



# THE 411 FROM NEW HAMPSHIRE 911

NH Division of Emergency Services and Communications | Public Information Office | DESCPIO@dos.nh.gov | 603-271-6911



## FROM THE DESK OF DIRECTOR DOYLE

Summer is here and so is the hot weather and everything that comes with it! Although many of our residents and tourists will be enjoying themselves throughout the upcoming summer months, our Telecommunicators and New Hampshire's first responders will be working hard to keep people safe all summer long.

It's well known that our first responder community in New Hampshire is made up of the finest, most mission-oriented and committed people in their respective fields. As our calls for service this summer ramp up, the demands placed on the emergency services professionals in New Hampshire also increase, but you don't skip a beat, always ready to render only the highest quality and level of service people not only expect, but deserve.

That shared mission of ours, to make New Hampshire the safest state in the nation, keeps us all focused through the challenges we face. The state's first responders are the critical link in the state's emergency services network. Whether a dispatcher, firefighter, police officer, 911 telecommunicator or emergency medical services provider, we all step up in the face of those challenges...putting service over self in many cases.

However, self-care is most important. You can't take care of others if you don't take care of yourself, first. Not only is it important to take time to reflect on your role and how important it is to the people you serve, but also to make sure you take the time for your own mental health, nothing is more important. So, do whatever you need to do stay focused and driven, and stay balanced. You, your families and friends – and the people you serve – will thank you for it everyday and you'll feel and see the difference. Enjoy your summer, be well and stay safe!

Mark E. Doyle, Director  
Division of Emergency Services and Communications

**Hosting an event this summer?**

**Invite our NH 911 Community Outreach Team!**

Career Fairs | School Outings  
Classroom Education | Community Events  
Local Public Safety Events and more!

Email [DESCPIO@dos.nh.gov](mailto:DESCPIO@dos.nh.gov) to invite NH 911 to your next event!





# NH 911 Q2 2023 Newsletter



## New Hampshire 911 C.A.R.E.S.

### INTRODUCING...

### NEW HAMPSHIRE 911 CARES

**New Hampshire 911 CARES** is a program which allows individuals to register specific medical conditions under their phone number. That way if you ever needed to call 911 from one of the registered phone numbers, the 911 dispatcher would be able to see the name, address, and medical condition of the CARES Individual and relay that information to first responders before they arrive on scene.

When we receive a phone call from a telephone number associated to a CARES 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.

The 911 CARES database can be accessed by going to [cares.desc.nh.gov](https://cares.desc.nh.gov). If you do not have access to a computer / internet, paper forms can be requested by calling our business line at 603-271-6911, option 4.



*Kate McCarty received DESC's 2022 Telecommunicator of the Year award in a ceremony on April 15, 2023.*

### KATE MCCARTY NAMED TELECOMMUNICATOR OF THE YEAR

Congratulations to Kate McCarty, DESC's 2022 Telecommunicator of the Year! Kate was presented with her award in front of a packed room filled with friends, family, and colleagues at our Laconia PSAP on April 15, 2023.

"Kate exemplifies all that we expect of our telecommunicators, and more," said DESC Director Mark Doyle. "I am honored and proud to present this award to (Kate)."

Congratulations Kate on this well-deserved recognition!

### DID YOU KNOW?

There are over 5,700 primary and secondary Public Safety Answering Points (PSAPs) in the U.S. that handle 911 calls.

In NH, DESC's 2 PSAPs answer all of the state's emergency calls.

**Register  
Your  
AED  
Device  
Today  
at [aed.new](https://aed.new)**



**It could  
save a life!**

