Disability Indicator Program for 9-1-1

Are you or a loved one physically, mentally, visually, or hearing impaired? Is someone in your home in a wheelchair or can't speak? If you answered yes to any of these questions, then we should know about it. The E-911 Disability Indicator Form will allow us to know if someone in your home is impaired.

9-1-1 Disability Indicator Program

The disability indicator program is voluntary program for residents. The information provided on the disability indicator form enables a special code to appear on the 911 Dispatcher’s screen which alerts the Dispatcher that a person residing at that address may require special assistance during an emergency.

It is a standardized form created to encourage participation from all persons with disabilities. Because there are an extensive range of disabilities and medical conditions. The disability indicator categories listed on the form may be considered too broad for some; when you consider the extensive range of disabilities. However, information requested on the form must remain sensitive to those who may not wish to provide detailed information.

*Always remember information on the disability indicator form is confidential.*

The disability indicator form is available through the State 911 Department or it can be downloaded from this website. The disability indicator procedure form requires that when a person in the community submits a signed disability indicator form, the 911 Municipal Coordinator will then sign the form and fax it to the Verizon Database Center at 1 800 839 6020 for entry into the 911 Verizon database.

Annually, Verizon will send the Municipal Coordinator a current listing of those persons in their community who are enrolled in the disability indicator program for updating. Verizon enters the new information into the 911 database.

A new Disability Indicator Form should be submitted for the following
A person moves or no longer resides at that address
The apartment number changes
The telephone number changes
To add or delete a disability
The link to the Disability Indicator Form is:


To complete the process, please return the completed form to the:
Reading Fire Department
757 Main Street
Reading, MA 01867