

**FACT: Community Members Use Help Phones Year Round And For More Than Just Pool Emergencies.**



Required by law or not, on-site emergency phones provide an added sense of security to your residents and reduce liability for your property year round. What better way to show you truly value resident safety than to provide an easily accessible means for your community and for any guests to call for help 24/7/365?

### **Actual Help Phone Calls to Kings III**

**Pool Phone:** Caller stated he worked for the property and was having trouble with unauthorized users refusing to leave the community pool. He requested Police be dispatched. Dispatched Police.

**Elevator Phone:** Entrapped passengers stated their child was asleep in the car. Dispatched Police (who dispatched Fire Rescue) to check on wellbeing of the child.

(Calls continued on backside)

**Are you doing all that you can to help keep your residents safe? What if it were YOUR loved one that needed help?**



  
**KINGS III**  
EMERGENCY COMMUNICATIONS

## Actual Emergency Phone Calls to Kings III (subset only)

**Pool Phone:** Caller reported there was a young woman screaming in apartment 801. He stated her boyfriend beat her up previously, but Police took too long to respond. He believed he had returned and was hurting her. Dispatched Police.

**Pool Phone:** Child called to report an older male had drowned in the pool. Children could be heard screaming and crying in the background. An adult female came to the phone and said that someone was conducting CPR on the patient. Operator dispatched EMS and began giving CPR instructions. A male came to the phone to confirm EMS was on scene and taking over.

**Pool Phone:** Caller said someone had hit her brother with something (possibly scissors) over the head and he was bleeding. She was not with him; he was in the apartment. Dispatched EMS.

**Pool Phone:** Caller reported cars were being broken into and he was not safe to stay by the phone. Requested Police be dispatched to his apartment. Dispatched Police.

**Elevator Phone:** Caller locked himself out of his apartment and did not have his elevator key fob. Operator contacted management who stated resident needed to call a locksmith and then requested Police be dispatched for fear that the caller would vandalize the property. Dispatched Police.

**Pool Phone:** Caller reported an incident with an 8 year old at the pool. They were unsure of what exactly had happened, but the boy's grandmother had pulled him from the pool and he passed out for several minutes. They thought he may have had a seizure but weren't sure. Dispatched EMS.

**Help Phone:** Caller reported an intoxicated male passed out in the bushes. The caller tried to wake the man up but he started cursing at him. Dispatched Police at request of caller.

**Pool Phone:** Caller reported seeing a dumpster fire when he went to empty his trash. He said the flames were still blazing and there was black smoke. Dispatched Fire Rescue.

**Pool Phone:** Caller worked for the property and called to report a pedestrian being hit by a car. She didn't see it happen, but she saw him laying in the street as she called in. Dispatched EMS.

**Pool Phone:** Caller stated her father was possibly drunk and fell in the bath tub and needed someone to see if he was okay. He was still in the bath tub at the apartment while she was calling from the pool phone. Dispatched EMS.

**Pool Phone:** Elderly caller called to advise he did not remember which apartment he lived in and was unable to reach management. Dispatched Police at caller's request.



*The right people with the right training results in the right response.*

Kings III's monitoring provides just that, all while keeping your management team informed and helping to reduce your risk, reduce your liability and potentially reduce your costs.

**800.393.5858 / [www.kingsiii.com](http://www.kingsiii.com)**