

## 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 EM staff will handle the rest.
- You can access the form from the website at [BeReadyLexington.com](http://BeReadyLexington.com) and fill it out online. The completed form will be saved electronically



City of Lexington, Kentucky

## Enhanced/Smart 911

Lexington residents may create a Smart911 Safety Profile at [www.smart911.com](http://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 places a call to 911 from a phone number on file, emergency personnel have access to all information provided by the resident, including emergency contacts.

## How Enhanced/Smart 911 Works

- Visit the website: [www.smart911.com](http://www.smart911.com)
- Click on “Create Safety Profile”
- Create your safety profile by registering your phone number (s).
- Provide the information you want 9-1-1 to view.



# 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 Carrier Alert Program is a collaborative effort with the United States Postal Service, the National Association of Letter Carriers, and the Lexington-Fayette Urban County Government Departments of Public Safety and Social Services.



### How Carrier Alert Works:

- Register for the program if you are a Fayette County resident living alone without family or friends who check on you regularly.
- Your Letter Carrier will place a Carrier Alert symbol in your mailbox as notification of participation in the program.
- Your mail carrier will watch for unusual accumulation of mail, as indicated on your application form.
- The mail carrier will report mail accumulation to Postal officials, who will notify the Lexington Department of Social Services.
- The Lexington Department of Social Services will attempt to contact you by phone.
- If you cannot be reached, the Social Services representative will call the emergency contacts on your registration form.
- As a last resort, Social Services will notify 9-1-1 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
- By calling 3-1-1 or (859) 425-2255
- Or Visit [www.BeReadyLexington.com](http://www.BeReadyLexington.com)

Fill out the form and give to your Letter Carrier, take to your local Post Office, or mail to Dept. of Social Services, 200 E Main St #328,

## 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.