

# About the Division

*The Division of Emergency Services and Communications, operates New Hampshire's 911 Emergency Number System, along with affiliated mapping, database operations, technical, and administrative roles, and the Bureaus of Radio Communications Maintenance and Interoperability. The Division provides instant access to police, fire and emergency medical assistance from any wired, cellular or VoIP telephone in the State. The New Hampshire 911 System provides a nationally-accredited, state-of-the-art emergency service response to residents and visitors all over the State of New Hampshire.*

## Our Mission

*To locate, communicate, and connect people in an emergency with the help they need.*

## Our Vision

*Achieve seamless emergency communications for all through emerging technology and collaborative information sharing.*

# Contact Us

## DESC Concord

Incident Planning and Operations Center  
110 Smokey Bear Boulevard  
Concord, New Hampshire 03305

## DESC Laconia

50 Communications Drive  
Laconia, New Hampshire 03246

## GENERAL INQUIRIES

Business Phone: 603-271-6911

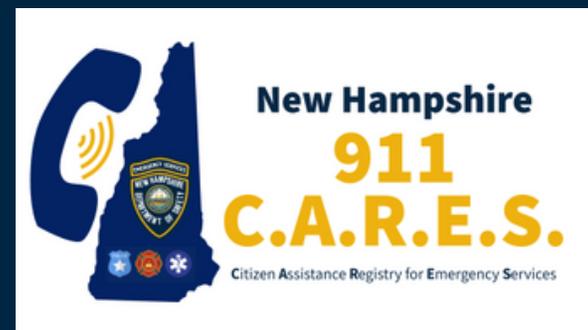
Business Hours: Monday – Friday 8:15 am  
to 4:15 pm

For more information on 911 CARES, visit [cares.desc.nh.gov](http://cares.desc.nh.gov). There you can view our 911 CARES FAQ and set up and access your 911 CARES account. If you have further questions, please send an e-mail to [NH911CARES@desc.nh.gov](mailto:NH911CARES@desc.nh.gov).



## New Hampshire 911 Citizens' Assistance Registry for Emergency Services (NH 911 C.A.R.E.S.)

## Informational Brochure



## What is 911 C.A.R.E.S.?

New Hampshire 911 C.A.R.E.S. (Citizens' Assistance Registry for Emergency Services) is a program of the Division of Emergency Services and Communications that allows account holders to associate a phone number with an individual who has a chronic medical condition or additional information that is vital for first responders. When NH 911 is called from a phone number registered in C.A.R.E.S., the NH 911 telecommunicator answering the call has immediate access to the information that has been submitted to the C.A.R.E.S. database.

## What is it used for?

A C.A.R.E.S. entry can provide additional contextual information for a telecommunicator as they handle a call. The conditions and materials identified in the registry were identified by NH 911's Public Safety Answering Point leadership team as the conditions most likely to provide immediate actionable information to the telecommunicator. Examples of conditions that are eligible for C.A.R.E.S. entries include conditions that may affect the caller's state of mind, may affect the initial actions of the first responders arriving on scene, or may affect the caller's ability to communicate. Eligible conditions include Alzheimer's, dementia, cognitive disability, epilepsy, diabetes, hearing impairment, the presence of a pacemaker or LVAD, medication allergies, and more. Some conditions may not be approved upon review due to existing medical protocols that are already in place. A C.A.R.E.S. entry may also include information to help first responders access a patient such as codes for security gates or a note regarding the presence of a service animal.

## How does it work?

When we receive a phone call from a telephone number associated to a C.A.R.E.S. Individual, the medical condition(s) and other information submitted by the account holder is displayed on the 911 telecommunicator's computer screen and can be shared with first responders so they can have a better understanding of the emergency situation before they even arrive on scene.

## Medical Conditions

Behavioral Concern  
Alzheimer's or Dementia  
Cognitive Disability  
Deaf  
Depression or PTSD  
Diabetic  
Epilepsy  
Hard of Hearing  
Medication Allergy  
Pacemaker  
Speech Impairment or Non-Verbal  
Wheelchair or Mobility Issues  
LVAD  
Parkinson's  
Electricity Dependent Medical Equipment  
Other



## How do I access 911 C.A.R.E.S.?

The New Hampshire 911 C.A.R.E.S. database is a self-service program that can be accessed online by going to [cares.desc.nh.gov](http://cares.desc.nh.gov). If you do not have access to a computer / internet, paper forms can be requested through our office (email [NH911CARES@desc.nh.gov](mailto:NH911CARES@desc.nh.gov)) and mailed to:

NH Department of Safety – DESC  
ATTN: 911 CARES Program  
50 Communications Drive  
Laconia, NH 03246.

## How is my information kept secure and confidential?

All 911 C.A.R.E.S. data is stored in secure database that can only be accessed by authorized personnel. Additionally, this information will only appear on a 911 telecommunicator's screen when a call is placed from a telephone number that is associated with a C.A.R.E.S. Individual.

## How long is my information stored in the database?

Account holders are required to sign in at least every 18 months to keep their C.A.R.E.S. Individual(s) active in the 911 C.A.R.E.S. database. The Division of Emergency Services and Communications encourages account holders to sign into their accounts on a consistent basis and C.A.R.E.S. Individual information and medical conditions up-to-date.