



# Naperville



Naperville's Fire & Police Departments have joined together on a program to better serve the citizens of Naperville. The Caring Hands Program is designed to meet the needs of residents who are dealing with developmental, cognitive, mental, medical and or physical disabilities and may require special assistance during an emergency or non-emergency situation. The program will allow residents to voluntarily provide critical information about themselves or loved ones to Naperville's Firefighters and Police Officers before they have any type of interaction. Information provided includes methods of communication, sensory and medical issues, as well as approach and de-escalation techniques.

We encourage Naperville residents to submit a completed Caring Hands Participant Information Form for each member of their household with any kind of special physical, behavioral and/or psychological needs which include, but are not limited to:

Alzheimer's	Dementia	Neurological Disabilities
Autism	Developmental Delays	Seizure Disorders
Asperger's Syndrome	Down Syndrome	Serious Medical Conditions
Behavioral Disorders	Hearing Impairment	Speech Impairment
Cerebral Palsy	Mental Health Disorders	Vision Impairment
Cystic Fibrosis	Mobility Impairment	

Once the information on the Caring Hands Participant Information Form has been verified, an alert will be put into the Naperville Public Safety's database. Any time a call is received related to the name, address or vehicle identification information listed on the form, the appropriate responders will receive an alert with the necessary information and description of the member of the household who may require special attention or care.

In addition, individuals who maintain electrically powered, life sustaining medical equipment in their home would benefit from participation in the Caring Hands Program as it advises the Department of

Public Utilities ahead of time of the need for uninterrupted electrical service. This information helps City agencies identify residences requiring temporary emergency electrical power in instances of normal service interruption. It does not guarantee a response by emergency responders for unplanned outages such as those due to inclement weather. While the Fire Department has some emergency electric generators available, we do not have nearly enough to service the needs of all Caring Hands residents in case of a widespread community power failure. Therefore, we recommend all residents with unique needs for uninterrupted electrical power assess their own requirements and consider obtaining their own back-up power source.

Participating in this program is voluntary and can be provided by the individual with the specific need, their parent/guardian, foster family, legal representative, or legal guardian. The person submitting the form will be required to update the program administrator when any information on the form changes. At minimum, an update must be done each year on the participant's birthday. Participating in this program will not result in any preferential treatment.

In addition, a photo of the participant can be submitted to aid Public Safety members in identifying individuals who may have wandered off and cannot remember where they live or cannot communicate with first responders.

To sign up, you can download the Caring Hands Participant Information Form on line at [www.naperville.il.us/caringhands](http://www.naperville.il.us/caringhands) or pick one up at the following locations:

**Naperville Fire Department**  
Administration Office  
1380 Aurora Avenue  
Naperville, Illinois 60540

**Naperville Police Department**  
Front Desk  
1350 Aurora Ave.  
Naperville, Illinois 60540

**Completed forms are to be turned in at one of the above two locations.**

For questions or additional information please contact the program coordinators:

**Ruthi Sommers**  
Customer Service Assistant  
Naperville Fire Department  
(630) 420-6142  
[SommersR@naperville.il.us](mailto:SommersR@naperville.il.us)

**Jim Pacetti**  
Crime Prevention Specialist  
Naperville Police Department  
(630) 548-2967  
[PacettiJ@naperville.il.us](mailto:PacettiJ@naperville.il.us)