SETTING UP ALERTS

JURISDICTION LOGO

ONE-ON-ONE COACHING GUIDE

Here are some common tips and coaching strategies to help others feel confident and safe setting up their smart phone (Apple or Android) emergency features.

1. **Reassure Them**
   - "This all stays on the phone. Information is not shared online unless during an emergency."
   - "It helps first responders if you can't speak or unlock the phone."
   - "You're not giving away your privacy – you're giving yourself a better chance of being helped."
2. **Use Simple Language**
   - "This helps 911 know who to call."
   - "It's like carrying your medical bracelet inside your phone."
   - "Only emergency workers can see this when you need help."
3. **Practice Together**
   - Walk through the steps slowly, showing what each button does.
   - Let them decide what they're comfortable adding (e.g., just a name and phone number at first).
   - Encourage a trial run — e.g., pressing the power button 5 times (without confirming the call).
4. **Hands-On Learning**
   - Have them hold their own phone and tap through the steps themselves – muscle memory helps and allows them to take ownership.
5. **Speak Slowly**
   - Now tap "Settings" – Good!
   - Now scroll down.

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6. Use Relatable Examples

- “If you faint at the grocery story, the first responder can see your allergies right away.”
- “Since you now take blood thinners, the hospital can know that to prevent dangerous interactions.”
- “If you fall while walking the dog and can’t get up, your SOS can send your exact GPS spot to your family.”

7. Things to Avoid

- Avoid entering full social security numbers and insurance numbers.
- Avoid pressing the power button 5 times and confirming the call unless in an emergency.

8. Reinforce the Benefits

- Helps loved ones get updates quickly.
- Reduces confusion during a medical event.
- Provides peace of mind — “You’re making your phone work for your safety.”
- “Think of it as your phone’s way of speaking for you when you can’t.”

9. Best Practices

- Use trusted contacts only and let these contacts know they are listed for emergencies.
- Review every few months.
- Keep phone charged.
- Enable “Find My Device” in case your phone is misplaced.

EMERGENCY PHONE FEATURES

JURISDICTION LOGO

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Adding your medical information, emergency contacts, SOS settings, and alerts on an Android phone can save precious minutes during a crisis. Your loved one may have concerns about protecting their privacy and nervous to set up alerts. Use this **one-on-one coaching guide** to explain the importance of setting up alerts and help address some of their common concerns.

"I don't want my private information out there."

- Explain this information is stored locally on the phone, not shared online or with Google/Apple.
- Emphasize only first responders or someone holding the phone in an emergency can see it — it's like a digital version of a medical bracelet.
- Encourage them to share only what feels comfortable — even a name, emergency contact, and allergies can make a big difference.

"I might press SOS by mistake."

- Reassure them they can practice safely (press 5 times but stop before confirming the call).
- Show how to turn off automatic calling if they prefer manual confirmation before it dials 911.

"It's too complicated."

- Offer to walk through one feature at a time — start small (e.g., add one contact today, medical info next time).
- Use clear visuals — print screenshots or use another phone as a demo.

"Why do I need to do this?"

- "This helps you stay in control if something unexpected happens."
- "You're setting this up so others can help you quickly if needed."
- "This is one of the smartest ways to protect yourself using something you already carry every day."