



KIM JOHNSON
DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
744 P Street • Sacramento, CA 95814 • www.cdss.ca.gov



GAVIN NEWSOM
GOVERNOR

September 4, 2020

PIN 20-23-CCLD

TO: ALL COMMUNITY CARE LICENSING FACILITY LICENSEES

FROM: ***Original signed by Pamela Dickfoss***
PAMELA DICKFOSS
DEPUTY DIRECTOR
COMMUNITY CARE AND LICENSING

SUBJECT: **DISASTER RESPONSE USING THE EVERBRIDGE MASS NOTIFICATION SYSTEM**

Provider Information Notice (PIN) Summary

PIN 20-23-CCLD provides information on the Everbridge Mass Notification System and how it will be utilized to notify licensees during or in advance of disasters such as fires and Public Safety Power Shutoff.

Background

To effectively respond to disasters, including but not limited to fires and Public Safety Power Shutoffs (PSPS), the Department will be utilizing the Everbridge Mass Notification System to notify licensed facilities in advance of or during such events. There are two types of notifications: 1) response required to collect information to assess the status of your facility and potentially follow up to provide immediate assistance based on your needs; and 2) strictly informational with no response needed.

Responding to Everbridge Notifications

When you receive a notification, it will often require your response to provide information specific to the operational status of your facility. If you have provided a phone number to your Regional Office that can receive text messages, it will be the first level of contact initiated and may include response options, as seen below. If a text message cannot be delivered to you, Everbridge will then attempt to contact you using other provided forms of contact, such as your email address or the business phone number for your facility. **Please ensure your Regional Office has your facility's**

current contact information, including your email, facility phone number and cell phone number.

When you receive an Everbridge notification requiring a response, it is imperative you respond to the notification even in scenarios when your facility is operational with no impact. Your facility will not be contacted again unless the event expands and could impact you later or your response indicates you need assistance. In scenarios where you do **not** respond to a notification which requires your response, the appropriate Regional Office staff will contact you to assess the status and determine if assistance is needed. Lack of response may unnecessarily delay crucial resources to your facility.

Everbridge Notifications for Fires

Below are examples of what response options may look like when receiving an Everbridge notification related to a fire:

1. The fire does not impact my facility, it has not evacuated, and it will continue to operate. (“Operational”)
2. My facility can operate but is experiencing manageable impacts from the fire. (“Operational with Impacts”)
3. My facility has evacuated but is not damaged, it will be able to operate once the evacuation order is lifted. (“Non-Operational Short Term”)
4. My facility has evacuated and/or has been damaged and will not be able to operate. (“Non-Operational Permanent/Long Term”)

Everbridge Notifications for PSPS Events

When you are notified about PSPS events in your area, an Everbridge notification will be sent once a utility provider has stated they will be initiating a power shutoff.

Below are examples of response options when you receive an Everbridge notification related to a PSPS event. Please note, options may change.

1. My facility is not impacted by the Public Safety Power Shutoff and is continuing to operate. (“Operational”)
2. My facility has either had its power shutoff or is running on an alternate power source and can continue to operate for 24-48 hours. (“Operational with Impacts”)
3. My facility is not operating, or has evacuated, due to a Public Safety Power Shutoff but will reopen once power is restored. (“Non-Operational Short Term”)
4. My facility has been evacuated due to the Public Safety Power Shutoff and will be unable to operate for an unknown period of time. (“Non-Operational Permanent/Long Term”)

Everbridge Notification Responses

Regardless of the event type, you will be instructed to select one of the above-mentioned options by either typing in a number in a text message, clicking on the option in email, or pressing the appropriate number on a landline phone.

Everbridge will allow you 30 minutes to respond and then notification will be closed for responses. Licensees who have not responded in the 30-minute timeframe will be contacted by their appropriate Regional Office.

Everbridge Contact Information

The list below displays the numbers or email address from which Everbridge notifications will be sent. The Department strongly encourages you to add the below numbers and email address to your contacts to avoid having any of the three notification options end up as undeliverable:

- Short Message Service, also referred to as text messages or SMS messages, are sent from number 89361
- Emails are sent from noreply@everbridge.com and will be displayed as “CA Department of Social Services CCL Alert”
- Phone calls are sent from (916) 228-6728

Please note, do not hit “reply” in response to an email notification, instead, simply click on the option that best fits your situation.

Emergency Plans and Best Practices

CCLD reminds licensees to review their facility’s emergency/disaster plan to ensure compliance with applicable statutes and regulations. In addition, CCLD provides the following best practices.

- Review and update your disaster plan, as necessary, to ensure entities listed are still current and to ensure your temporary relocation center is still appropriate.
- Review the disaster plan with staff, authorized representatives, residents/children regularly.
- Ensure you receive emergency notifications through local law enforcement.

If you have any questions regarding this PIN, please contact the applicable Regional Office:

- [Adult and Senior Care Regional Offices](#)
- [Child Care Regional Offices](#)
- [Children’s Residential Regional Offices](#)