



CARE

Citizens Assistance Registry for Emergencies Process for Dispatch Agencies

Emergencies can take many forms. Ice storms, floods, fires, major traffic accidents, and similar events can cause power outages, isolate individuals, or prompt the need for evacuation. For elders, or for people with certain disabilities, such events, if prolonged, can become life-threatening if no one is available to help.

CARE was created to help. CARE's key partners are the United Ways of Vermont, Vermont 211, Vermont 911, and Vermont Emergency Management, (VEM). CARE helps emergency responders identify Vermonters who might need special assistance in case of a wide-scale event. Here's how it works:

- CARE registrants, or representatives assisting them, submit their information to CARE using an online or paper registration form.
 - *CARE is not intended for residents in assisted living, or other long-term care facility, as such a facility would have its own emergency response procedures in place.*
- Vermont 911 will verify the data, and a CARE icon will display on the map used by 911 call-takers.
 - *The icon identifies the location of the registered address of the CARE registrant and their needs for assistance.*
- **In the event of a wide-scale emergency, responders may request data for CARE registrants in the impacted area, allowing the responders to plan and provide appropriate assistance. In order to avoid duplicate requests for the same information, local response agencies and Municipal Emergency Management Directors, (EMDs), must discuss the need for the information and decide who will make the request.**
 - *Police/Fire/EMS*
 - *Will ask their dispatch agency to contact the PSAP for CARE data.*
 - *The dispatch agency will serve as the go-between for the responders and 911.*
 - *Municipal EMDs*
 - *Will ask the VEM Watch Officer to contact the PSAP for CARE data.*
- Vermont 911 will produce a report of the requested CARE data and send it, via secure email, to the dispatch agency or Watch Officer for forwarding to the responder/EMD.
 - *The report will include the name, home address, phone number, and particular needs of the registrant. Additional information, if provided, may include the name, phone, and/or email of an alternate contact.*
 - *CARE data may be requested up to 72 hours in advance of an expected event.*
 - *CARE data is confidential and will only be shared with emergency responders and 911.*

NOTE: Registration in CARE does not guarantee a person's safety. It is the registrant's responsibility to call 911 if they have an emergency and need medical, police or fire responders. CARE is a tool designed to assist *responders* to potentially provide special assistance in the event of a wide-scale emergency. How and when the information in the CARE program is used is solely the responsibility of emergency responders.