

In an emergency
you contact
**Leicestershire Fire
and Rescue Service**
using emergency **SMS**

LEICESTERSHIRE
FIRE and RESCUE SERVICE

protecting our communities

LEICESTERSHIRE
FIRE and RESCUE SERVICE

Service Headquarters
12 Geoff Monk Way, Birstall, Leicester, LE4 3BU
Tel: 0116 287 2241
Fax: 0116 227 1330
Email: info@lfrs.org

www.leicestershire-fire.gov.uk



The **emergencySMS** service has been developed by RNID, BT, Cable & Wireless, the Department of Communities and Local Government, OFCOM, the UK emergency services and all mobile network operators.

For more information, visit:
www.emergencysms.org.uk
www.rnid.org.uk/esms



WHAT IS AN EMERGENCY SMS SERVICE?

Emergency SMS is a free text service to contact any of the 999 services in the event of an emergency for people with hearing or speech impairment

WHAT IS AN EMERGENCY?

An emergency is when:

- Someone's life is at risk
- A crime is happening
- Someone is injured/threatened
- A Fire starts and people are in danger
- An ambulance is required

When this happens people are encouraged to contact the emergency services using the 999 number.

HOW CAN PEOPLE WITH HEARING AND SPEECH IMPAIRMENT USE THE 999 NUMBER?

They will need to register for the service.

To register, text "register" to 999 and follow the instructions that will be sent to your phone.

DON'T WAIT FOR AN EMERGENCY, **DO IT NOW**

In an emergency:

- Text 999
- Information required in the message :
'Police, Fire or Ambulance'
Briefly explain the problem
Full address
- You should receive a reply within 2 minutes
- Try again if you do not get a response within 3 minutes or seek other help

TO STAY SAFE FROM THE HARMFUL EFFECTS OF FIRE:

- Do not look for the fire or attempt to tackle it yourself
- Check your smoke alarms regularly to ensure they are working
- Know your escape plan
- Close doors at night
- Never leave cooking unattended
- GET OUT, STAY OUT, and TEXT 999

