

# Voluntary Vulnerable Persons Registry (VVPR)

## FAQs – Frequently Asked Questions

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### What is the Voluntary Vulnerable Persons Registry (VVPR)?

The VVPR is a ***voluntary*** registry for residents of the Municipality who may require more support during ***emergency situations*** due to special assistance requirements. The VVPR is managed through the Municipality's Emergency Services Coordinator.

**The VVPR is not intended to be used for recovery activities such as snow removal and/or tree removal.**

### What is the goal of the registry?

The goal of the VVPR is to provide responders with quick access to necessary critical information about a registered person so that they can respond appropriately in an emergency.

When a Vulnerable Person is thought to be at risk due to circumstance/need as outlined on their form, or a set time has passed, the information will be shared with relevant organizations, enabling an appropriate response and effective assistance for the resident.

### Who should consider registering?

Residents who have a:

- Visual impairment
- Mobility impairment
- Hearing impairment
- Wheelchair use
- Heart problems
- Bedridden
- Developmental/Intellectual (Autism Spectrum Disorder (ASD), Down Syndrome, etc.)
- Cognitive impairment (Alzheimer's, Dementia, etc.)
- Mental health conditions
- any resident who requires electricity for life-sustaining equipment such as oxygen, dialysis, etc.

### Who can register a person?

Any Vulnerable person can register themselves or if unable, a parent/legal guardian (with signed consent) or someone with legal authority (power of attorney) can complete the form on their behalf.

## How do I register?

1. Pick up a paper form from the Municipal Office in Arichat, request a form by email from the Emergency Services Coordinator at [emo@richmondcounty.ca](mailto:emo@richmondcounty.ca), or download from the Municipal website <https://www.richmondcounty.ca/>
2. The vulnerable person, parent/guardian or other legal authority will complete the registration form, sign and return it to the Municipal office.
3. Once the form is entered into the registry, a confirmation e-mail will be sent out confirming that the form was entered into the system.
4. Once registered, the person will remain on the registry until they request to be removed.
5. It is the responsibility of the vulnerable person, parent/guardian or other legal authority to ensure that any changes in information is updated immediately.

**Note:** If you are the parent/guardian of the person being registered, you will be required to provide your contact information, including your email address for the purposes of keeping the registry updated. There is a section for permission which needs to be completed if the vulnerable person is unable to complete the registration themselves.

## How do I update the registry?

Each registrant of the VVPR is responsible for ensuring that personal information is always up to date. Updates can be:

- emailed to [emo@richmondcounty.ca](mailto:emo@richmondcounty.ca),
- phoned in to 902-226-3990 or
- in person at the Municipal office in Arichat.

**Note:** An update check will be conducted annually by the Emergency Services Coordinator, however, timely updates are crucial to assisting those vulnerable and waiting for the annual update may cause delays.

## What do VVPR registrants need to do in an emergency?

VVPR registrants still need to call **9-1-1** if they are experiencing an emergency. They are also responsible for having an emergency plan in place to be prepared to remain safe for at least three days. The VVPR registration does not guarantee a registrant's safety but is an added safeguard where the Municipality can share needed information with local emergency organizations to make every effort to minimize a VVPR registrant's safety during emergencies.

**The VVPR is not intended to be used for recovery activities such as snow removal and/or tree removal.**

Resources for Emergency Preparedness can be found here:

- [Government of Canada - Emergency preparedness guide for people with impairments / special needs](#)
- [Nova Scotia EMO Emergency Preparedness](#)
- [Red Cross Emergency Preparedness and Recovery](#)
- [Government of Canada - Get Prepared](#)
- [Government of Canada - Your Preparedness Guide](#)

## **In what situations will the VVPR program be activated by Emergency Management?**

The VVPR program will be activated for the following:

### **Hazard Notifications**

- Extreme weather events or other hazards posing moderate risk to community.
- Extreme weather events or other hazards posing moderate risk to Critical Infrastructure.
- Extreme weather events or other hazards where communicating preparedness recommendations to the public is necessary.
- Extreme weather-related events or other hazards where sheltering in place instructions is being recommended due to risk of compromised road infrastructure.
- Extreme weather-related events or other hazards where a voluntary evacuation has been issued and temporary lodging has been made available.

### **Evacuation Alerts**

- Extreme weather events or other hazards posing extreme risk to community where a potential for evacuation order is significant.

### **Evacuation Orders**

- Extreme weather events or other hazards that pose an imminent risk to community and life safety that trigger instruction for mandatory evacuation orders.

### **Evacuation Rescinds**

- When the imminent risk has been nullified and residents are able to return to their communities.

## **What can registrants expect if they are included in the VVPR?**

When the VVPR program is activated during an event, responses to VVPR registrants will be prioritized according to the personal information submitted on the application form (e.g., vulnerabilities during emergencies relating to mobility, vision or hearing impairment, need for electricity for life-sustaining equipment, etc. - as listed above in the eligibility criteria).

If an event noted above occurs or is foreseen:

- A warning will be sent through **Voyent Alert** to registrants, and their emergency contacts, if possible (telephone, text, email).
- **Emergency Management staff will conduct phone calls if needed or attempt door-to-door contact through Emergency Management volunteers when it is safe to do so.**
- **The VVPR is not intended to be used for recovery activities such as snow removal and/or tree removal.**

After such an event:

- Check-in communications through **Voyent Alert** will be sent to the registrant, and their emergency contacts via all methods of contact, if possible (telephone, text, email).
- Prioritization checks will be conducted based on personal information included in the registration form, with door-to-door contact, as necessary.

For example, in the case of an impending hurricane, **Voyent Alert** communications will be sent out, telephone and/or door-to-door checks may be made, and if a registrant relies on life sustaining equipment that requires electricity, they would be prioritized for available support.

## How is consent obtained to use personal information in the VVPR during an emergency?

**Each VVPR registrant agrees to allow the Municipality to provide some of the information in the VVPR registration form to local first responders if necessary for use during emergencies. Some of the information provided by the registrant may also be shared with Emergency Management volunteers and service providers for those registrants who rely on electricity for life-sustaining equipment such as oxygen.**

## Under what authority do we collect and use personal information that has been shared in the form?

In accordance with Section 485 of the Municipal Government Act, any personal information collected on the VVPR registration form will be used only by municipal staff and, if necessary, individuals and/or organizations assisting the Municipality for purposes related to the VVPR program.