

## ICE Program (In Case of Emergency)

In the event of an emergency where you may be unconscious or unable to talk, emergency crews can use your phone and find your ICE contact. They will be able to call your emergency contact and inform them of the event as well as gather valuable information about your health and/or medical conditions. Participating in the ICE program only takes a few seconds; your friends and family will be grateful.

**Step 1:** Create a new contact in your cellular phone.

**Step 2:** Name that contact ICE.

**Step 3:** Program the number for your emergency contact. Done!

**Follow these hints to get the best out of ICE:**

- Make sure the person whose name and number you are giving has agreed to be your ICE partner.
- Make sure your ICE partner has a list of people they should contact on your behalf, including your place of work.
- Make sure your ICE partner's number is one that's easy to contact, for example, a home number could be useless in an emergency if the person works full-time.
- Make sure your ICE partner knows about any medical conditions that could affect your emergency treatment, for example, allergies and/or current medication.
- Make sure if you are under 18, your ICE partner is a parent or guardian authorized to make decision on your behalf, for example, if you need a life or death operation.
- Should your preferred contact be deaf, then prefix the number with ICETEXT.

**My phone doesn't show the caller's name any more:**

This will be because your ICE contact number is a duplicate entry of another contact in your phone book. If you have two numbers the same, your phone won't know which one to display so it will show just the number. To get around this, simply type a \* after the number under your ICE contact. It will still work and will cure the caller-ID problem.