

CARE: Citizens Assistance Registry for Emergencies

Presented by the
Vermont Enhanced 911 Board



What Should You Know?

What is CARE?

Who does CARE provide assistance to?

What information does CARE gather and how is it used?

How is CARE information maintained?

Where can I find forms and registration information?

WHAT IS CARE?

CARE stands for Citizens Assistance Registry for Emergencies

- CARE is an effort driven by and developed by the 911 Board office in partnership with United Way and 211.
 - Other key partners include Vermont Department of Health and Vermont Emergency Management
- CARE is a set of data that identifies registered individuals as needing some form of assistance or support resources in a large-scale emergency.
 - This includes any event that creates a loss of power, isolation, or requires evacuation.
 - Registrant information is used to aid in the rescue efforts of emergency responders.
 - Citizens are able to register their information into the system through a form available on the E911 Board website.

CARE GOALS & OBJECTIVES

- A registrant for CARE may require additional support or aid in the case of a wide-scale emergency. For example, this may include, but is not limited to, individuals who are wheelchair bound, bedridden or oxygen dependent.
- Knowledge of the specific support or resource that plays a key role in survivability allows responders to use this information to formulate well-informed rescue plans for the communities they serve.
- CARE information also allows responders the chance to secure the proper resources to help support the success of their rescue efforts.





A CLOSER LOOK AT THE INFORMATION

The form requests the registrant indicate the following:

- The type of event in which they would need additional assistance (evacuation, long term loss of power or isolation event). A registrant may indicate all that apply.

- What type of conditions would support the best rescue efforts
 - Requirement of an ambulance
 - Form of transportation (Car, van, bus, or wheelchair van)
 - Presence of a service animal
 - Language needs (foreign language or ASL interpreter)
 - Visual Impairment
 - Oxygen and duration of power supply
 - Specialized medical equipment requiring electricity and duration of power supply

LOCATING CARE INFORMATION



- CARE information is stored on two platforms – one of which is accessible to all Vermont 911 call-takers through their map.
- The E911 Database department takes all CARE registrant information and updates it to the call-taker's 911 map so that operators can search specific locations and are able to easily access registrant information.

REQUESTING CARE DATA

CARE data may be requested by police, fire or EMS responders before or during an emergency to properly prepare.

This would be done through one of the local PSAPs in the responder's area. E911 would receive the request from a PSAP Administrator and generate a dataset of all registrants in the requested community along with the needs indicated on the form.

This process would differ for Municipal EMDs.

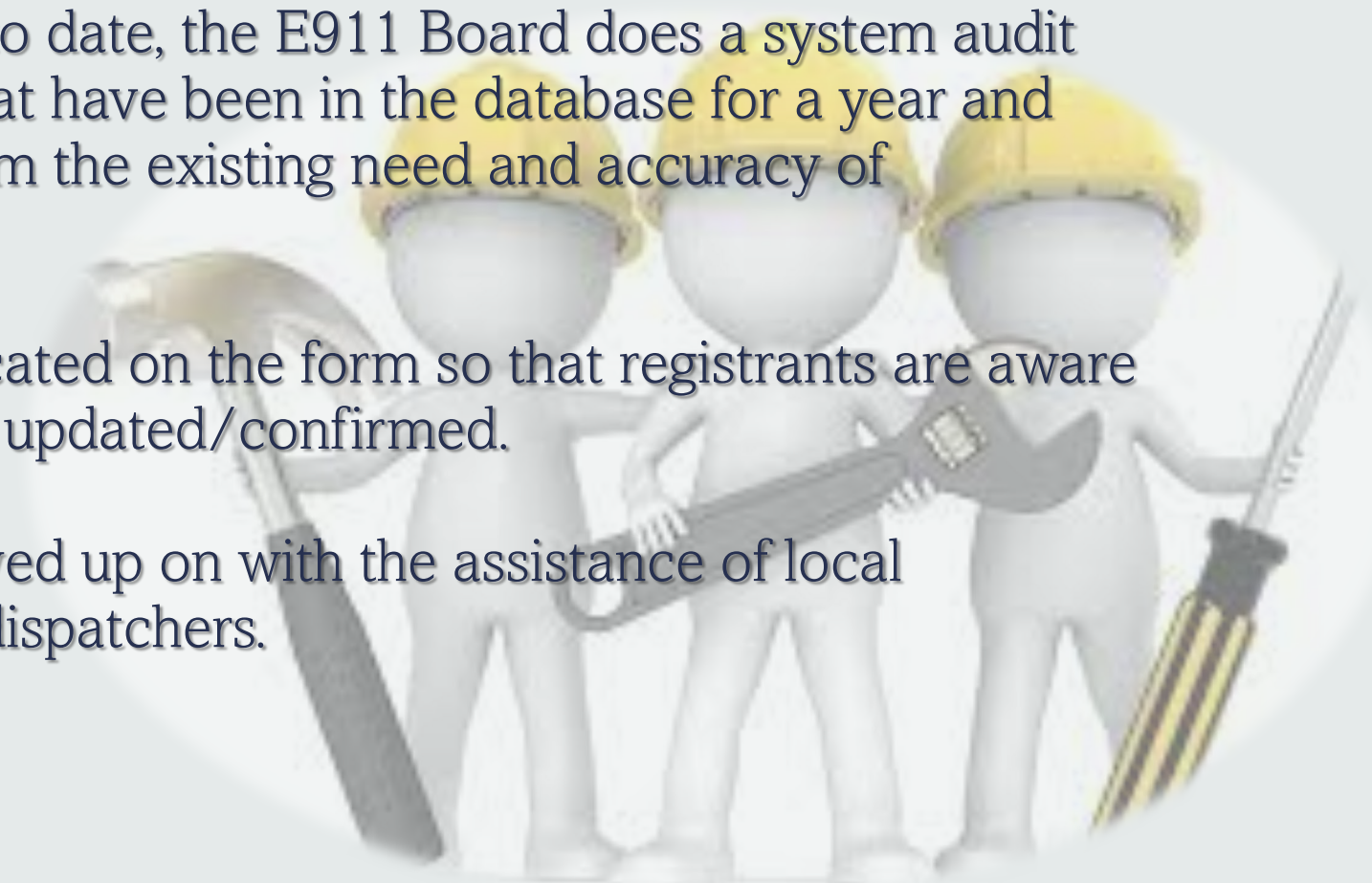
A CARE data request would need to be initiated with the VEM Watch Officer who would contact the local PSAP and then follow the regular protocol.

CARE MAINTENANCE

To ensure CARE records remain up to date, the E911 Board does a system audit periodically, identifying registrants that have been in the database for a year and initiating contact with them to confirm the existing need and accuracy of information.

Contact from the E911 Board is indicated on the form so that registrants are aware that their information will need to be updated/confirmed.

CARE information can also be followed up on with the assistance of local responders, and 911 call-takers and dispatchers.



CARE FORMS & REGISTRATION



- To find out more information about CARE please visit E911.vermont.gov/CARE
- There is a link to the online form at the bottom of the page, as well as instructions on filling it out. If there are any questions about registration, you can email E911.Info@vermont.gov.
- CARE brochures includes contact information for our office if a registrant requires additional assistance in accessing the online form.

LOOKING AHEAD

Continuous work is being done on developing the CARE program and its outreach.

Efforts are also being made to provide more accessibility in registration and continuing to work on ways to reach the various populations of Vermont.

- The more information about CARE that is shared, the more individuals who need it will be able to take advantage of its benefits.
- Our partnerships with emergency responders and members of the community are essential in spreading the word and supporting the CARE program.



VERMONT SUPPLEMENTAL ALI

Formerly “Premise Information”





What is VT Supplemental ALI

Supplemental ALI (Automatic Location Identification) is information that call-takers and responders should be aware of in order to provide the best level of service in an emergency.

STATE OF VERMONT 911 BOARD

Application for PREMISES INFORMATION Additions/Changes

Return Form to: Vermont Enhanced 911 Board, 6 Baldwin St. – 2nd Fl., Montpelier, VT, 05633-7960

Please check one: NEW APPLICATION UPDATED APPLICATION

Phone Number to which information should be attached:	
Type of Phone Service:	Wire Line: <input type="checkbox"/> Wireless (Cell): <input type="checkbox"/> VoIP: <input type="checkbox"/>
Name(s) associated with this phone number:	
Locatable Address associated with this phone number:	
Premises Information Requested: (this information should be concise and provide information that may be of concern during an emergency)	
<i>The 911 Board may need to contact the requesting party to clarify information on this application. The 911 Board will also contact the requestor annually to confirm the information is still applicable.</i>	
Name of Requestor:	
Phone Number of Requestor:	
Mailing Address of Requestor:	
E-mail Address of Requestor:	
What is the preferred method of contact:	Phone: <input type="checkbox"/> US Mail: <input type="checkbox"/> E-mail: <input type="checkbox"/>
Is Requestor the owner of the phone:	Yes: <input type="checkbox"/> No: <input type="checkbox"/> If no, what is the relationship between the requestor and owner of the phone?
<i>I understand that I am responsible for submitting correct information on this application and for updating it as needed.</i>	
Requestor Signature:	
Today's Date:	

FILLING OUT THE FORM



VERMONT SUPPLEMENTAL ALI

Supplemental ALI is attached to a phone record and must relate directly to caller and/or responder safety.

Information must be as clear and concise as possible. *

Child with autism resides at this address. May NOT respond if you do not have her attention. May run.

Caller may be tracheotomy patient who is unable to speak. Silent call may indicate need for immediate medical assistance.

Elderly female at this location has MS. Doors are not locked; dogs are friendly.

All Tools

Manual AI Conversation Note TOD Refresh

Proceeding Message

Time Message



Emergency Calls On Hold

Calls on hold / Alarm threshold
Count: 0 / 0
Longest: 00:00:00 / 00:00:30

ANI	ANI display	Caller name
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Current Em... Emergency ... Waiting Em... Abandoned ... Contacts

Selective Transfer Agencies

POLICE Fire EMS E911 STN STN in hr Contacts

[Primary] Telephone - 8025554105

Status	Name	Number	DNIS
No active calls			

Emergency Calls Status

1	0	0	0	22
Current	On Hold	Waiting	Abandoned	Active

9-1-1

CARE VS. SUPPLEMENTAL ALI

CARE

CARE INFORMATION IS INTENDED FOR WIDE-SCALE EMERGENCIES.

THE INFORMATION CARE REGISTRANTS PROVIDE IS TO AID IN RESPONDER EFFORTS IN FORMULATING THE BEST RESCUE PLANS OR ACQUIRING THE NECESSARY RESOURCES.

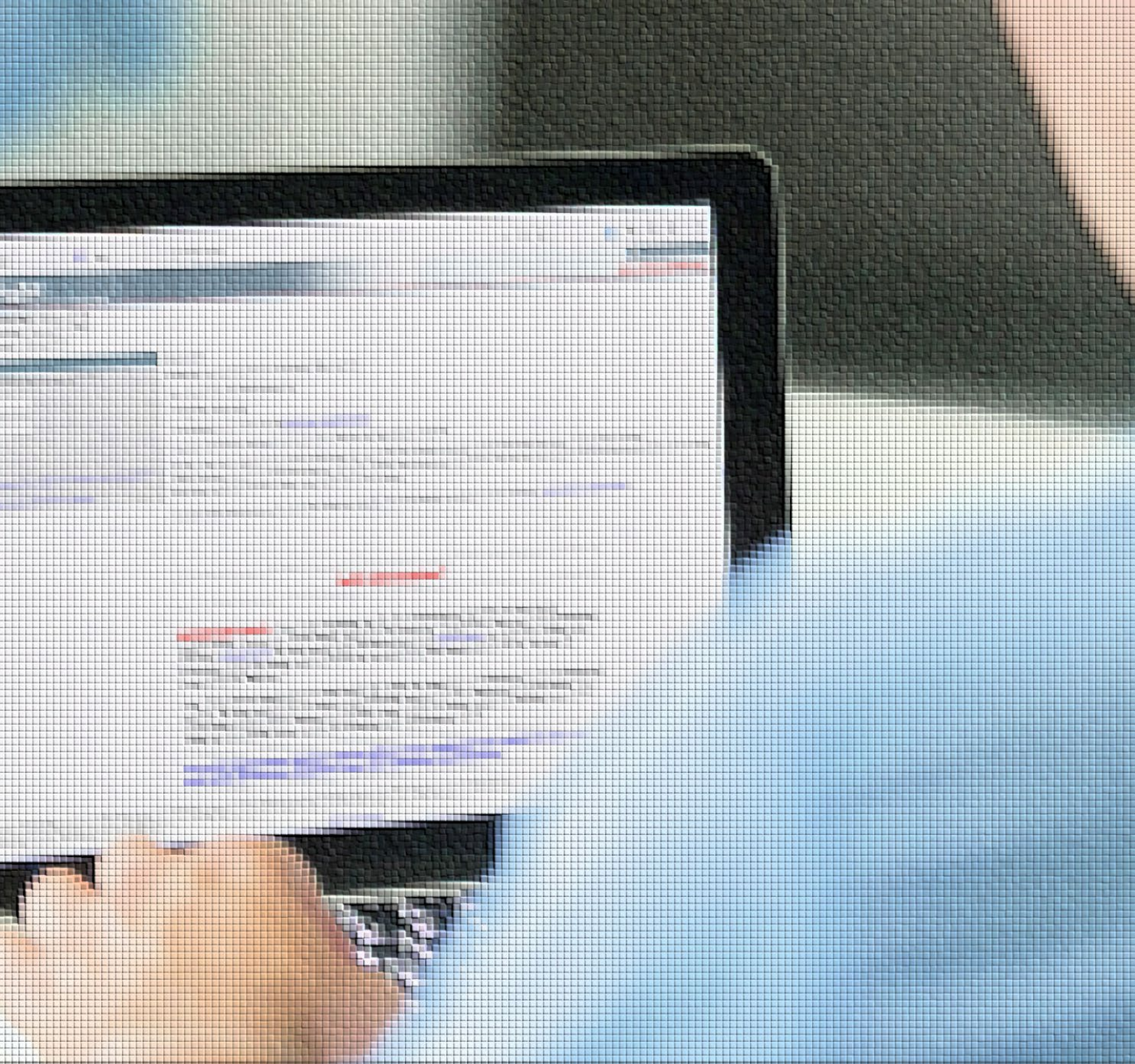
CARE INFORMATION IS PROVIDED AS A RESOURCE TO SUPPORT A COMPLEX AND/OR EMERGENT RESCUE EFFORT

SUPPLEMENTAL ALI

SUPPLEMENTAL ALI CAN BE USED IN ALL EMERGENCIES.

SUPP ALI IS NOT A REQUESTABLE SET OF DATA FOR FIRST RESPONDERS. *This information is only accessible to the 911 operator during a 911 call.*

SUPPLEMENTAL ALI TELLS RESPONDERS SPECIFICS ABOUT SCENE SAFETY.



To register, visit E911.Vermont.gov and go to Forms & Publications.

Currently, the link to the form is available at the bottom of page. It is a fillable form that can be submitted to the e911 Board through email or mail.

This process is being revised and will soon move fully online to promote registrant autonomy of their record.



Questions/Comments?

E911.Training@vermont.gov

D: 802-461-9724

O: 802-828-4911