



# 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.

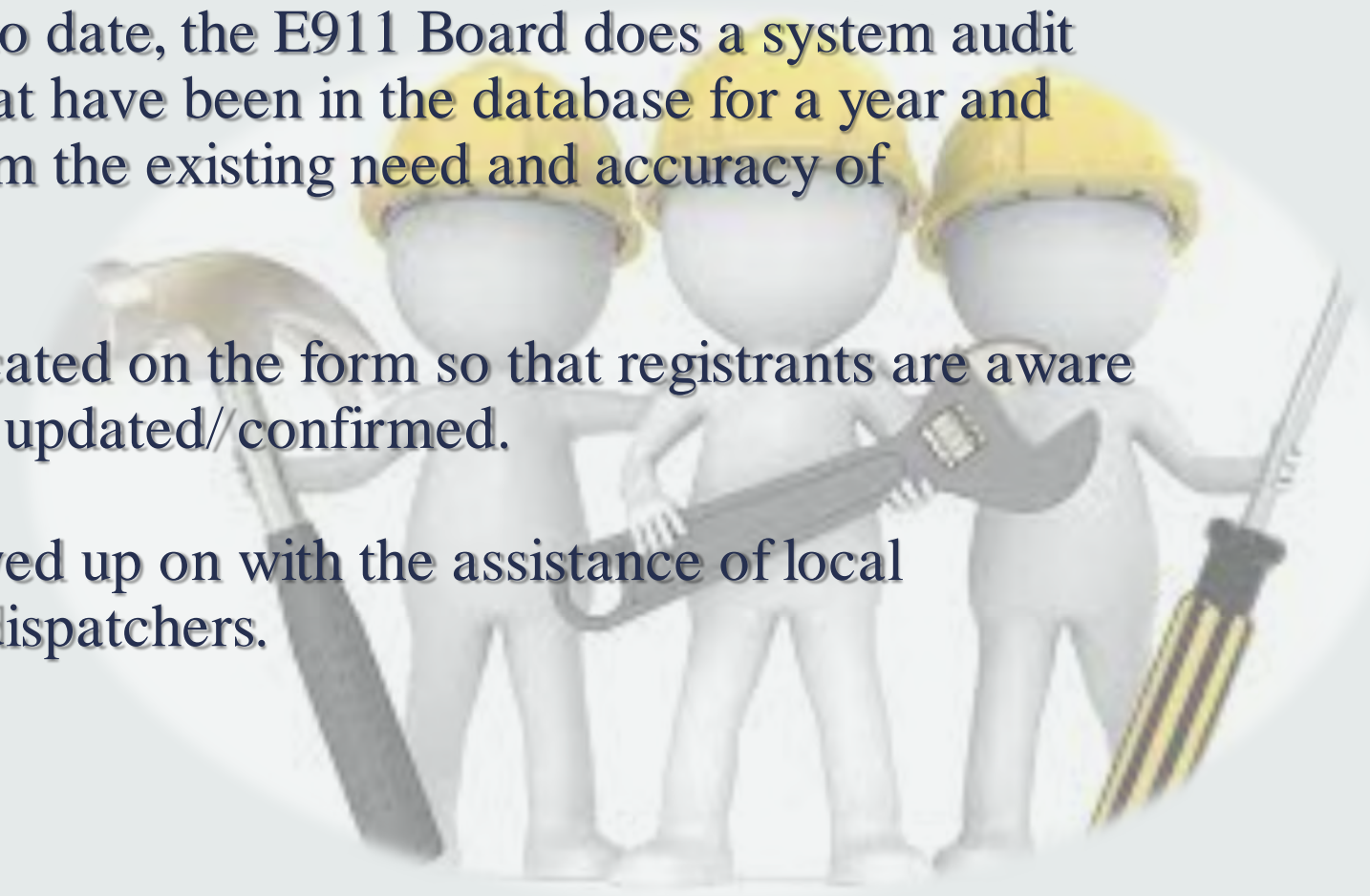
A CARE data request would need to be initiated with the VEM Watch Officer who would contact the local PSAP and then follow the regular protocol.

# 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.





# 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.

# CARE FORMS & REGISTRATION



- To find out more information about CARE please visit [E911.vermont.gov//CARE](https://www.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](mailto:E911.Info@vermont.gov).
- CARE brochures include a paper form that can be mailed in to the E911 Board, but online registration is strongly encouraged.



Questions/ Comments?

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