



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



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PIN 22-02-CCLD

TO: ALL COMMUNITY CARE LICENSING FACILITY LICENSEES

FROM: *Original signed by Kevin Gaines*
KEVIN GAINES
Deputy Director
Community Care Licensing Division

SUBJECT: **NOTIFYING LICENSEES USING THE EVERBRIDGE
EMERGENCY NOTIFICATION SYSTEM**

Provider Information Notice (PIN) Summary

PIN 22-02-CCLD provides information on the Everbridge Emergency Notification System and how it will continue to be used to notify licensees in advance of, or during, disasters such as wildfires and Public Safety Power Shutoffs. Additionally, Everbridge may be used to notify licensees when other types of disasters occur, such as, but not limited to, earthquakes and flash floods. For additional information on the use of Everbridge, please see [PIN 21-14-CCLD](#), issued on August 10, 2021.

To effectively respond to disasters, including, but not limited to, wildfires, Public Safety Power Shutoffs (PSPS), earthquakes, and flash floods, the Community Care Licensing Division (CCLD) will continue using the Everbridge Emergency Notification System to notify licensed facilities in advance of, or during, such events.

There are two types of Everbridge notifications:

1. Notifications which request information related to the operational status of your facility
 - a. Notifications with information requests are typically used during disaster events with evacuation orders

2. Notifications which are strictly informational and do NOT request information about your facility
 - a. These notifications are currently used during non-evacuation disaster events, such as PSPS events. and provide information on when they may occur, and additional resources for you to use related to the specific event

Everbridge Notifications That Request a Response

Certain Everbridge notifications will request simple information regarding your facility's operational status when there are evacuation orders. It is **crucial** that you respond to those notifications even when your facility is still operational or has not even been impacted by the disaster. CCLD understands that, on occasion, you may receive an Everbridge notification requesting information even when there has been no impact to your facility and no assistance is required. Even if that is the case, please respond to the notification or your local Regional Office (RO) will be required to contact you by phone to ensure there has been no impact to your facility.

After you respond to a notification indicating your facility is safe and operational, you will not receive subsequent Everbridge notifications regarding the disaster unless the event expands and may impact you later. As stated above, in scenarios where you do **not** respond to a notification that is requesting your operational status, the appropriate RO staff will contact you to assess your facility's status to determine if assistance is needed.

How Everbridge is Used to Notify Licensees

If you have provided a phone number to your RO that can receive text messages, it will be the first level of contact used by Everbridge to notify you. 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 e-mail address or the facility phone number.

It is important to note, **if an Everbridge notification is requesting information** and, cannot contact you using either text message, facility phone, or email, Everbridge automatically cycles through all forms of contact one more time in an attempt to capture your response. Licensees **have one hour to respond** to Everbridge notifications that request information. If you have still not responded after one hour, your local RO will attempt to reach you directly by phone. Please ensure your local RO has your facility's current contact information, including your e-mail, facility phone number, and cell phone number.

Important! If you respond the first time you receive the notification, you will not be contacted the additional time.

Everbridge Notifications for Evacuation Events

Below are examples of what response options may look like when receiving an Everbridge notification related to disaster events with an evacuation order:

1. My facility has not been impacted, it has not evacuated, and it will continue to operate.
2. My facility can operate but is experiencing manageable impacts
3. My facility has evacuated but is not damaged, it will be able to operate once the evacuation order is lifted.
4. My facility has evacuated and/or has been damaged and will not be able to operate.

Regardless of the event type, if a notification is requesting information, 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 an e-mail, or pressing the appropriate number on a phone.

Everbridge Notifications for Non-Evacuation Events

For non-evacuation disaster events, such as a PSPS, a notification will be sent to your facility email. This notification will be informational only and request you call your local Regional Office to report any operational impacts experienced by the facility.

Everbridge Contact Information

The list below displays the phone numbers and e-mail address from which Everbridge notifications will be sent. CCLD strongly encourages you to add these phone numbers and the e-mail address to your contact list to avoid having any of the three notification options (text, facility phone, or e-mail) end up as undeliverable:

- Short Message Service, also referred to as text messages or SMS messages, are sent from number 88911
- E-mails 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, when responding to a notification by e-mail, please do not “Reply” to the e-mail. Instead, simply click on one of the options displayed in the e-mail that best fits your situation, as seen in the example below.

CDSS Community Care Licensing is requesting information about your facility's operational status so we can provide any needed assistance. Please select the option from the list below that best describes your current situation. Thank you.

1. [My facility has not been impacted, it has not evacuated, and it will continue to operate.](#)
2. [My facility can operate but is experiencing manageable impacts.](#)
3. [My facility has evacuated but is not damaged, it will be able to operate once the evacuation order is lifted.](#)
4. [My facility has evacuated and/or has been damaged and will not be able to operate.](#)

Emergency Plans and Best Practices

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

- Review your disaster plan regularly and in accordance with [Title 22](#).
- Submit a copy of your updated Emergency Disaster Plan to your local RO when updates or changes are made to the plan.
- Ensure any entities listed in your Emergency Disaster Plan are still current and ensure your temporary relocation center is still available and appropriate.
- Review your disaster plan with authorized representatives, and residents/children regularly.
- Ensure you receive additional emergency alerts and information via your mobile phone number or e-mail address by visiting Cal Alerts at <http://calalerts.org/signup.html>

If you have any questions regarding this PIN, please contact your local CCLD Regional Office:

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