



The Leader in E911 Solutions

Case Study: *School District*

“We used to say ‘we don’t know where’ to a paramedic, but we’ve eliminated this problem with our E911 crisis response system. We now have a complete program for crisis prevention and response.”

Melodie Mayne, director of technology at Beach Park School District

Crisis Response Systems That Save Student Lives

Suppose a student is having a seizure in your school and an instructor scrambles to a telephone and dials 911. Which scenario would play out on your campus?

Scenario 1. Paramedics arrive minutes later, racing through the administrative offices looking for the victim – who is lying on the floor in another building. A stunned receptionist adds to the confusion and proliferates the panic. Only after several shouting students rush to the scene do the paramedics know where to relocate.

Scenario 2. Paramedics arrive minutes later, entering the correct building and going to the specific wing, floor and room where the student is incapacitated. Within a precious few minutes, the student is fully revived and her breathing has been restored.

If you have prepared for this tragic moment, Scenario 2 will occur and result in the best possible outcome. If you have not fully prepared, Scenario 1 may develop – allowing the situation to escalate, increasing your potential financial liability and the harm to students, educators and visitors.

The Safety Net

Sitting quietly atop Illinois’ beautiful north shore rests the Village of Beach Park and their growing school district, which supports approximately 2,100 students in grades K-8 across five schools. They boast of wooded landscape, wild flowers, nature trails, fishing ponds, wetlands and sand dunes, few sidewalks, little crime and almost no business development – just the way this quiet little village likes it.

“We live in a fine community where people don’t think bad things will happen. They may be right, but I don’t want to find out the hard way that they were wrong. The safety net is there,” says Melodie Mayne, director of technology at Beach Park School District.

That “safety net” includes their enhanced 911 (E911) crisis response system, which features Beach Park School District as among the first educational bodies in the nation to ensure that firemen, ambulance attendants and police can find those in distress when responding to their emergency calls. As a result, district campuses are appreciably safer for students, employees and visitors.

Under basic 911, an emergency dispatcher knows only the billing address for the phone system from which the call originated. With E911, an emergency dispatcher knows the caller's street address and their specific location such as the west hallway on the 9th floor.

In fact, school administrators are concerned with a plethora of unpredictable situations, especially with younger students. While school violence is the new wave, Mayne cites asthma attacks, medication complications, childhood diabetes reactions and seizure disorders as being among the more common crises that occur.

"E911 is the perfect answer to these problems," proclaims Mayne, a certified teacher who has taught for 22 years. And her broad experience with the Dallas Public School System has enabled her to work effectively on the big picture throughout the district.

Saving Many Lives

Following her lead, Beach Park School District is also enjoying other advanced safety technology upgrades. For instance, they are implementing a smart card system for student services that will facilitate checking out books, purchasing lunch food and traveling more securely through campus entrances.

In fact, safety systems are just one of the areas that she is currently upgrading. "A lot has changed in the last ten years. Our goal is to integrate technology throughout the entire educational process, from safety to curriculum design to classroom delivery," says Mayne.

"You simply must plan ahead and determine where to leverage your precious resources for maximum return. Do what you can to control what you can. An E911 crisis response system that saves one child's life is worth more than everything we'll spend on the entire system," professes Mayne. "Over time, we will save many lives."

Mayne established the following criteria for selecting their E911 crisis response system:

- Foolproof – The system must not fail; failure is not an option.
- Maintenance-free – The system should not require error-prone, expensive manual intervention. She wants to "set it and forget it."
- Cost-effective – The initial and long-term costs must be reasonable.
- Quick installation – The system must be relatively simple to implement.
- Complete package – A single vendor should offer the entire solution.