the tube inside your refrigerator door.
- Place the magnet on your refrigerator – this should be on the front side of the refrigerator for EMS personnel to see and access.

Services for Residents

The Lexington Department of Social Services provides a wide range of programs, events, activities and services for residents. Call (859) 258-3804 for more information.

The Lexington Department of Public Safety has programs and resources to ensure our residents well being. Call (859) 258-3280 for more information.