

### **Impact Story – John & Mary Doe\***

Sometimes a situation arises where different agencies come together to help those in need in our community. This was the situation in the summer of 2022, during a brutal heat wave which hit Northern Virginia. Volunteer Prince William received a Facebook message from a PWC 911 dispatcher saying they had an elderly couple in the community whose power had been cut off. At the time of the cutoff, temperatures were in the mid-90s with a heat index of over 100 degrees.

In addition to being elderly, one of the couple was suffering from a serious medical condition, being made worse by the lack of air conditioning.

Two staff members caught the message and jumped in to help. One of the Volunteer Prince William staff called the number for the dispatcher to learn more. This couple's power had been turned off for several hours, and the county Fire Marshall and NOVEC were unable to restore the power due to a failed inspection.

The 911 call center contacted Adult Protective Services and their son was also in contact with the dispatcher. APS was able to put the couple in a local hotel for several days so they could get out of the heat while NOVEC/PWC worked on getting their power restored.

Both the dispatcher and VPW staffer agreed they would have gladly paid out of pocket for a hotel for this couple, but luckily APS was able to get this covered.

Volunteer Prince William sent another message to the 911 dispatcher saying if the couple is in need of further services, they should call the Agency on Aging's referral line to see what may be available to them in the way of resources. The VETS transportation program was also mentioned as a possible resource, if either spouse is a veteran.

The 911 dispatcher thanked us profusely for our responsiveness and help. Thanks to a quick collaboration between 911, APS and Volunteer Prince William, this couple was able to get out of the heat and get some needed relief.

We are very glad we were able to help this vulnerable couple get out of the heat, plus we've made some new friends with the 911 call center!

\*Names have been changed.