



## **But- Where is here?**

If you want someone to meet you somewhere for any reason, then it is important to be able to describe your location, especially in an emergency; so, how do we do this?

I have spoken to many people in the Emergency and Car Breakdown Recovery Services, and the biggest problem is? You got it - finding the caller.

Although there are various technologies out there to locate mobile phones, it is not as easy as it looks on TV and film, and can take time, and may not be that accurate; so, if we just sit down, take a breath, and take stock of where you are prior to making the call, it will speed up the process.

In an emergency - It is also worth thinking about who you need and ask for- Ambulance, Police, Fire, Mountain / Moorland Rescue, or Coast Guard / Lifeboat.

If you are at home or work, you probably know your address and post code, which is great; but as you may know, post codes do not always pinpoint your location, we may have to use additional information to increase the accuracy.

You could prepare now, for an emergency at work and put a full description of your work location in a prominent location so anyone can see and pass on. Do not forget, every address has an address within the address. What room/department/floor/building are you in? what is the nearest access point?

But if you are out and about, this can be more difficult, the following considerations are worth thinking about to assist with this.

### Start at the beginning.

What city, town or village are you in or nearby.

Where were you traveling from and to?

How long have you been travelling for?

What was the last thing you remember seeing?

### Road names

What road are you on, what other roads can you see that joins the one you are on.

If on a motorway or dual carriage way, what direction are you traveling in, do you know the nearest junction number. At the side of the road are marker posts and/or signs with a combination of number and letters that can be used to help your location.

NB, SOS phones on a motorway are generally no more than a mile apart- every 100 metres are marker posts with a picture of a phone and an arrow, this shows the direction of the nearest phone, once you get to the phone, the location of the phone will be posted here.

### Landmarks

What can you see - House numbers, shop/pub names, hospitals, stations?

Any natural feature – Woods, walls, hills, etc.

Lamp post numbers.

Lock numbers if you are on a canal towpath.

### Smart phone apps

Google maps – Is a good start, will show you your general area, if you press and hold the screen, you may get a 'drop pin' with a location description.

What3words - Every 3 square meters in the world has been allocated a unique combination of 3 words than can be given to the emergency or recovery services or even shared with other smart phone users by text, messenger, etc.

<https://what3words.com/daring.lion.race>

Where am I? - One of many address finders available in most phone play stores.

OS locate- Ideal if you on the moors, hills, or mountains of the UK as this will provide you with a grid reference that you can pass on to a Mountain Rescue team if you need them to assist with your situation,

<https://www.ordnancesurvey.co.uk/blog/tag/os-locate/>

When you dial 999 or 112 from a mobile phone, your phone will automatically use whatever network is available at the time.

Do not worry if you have no mobile reception, move to another area, keep an eye on the phone, once you get reception, relay the information for either the incident location or your current location.

It may be worth walking uphill to get better reception.

### **Text message to the emergency services.**

Have a look at the following site for more information and how to register for the service.

<https://www.emergencysms.net/>

Once you have sorted all this out, then notify any relevant person or organisation that you may be working for at that time.

Above all, remain calm, speak clearly.