



# Crystal Park Volunteer Fire Department

#2 Waterfall Loop, Manitou Springs, CO 80829

## Community Safety Bulletin #6



### Back-to-School Safety Tips

**Back to school? Time for a safety check. Use this list to prevent your kids from harm at school, at home, & at play.**

**Riding the bus:** Line up facing the bus, not along side it. Do not play in the street while waiting for the bus. Never reach under the school bus to get anything that has rolled or fallen beneath it. The bus driver may be sitting too high up to see you. After getting off the bus, move immediately onto the sidewalk and out of traffic. If there is no sidewalk, try to stay as far to the side of the road as possible. Wait for a signal from the bus driver before crossing the street. Walk at least 10 steps away from the front of the bus so the driver can see you. Never cross the street or play behind the school bus.

**Bike Helmets:** A growing number of kids are riding their bikes to school, make sure your kids always wear their helmets. All bike helmets manufactured/sold in the U.S. are required to meet federal safety standards. Helmets can reduce the risk of head injury by up to 85 percent. There is one exception: Don't wear bike helmets when playing on playground equipment.

**Playgrounds:** Each year, more than 200,000 kids are treated in hospital emergency rooms for playground injuries. Most of these injuries occur when a child falls from the equipment. Take a look at the surfaces of your local playground. There should be a 12-inch depth of wood chips, mulch, sand, or pea gravel, or mats made of safety-tested rubber or fiber material.

**Backpacks:** Textbooks, notebooks, lunch, toys... how much weight is your child toting back and forth each day? Lighten the load by carrying only the things you need that day – don't make the back pack into a school locker.

**Jacket and Sweatshirt Drawstrings:** Drawstrings may look trendy, but they can get caught on lots of stuff, including elevators, playground equipment, and cribs. Remove drawstrings on hoods or around the neck of clothing. If drawstrings at the waist are looking a tad long, trim them down to no longer than 3 inches.

**Loops on Window Blind Cords:** Look at the blinds at your child's daycare or school. You or the teacher should cut the loop on two-corded horizontal blinds and attach separate tassels to keep kids from getting entangled in the cords. Vertical blinds, continuous loop systems, and drapery cords use looped cords to function. Do not cut these loops. Instead, install a permanent tie-down device.

### Autumn Safety Tips

Autumn is almost here. Leaves are falling and the air is cooling. As we begin our shift from the warm summer months to the cold winter months, we wish to remind you of a few safety consideration.

**Give Space Heaters Space:** Space heaters need space, too. As the weather gets cooler, space heaters come out of their summer hiding places. Remember to leave at least three feet of space around your heater. Unplug it when it's not being used.

**Test your CO Detector:** During cold weather, your furnace will be running and your windows will be closed. Test the carbon monoxide detector near your home's bedrooms.

**Never Heat With an Oven:** On chilly autumn mornings, avoid the temptation to warm the kitchen with a gas range or an open oven door. The unvented products of combustion can quickly build to toxic levels.

**Replace Expired Fire Extinguishers:** Make sure that the fire extinguisher in your home still good. If it has expired or discharged, be sure to replace it promptly.

**Test Your Local Smoke Detectors:** If it needs a new battery, then replace it. If the detector still does not function, replace the detector.

**Wear Gloves While Doing Yard Work:** It is the season for cleaning up. to help avoid blisters and other injuries, be sure to wear gloves while doing yard work.

**Use Your Legs to Lift Heavy Items:** Whether you are putting things away for storage, or carrying garbage and yard waste, be sure to use your legs to avoid back injuries.

Join the  
department  
in 2009!



**How to contact us:** [If it's an emergency – Dial 911](tel:911)  
Visit our Website at: [Crystalparkvfd.org](http://Crystalparkvfd.org)

Email the CPVFD Officers  
Chief – John Hennessey ~ [jhennessey@crystalparkvfd.org](mailto:jhennessey@crystalparkvfd.org)  
DChief – Paul Welsch ~ [pwelsch@crystalparkvfd.org](mailto:pwelsch@crystalparkvfd.org)

# FIRE PREVENTION WEEK is October 5-11, 2008

## “Prevent Home Fires”

### Have I Got 911? - 911 - Emergency Calls with VoIP

#### How's it Different?

VoIP, in many ways, looks and works just like a regular phone. The primary difference between the two is how your voice is transported from "here to there." With traditional telephone service your conversation, for the most part, is analog and is connected over a single static pathway over the Public Switched Telephone Network (PSTN). In contrast, VoIP telephone conversations are almost entirely digital and may take one or more different paths over the Internet, or private network, to reach the called party. At the other end of the line, the packets are reassembled and converted back into analog voice signals, and sent over the PSTN to the telephone device. If everything works as it should, the call participants will never be aware of the dynamic call routing and audio conversion that is taking place.

#### Questions?

##### **1. Can I dial 911 from my VoIP phone?**

You can reach emergency assistance by dialing 911 on most VoIP phones. However, there are important differences between some VoIP 911 emergency dialing and traditional 911 service from a standard phone. It is important to familiarize yourself with these differences. Often the 911 call taker will not have a display of the number you called from or your location. In addition, your call may arrive at a remote private call center or a non-emergency line, without a display of your location.

##### **2. How do I know what level of 911 Service I have with my VoIP phone?**

You need to research the features of your VoIP service as it pertains to emergency dialing by accessing the service provider's web site. Search provider's Web sites for "emergency calling".

##### **3. How is my 911 call routed to the correct location?**

When you sign up for VoIP you must register your location. In order for 911 emergency dialing to work properly, the service address of file for you MUST correspond to the physical location of your VoIP phone. This will enable your VoIP service provider to identify your 911 call center. You cannot specify a P.O. Box.

##### **4. What if my 911 call is misrouted to the incorrect 911 answering point?**

If your VoIP 911 call is not routed to the correct 911 call center, you should tell the call taker the city, county and state where you need help. The call taker can attempt to transfer your emergency call to the correct call center. It is a good idea to know the El Paso County Sheriff's number and the Manitou Springs Fire number to give to the call center.

##### **5. Does 911 know where I am when calling from my VoIP phone?**

It depends. The first information you will need to provide or verify for the 911 call taker is your location, name, and telephone number, especially if the emergency service personnel does NOT have this information available automatically. When this occurs, your call goes to a remote private call center or non-emergency line at the 911 center, which is different from how traditional 911 calls are routed to an emergency call center.

##### **6. What if my 911 call is disconnected or cut off?**

Unlike traditional 911 service, the 911 call taker may not be able to call you back if you are disconnected. They may not have access to your phone number. If you are disconnected, hang up and dial 911 again.

##### **7. Do service outages affect my ability to call 911?**

Just as your regular cordless phone will not work without power, your VoIP phone may not work without power either. As a result, you may be unable to make any calls during an electrical power outage. Similarly, you may not be able to make 911 calls from your VoIP phone if your broadband or cable service provider has an outage or if any other service disruptions keep you from being able to make any outbound call.

##### **8. Should I keep my traditional phone line after I subscribe to VoIP service?**

Yes. 911 industry leaders recommend that you keep your traditional phone line in addition to your VoIP phone service in order to successfully access 911 services and to have telephone access during a power outage.

##### **9. Do I need to tell anyone in my family that I have changed our phone service?**

Yes. It is very important that all persons that live in your home understand the differences in emergency calling with your new VoIP service. Children and babysitters always need to be educated on how to call 911 in an emergency. You might want to post your phone number and address by the phone for easy access.