

# VERMONT E9-1-1 BOARD

## CARE DATA REQUEST PROCESS DOCUMENT

### Background and Description

Emergencies can take many forms, from natural disasters to human-caused events such as a major traffic accident that closes a road or takes out the power for hours at a time, to a fire that requires a city block size evacuation. For seniors or people with physical or mental disabilities, such events can become life-threatening if they are prolonged and no one is available to help. The CARE Program (Citizen Assistance Registration for Emergencies), administered by the United Ways of Vermont, Vermont 2-1-1, and Vermont E9-1-1, is designed to identify Vermont residents who would require special assistance in an emergency. This information is accessible to Vermont's 9-1-1 call-takers and can be requested by responders using the procedure outlined below.

A request will always be triggered by responders based on situational awareness and incident response.

- **Small scale example:** Fire response of an apartment building structure fire, wanting to confirm needs of surrounding residents
- **DEMHS Incident Example:** A large scale response to an event requiring oversight and coordination by DEMHS (Flooding, Chemical response, etc.)

**Note:** In any scenario the request for data will always route through a dispatch or response coordination entity.

### 1. Responder requests data from their dispatch

Incident Responders determine the need for CARE data and make the request via their dispatch agency or incident command structure.

### 2. Dispatch / Incident command requests data from 9-1-1 PSAP

Upon receiving a request from incident responders the dispatch agency / incident command agency contacts the primary PSAP serving the area and requests release of the CARE information for the impacted geographical area. Primary catchment map included later in document

### 3. 9-1-1 PSAP Process for authorization and release of CARE data

Upon receiving a request for CARE data the PSAP representative will follow the Manual Query / CARE data request process. (Included later in document)

Note: Before release of the CARE data, the PSAP must confirm the identity of the requesting agency by contacting that agency using the contact information contained in the 9-1-1 system.

### 4. 9-1-1 PSAP relays data to requesting agency

Once the identity of the requesting agency has been confirmed, the CARE data may be relayed to them by

- Phone
- Encrypted Email
- Fax

### 5. Dispatch relays data to responders

The information should be relayed to the appropriate responders in the same manner as other 9-1-1 related data.