

James City County Heads Up

Age Requirements

No Age Requirement

Intake Contact

Shawn Wallace, Emergency Communications Interin Director

Intake Contact Email

shawn.wallace@jamescitycountyva.gov

Intake Process

Call the office, complete and send the application. You can also email tristan.aiken@jamescityva.gov for information

Provider Refer

Yes

Report Problems

Call the Agency

Self Refer

Yes

James City County Government

<https://jamescitycountyva.gov/953/Administration>

<https://jamescitycountyva.gov/690/Heads-Up-Program>

Main

(757) 566-0112

James City Government Center

3131 Forge Road

23168 VA

United States

Monday: 8:00 am-5:00 pm

Tuesday: 8:00 am-5:00 pm

Wednesday: 8:00 am-5:00 pm

Thursday: 8:00 am-5:00 pm

Friday: 8:00 am-5:00 pm

Saturday: Closed

Sunday: Closed

Fee Structure

No Fee

Languages Spoken

English

The Heads Up Program enables James City County residents to provide information about their pre-existing conditions to the Emergency Communications Center. This information prepares responders for special conditions prior to their arrival in an emergency.

Once a form is submitted, it is kept in the system until the applicant cancels the request. Updates and changes should be reported as soon as possible to ensure accuracy.

Heads Up applicants can include babies at risk of SIDS, cardiac patients, pulmonary patients, diabetic patients, mobility impaired patients, hearing impaired, sight impaired, special needs and more.

[This form](#) should be completed for each individual who wants to be included in the program. The form must be printed, signed and faxed or mailed to Emergency Communications.

Service Area(s)

James City County