



Safety Net

Are you prepared for a medical emergency? We should all be prepared for unplanned events in their lives.

- The purpose of this handbook is to help you plan for if (and when!) you have a medical emergency.
- This guide is for everyone. You never know when you'll need help. It's not just for seniors or the elderly.
- While our focus in STAYinTV is on the residents of Tellico Village, this guide applies to anyone living in Loudon or Monroe counties.

Who will help me if I become incapacitated?

- Is there someone living in the same household who is capable of helping me?
 - a. Can they provide lifting assistance?
 - i. If not, call 911 if you need assistance.
 - b. Can they call for help? Do they know who to call?
 - i. They should call 911 for assistance.
 - c. Are they capable of giving responders entry access to the house?
 - i. Even if there is someone to provide access, you will want to have a backup plan.
 - ii. Record entry access information instructions on the Loudon or Monroe county 911 system.
- Do I have the ability to call for help if I'm alone?
 - a. Don't assume that your phone will always be available. Having a medical alert system is a good idea to consider having as a backup. Here are some suggested vendors:
 - i. [Medical Alert Systems HQ](#)
 - ii. [Best Medical Alerts of 2024 | ConsumersAdvocate.org](#)

- How do they find me?
 - a. If you call 911 they can identify your location through your phone. This applies to both landlines and cell phones (even if you use your cellphone while out walking, or in your car, boat, etc.).
 - b. First Responders can find your house if the address can be easily seen.
 - i. Install a reflective address sign on your mailbox. This ensures that your house has an address sign that is easy to read, even at night.
 - 1. If you live in the Loudon County part of Tellico Village, the Tellico Village Fire Dept will create the sign and install it for you.
 - 2. If you live in Monroe County part of Tellico Village (Kahite), the Tellico Village Fire Dept will create the sign but won't install it. If you need help with installation, call the Home Maintenance team at STAYinTV for assistance.
 - ii. Register your information with the either Loudon or Monroe County 911. (see registration information below)
 - iii. Consider installing an automatic timer on your porch light. If you're incapacitated, you won't be able to turn it on during an emergency at night.
- How do emergency responders gain access to my house if I can't open the door and there isn't someone with me to help? What options are available?
 - a. Have your information on file with the 911 center
 - i. Loudon county:

https://www.loudontn911.gov/address_advisory.php
(remember to include information on your garage code, location of a hidden door lock key, and/or keypad code)
 - ii. Monroe county: Per Monroe County 911:

"All new residences are required to have their own specific address issued through the 911 office to assure that emergency responders can locate you in times of need. This information is vital during an urgent situation. Should you require a new address or verify an

existing address call 423-442-9660. Addressing office hours are:

Monday through Friday: 8:30am to 4:30pm

Wednesday: 8:30am – 12:00pm

[Addressing – Monroe County 911 \(monroe911.com\)”](#)

- b. Use a key lockbox: [A Key Lockbox Alongside Personal Emergency Response Systems - Is It A Necessary Accessory? \(medicalalertsystemshq.com\)](#)
- How will emergency responders have access to my medical information?
 - a. Vial of life: The Vial of Life is designed to speak for you when you can't speak for yourself. The vial contains important medical information that can assist emergency personnel in administering the proper medical treatment. [Vial of Life.](#)
 - i. Each Vial of Life kit consists of 2 Decals and 1 Medical Information Form. Store the completed form inside a clear sandwich bag and tape it to the front of your refrigerator.
 - ii. The Medical Information Form must be reviewed and updated every 6 months to ensure it is accurate.
 - iii. What hospitals do you prefer in an emergency (cardiac, stroke, or traumatic)?
 - iv. Decals are available at TVVFD (one for plastic bag and one for front door).
 - b. Medical bracelets. Available at any pharmacy, Walmart, Amazon, etc.
- What if I'm away from home?
 - a. If you're operating a vehicle, stop driving. Call 911 and/or ask for help from someone who is with you. Do not take the chance of an having an accident by trying to drive to the ER.

- b. If you're operating a boat, stop where you are and call 911. Do not attempt to return to your launch point.
 - c. Use the TN Yellow Dot program in all of your vehicles and boats. The kit is available at TVVFD. [Yellow DOT Program \(tn.gov\)](http://tn.gov)
- What if I have a pet?
 - a. Pre-arrange for someone to take care of your pet in the case of an emergency (when you are not available).
 - b. Include instructions regarding your pet in your Yellow Dot and Vial of Life documents, including your preferred Veterinary.
 - c. Use the form on the STAYinTV web site to help organize your thoughts. [Pet Care Information – STAYinTV](#)
- What if I'm the caregiver for someone else in my household?
 - a. Pre-arrange for someone to take care of the person you are caring for in the case of an emergency (where you are not available).
 - b. If you have custodial care of someone who is covered by a financial or health Power of Attorney, ensure that there is someone in place as a secondary support with proper authorities documented.

How do people know that I'm ok?

- Is there someone (who is mentally competent) living with you in the same household who provides constant contact?
 - a. If you don't have someone in the home who qualifies, then you need one or more people outside your home to check in on you regularly.
- Is there someone contacting me on a regular basis by phone/visit?
 - a. Having one or more people independently checking in with you regularly is a great idea.
- Do I have regular time with people due to participating in a program – e.g., home delivery of groceries, respite program, Sunshine Club (Kahite), church, club, etc.?
 - a. If you're not involved with one or more social groups, please consider joining one of them! Studies show that long life is related to our involvement in a community.

What information do I need to have available if I have a medical emergency?

- Advance Medical Directives.

- a. Are they on file with your doctors and preferred hospital?
 - b. Note the location of all copies in your Vial of Life.
- Financial Power of Attorney.
 - a. Record in your Vial of Life who you have designated and their contact information.
- List of key contacts you want notified if something happens.
 - a. This is often your relatives – children, parents, etc. It may also be close friends or business associates.

For detailed information, go to Safety Net – STAYinTV.

If you need additional information call (865) 458-7084 and follow the prompts.

