

SENIOR SAFETY SYMPOSIUM

IT TAKES A COMMUNITY

SAFETY & ELDER ABUSE PREVENTION STRATEGIES



TOGETHER WE KEEP OUR ELDERS SAFE AND WELL

A FREE EVENT BROUGHT TO YOU BY:



www.shiningcare.org



Thank You To Our Partners!



Paul Greenwood

Retired Deputy District Attorney of San Diego
California's DA Elder Abuse Committee Co-Chair



Mr. Greenwood is a nationally recognized speaker, whose expertise is in the area of elder abuse. He has been a lawyer for over 40 years. Mr. Greenwood has recently retired from the Office of the San Diego District Attorney's Office, serving as Deputy District Attorney.

He was the Head of Elder Abuse Prosecution (since 1996) and has been involved in the prosecution of over 700 felony elder abuse cases.

Mr. Greenwood is currently the Co-Chair of California's DA Elder Abuse Committee. He has been featured on both CBS's "Eye on America" and NBC's "Nightly News".

He has done extensive criminal prosecution of felony elder abuse, neglect and exploitation and has been quoted as saying "Education and awareness are essential components of an effective elder abuse program. As a prosecutor I must not simply be reactive — but be proactive and reach out to the community of seniors to help them understand how easy it is to become a victim and how to take steps to lessen the risk."

Contact Info:

442-257-2984

paul@greenwoodlawcorp.com

www.greenwoodlawcorp.com





Jay Sumerlin

Deputy Fire Chief
Redding Fire Department

Contact Information:
530-225-4141



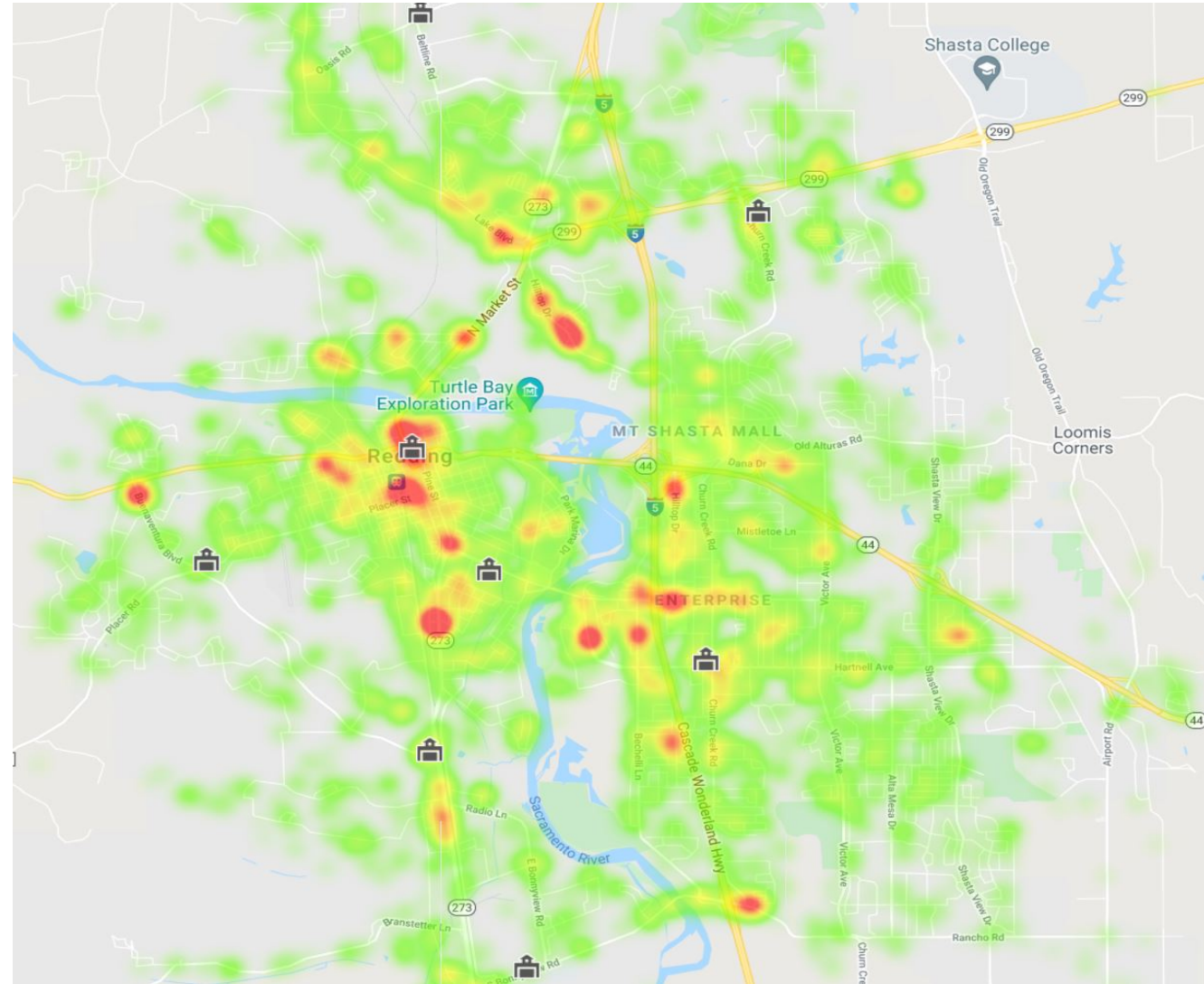


2019 Call Data

- Total Calls-15,031
- EMS Response-8,994
- Lift Assists-997
- Fires-374

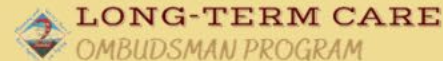
2020 Call Data

- Total Calls-14,354
- EMS Response-8,616
- Lift Assists-1,125
- Fires-515



Connected Care

- Shining Care
 - Crew Training
 - EMS Reporting
 - Pattern recognition: Frequent falls, Failure to Thrive, lack of support
 - Primary Care Physician
- Connected Care software: Julota
 - Law Enforcement, EMS, Healthcare, Behavioral Health, Social Services
 - www.julota.com





Kacie Johnson

Deputy District Attorney

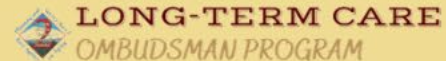
Elder Abuse Prosecutor

Shasta County District Attorney's Office

Contact Information:

530-245-6300

kjohnson@co.shasta.ca.us





Issues Impacting The Elderly Community



Elder Abuse

- Elder Defined
 - Someone 65 years of age or older
 - Know or Reasonable should know
- Types of Abuse
 - Physical
 - Financial

Elder Abuse

Physical abuse

- Assault/battery
- Sexual abuse
- Improper use of medication
- Neglect / abandonment
- Health and safety hazards
- Malnutrition/ dehydration

Financial abuse

- Financial exploitation

Types of Abuse

Physical

- Inflicted pain
- Caused or permitted to suffer pain
- Caregiver

Financial

- Theft / embezzlement / forgery / fraud / identity theft
- \$950
 - More = felony
 - Equal to or less = misdemeanor



Julie Sessions, M.S.W.

Program Manager
Long Term Care Ombudsman

Julie is the Program Manager for the PSA 2 Long-Term Care Ombudsman Program. Julie came to the program in 2020 after spending much of her adult life working with elders and dependent adults. She worked 13 years in Adult Protective Services as a social worker and supervisor.

Julie has advocated for the elders and dependent adults of Northern California at a State and local level and will continue to be an advocate for Northern California.

Contact Information:
530-229-1435





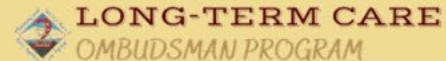
Contact Information:
530-225-5798

Gail Gustafson

Adult Protective Services Supervisor
Shasta County HHSA

Gail Gustafson, Shasta County resident for 25 years. Working with elderly and disabled as a Shasta County employee since 2009, 4 years as a Social Worker with In Home Supportive Services, and the last 12 years with Adult Services. Currently the Supervisor of Shasta County HHSA, Adult Protective Services.

To Report Abuse: 530-225-5798
24 Hour Hotline





Cherish Padro

Outreach Manager
United Way of Northern California

Contact Information:
347-852-4370
NorCalUnitedWay.org



EMERGENCY PREPAREDNESS

YOU & ME



United Way of
Northern California



	<i>FIRE NAME (CAUSE)</i>	<i>DATE</i>	<i>COUNTY</i>	<i>ACRES</i>	<i>STRUCTURES</i>	<i>DEATHS</i>
1	AUGUST COMPLEX (<i>Under Investigation</i>)*	August 2020	Mendocino, Humboldt, Trinity, Tehama, Glenn, Lake, & Colusa	1,032,648	935	1
2	MENDOCINO COMPLEX (<i>Under Investigation</i>)	July 2018	Colusa, Lake, Mendocino & Glenn	459,123	280	1
3	SCU LIGHTNING COMPLEX (<i>Under Investigation</i>)*	August 2020	Stanislaus, Santa Clara, Alameda, Contra Costa, & San Joaquin	396,624	222	0
4	CREEK FIRE (<i>Under Investigation</i>) *	September 2020	Fresno & Madera	379,895	853	0
5	LNU LIGHTNING COMPLEX (<i>Under Investigation</i>)*	August 2020	Napa, Solano, Sonoma, Yolo, Lake, & Colusa	363,220	1,491	6
6	NORTH COMPLEX (<i>Under Investigation</i>)*	August 2020	Butte, Plumas & Yuba	318,935	2,352	15
7	THOMAS (<i>Powerlines</i>)	December 2017	Ventura & Santa Barbara	281,893	1,063	2
8	CEDAR (<i>Human Related</i>)	October 2003	San Diego	273,246	2,820	15
9	RUSH (<i>Lightning</i>)	August 2012	Lassen	271,911 CA / 43,666 NV	0	0
10	RIM (<i>Human Related</i>)	August 2013	Tuolumne	257,314	112	0
11	ZACA (<i>Human Related</i>)	July 2007	Santa Barbara	240,207	1	0
12	CARR (<i>Human Related</i>)	July 2018	Shasta County & Trinity	229,651	1,614	8
13	MATILJA (<i>Undetermined</i>)	September 1932	Ventura	220,000	0	0
14	WITCH (<i>Powerlines</i>)	October 2007	San Diego	197,990	1,650	2
15	KLAMATH THEATER COMPLEX (<i>Lightning</i>)	June 2008	Siskiyou	192,038	0	2
16	MARBLE CONE (<i>Lightning</i>)	July 1977	Monterey	177,866	0	0
17	LAGUNA (<i>Powerlines</i>)	September 1970	San Diego	175,425	382	5
18	SQF COMPLEX (<i>Lightning</i>)	August 2020	Tulare	170,384	228	0
19	BASIN COMPLEX (<i>Lightning</i>)	June 2008	Monterey	162,818	58	0
20	DAY FIRE (<i>Human Related</i>)	September 2006	Ventura	162,702	11	0

There is no doubt that there were fires with significant acreage burned in years prior to 1932, but those records are less reliable, and this list is meant to give an overview of the large fires in more recent times.

This list does not include fire jurisdiction. These are the Top 20 regardless of whether they were state, federal, or local responsibility.

*Numbers not final.



4/28/2021



PASSAGES
Caregiver Resource Center



LONG-TERM CARE
OMBUDSMAN PROGRAM

FIVE EASY STEPS TO BE DISASTER READY:



GET ALERTS
to know what to do.



MAKE A PLAN
to protect your people.



PACK
a GO BAG with things you need.



BUILD
a STAY BOX for when you can't leave.



HELP
friends and neighbors get ready.



United Way of Northern California



PASSAGES
Caregiver Resource Center



LONG-TERM CARE
OMBUDSMAN PROGRAM

LUNCH BREAK

11:30 - NOON

PLEASE VISIT EXHIBITS





HOW YOU CAN MAKE A DIFFERENCE

TESTIMONIAL VIDEO & OPPORTUNITIES

[Play Heroic Act of Caring](#)



PASSAGES
Caregiver Resource Center



LONG-TERM CARE
OMBUDSMAN PROGRAM

Joseph R. Herrera, M.S.W.

Social Worker

Rancho/USC Geriatric Neurobehavior
and Alzheimer's Center



Contact Information:
josephrh@usc.edu

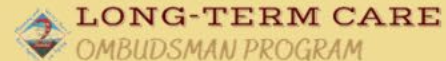
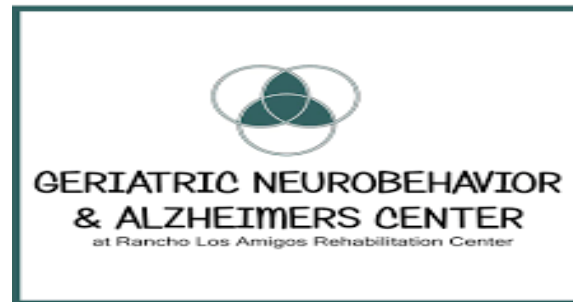
Joseph Herrera is a bilingual-bicultural Social Worker at the USC/Rancho Los Amigos California Alzheimer Disease Center (USC/Rancho CADC). His post-master's degree experience has been in the field of geriatrics and research. His professional experience spans over 15 years and includes working at the Alzheimer's Association, as the Regional Director, working with the North East, East, and South East Los Angeles areas.

Joseph has worked with dementia patients and caregivers for over ten years.

Joseph graduated from the University of Southern California (USC) with a master's degree in Social Work (2008) and from California State University, Northridge, with a bachelor's degree in Clinical Psychology and Human Development (2004).



Recognizing and Reporting Elder Abuse



California Civil law The Welfare & Institutions Code § 15610 defines elder abuse as:

- Physical abuse
- Neglect
- Financial abuse
- Abandonment
- Isolation
- Abduction
- **ANY** treatment resulting in harm, pain, or mental suffering
- It also refers to deprivation of goods or services that are necessary to avoid physical harm or mental suffering.
- Undue influence is also considered to be elder abuse.



15610 "Elder" means any person residing in the State, 65 years of age or older.

Definitions

- * **Mental Suffering:** Infliction of fear, agitation, or confusion through threats, harassment or intimidating.
- * **Neglect:** Caregiver's failure to assist in a personal hygiene, failure to provide food, clothing or shelter, or protect an elder from health and safety hazards.
- * **Physical Abuse:** The infliction of physical pain or injury, sexual assault or molestation, or the use of physical or chemical restraints for punishment.
- * **Undue Influence:** Use of excessive influence to force or separate elder person from assets.
- * **Abandonment:** The desertion of an elder by someone who is a caregiver.
- * **Abduction:** The removal, without the consent of the conservator, of a conservatee to another state.
- * **Financial Abuse:** The wrongful taking or use of an elder's funds, property, or other assets.
- * **Isolation:** The intentional prevention of an elder from receiving mail, telephone calls or visitors.
- * **Sexual Abuse:** involves forced or unwanted sexual interaction of any kind with an older adult.

<https://www.cdc.gov/violenceprevention/elderabuse/resources.html>



California Criminal law

- Under Penal Code § 368,
- California law defines the crime of elder abuse as physical or emotional abuse, neglect, or financial exploitation of a victim who is 65 years of age or older.
- The offense can be prosecuted as a misdemeanor or a felony and is punishable by up to 4 years of jail or prison.



State of California Penal Code

Possible Physical Abuse and Neglect Indicators:

- Malnutrition and/or dehydration, bedsores. Unexplained weight loss.
- Unseen but suspected physical injury: Painful reactions when touched.
- Bruises, skin tears, or broken bones or teeth.



Possible Financial Abuse Indicators:



- Suspicious banking or financial transactions
- Money missing from accounts
- Unusable ATM or Credit Card transactions
- Unexpected changes to estate planning documents or property deeds
- Missing possessions

Behavioral Indicators

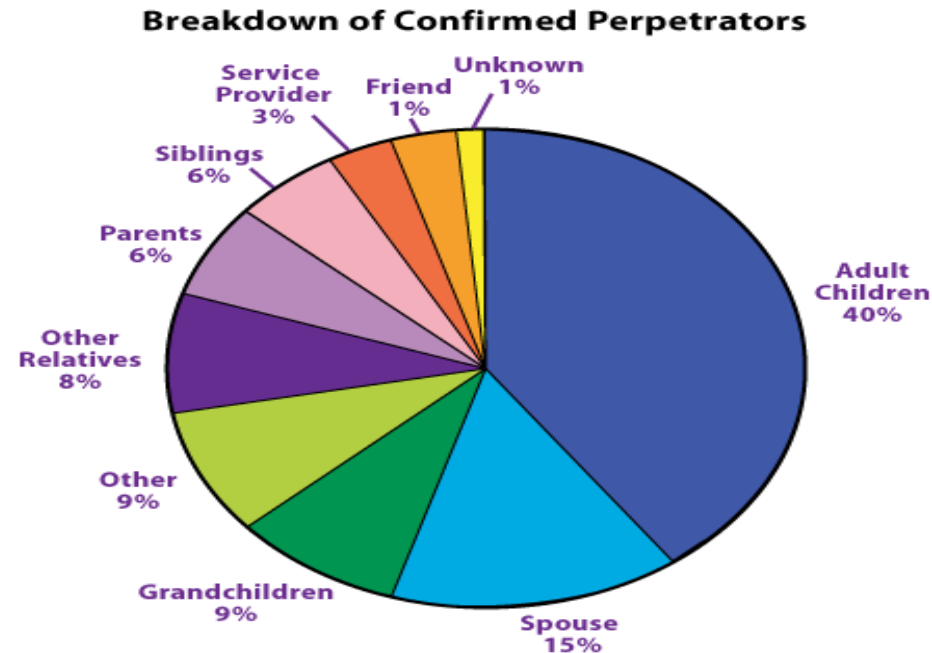


www.shutterstock.com · 97060496

- Agitation
- Anger
- Confusion or disorientation
- Defensiveness
- Depressed or withdrawn
- Fearful or hesitant to talk openly
- Non-responsive or unlikely excuses

Caregiver or Family Member Abuse Indicators

- The elder is not allowed to speak for him/herself.
- Caregiver's indifference or anger toward the elder.
- Socially isolated or unnecessary restrictions of the elder's activities.
- Conflicting explanations of incidents by the family or caregivers.
- Family members or caregivers having gambling or substance abuse problems.



*National Association of Adult Protective Services Administrators
National Center on Elder Abuse*

Covid-19 and Elder Abuse

- According to the CDC The coronavirus pandemic and economic crisis have evidenced elder abuse across the United States.
- Isolation and economic hardship increased elder abuse reports by caregivers and family
- The prevalence rates for elder abuse differ substantially across different racial/ethnic groups.
- According to the U.S. Department of Justice, 10% of people over age 65 will be victims of elder abuse.
- According to the FBI, older adults lost \$3 billion in 2019 to financial fraud and abuse.

CDC, 2020.

Federal Bureau of Investigation (FBI) Elder fraud, 2021

U.S Department of Justice, 2021



Abuse HAPPENS Shasta County, too!

- In 2020, the Shasta County Adult Protective Services received close to 600 reports of financial exploitation, more than 500 reports of psychological and physical abuse and more than 100 reports of neglect.



Risk Factors:



- Not enough research
- Increased family violence due to stress, isolation and multigenerational households.
- Family Dynamics/History of family violence
- Harder to discuss or report, as authorities are unable to investigate.
- Cognitive decline due to AD or dementia – higher risk and vulnerable.
- Social determinants of health.

Things Anyone Can Do to Prevent Elder Abuse.

- 1) Learn the signs and educate your family and friends!
- 2) Call or visit an elder loved one and ask questions.
- 3) Offer respite to a caregiver
- 4) Listen to older adults' complaints.
- 5) Contact your Adult Protective services if you suspect abuse.



Adult Protective Services (APS)

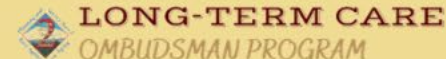
California APS

- Each California County has an Adult Protective Services (APS) agency.
- County APS agencies investigate reports of abuse of elders and dependent adults who live in private homes, apartments, hotels or hospitals .
- To report abuse, call **1-833-401-0832** and when prompted enter your 5-digit zip code to be connected to the Adult Protective Services in your county, 7 days a week, 24 hours a day.

SHASTA COUNTY

Health and Human Services Agency – Adult Services. If you suspect abuse or are the victim of abuse, contact:

- 24 HR. ABUSE HOTLINE: **(530) 225-5798**
- email ggustafson@co.shasta.ca.us





Becky Robinson

Regional Director of Alzheimer's Association
Northern California & Northern Nevada
Chapter's Chico office

Regional Director of Alzheimer's Association, Northern California and Northern Nevada Chapter's Chico office, oversees the administration and management of the Alzheimer's Association in the North Valley area, which is comprised of 11 counties.

Becky has worked with individuals with Alzheimer's and related dementias for more than 28 years.

She has experience facilitating support groups, counseling Alzheimer's families throughout the disease process, and presenting information on Alzheimer's disease, dementia, and caregiving.

Contact Information:
530-895-9661



Is It Alzheimer's or Dementia?



What is dementia?

Loss of cognitive function serious enough to interfere with daily life

Causes changes in:

Memory

Language

Thought

Navigation

Behavior

Personality/Mood

Planning and Organizing



What is Alzheimer's disease?

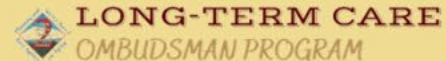
A brain disease that causes problems with memory, thinking, and behavior

A progressive disease, symptoms gradually worsen over time

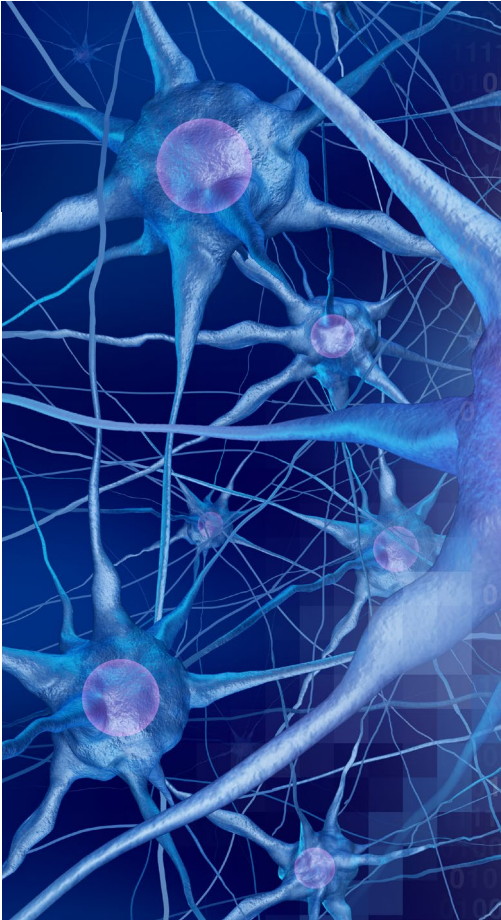
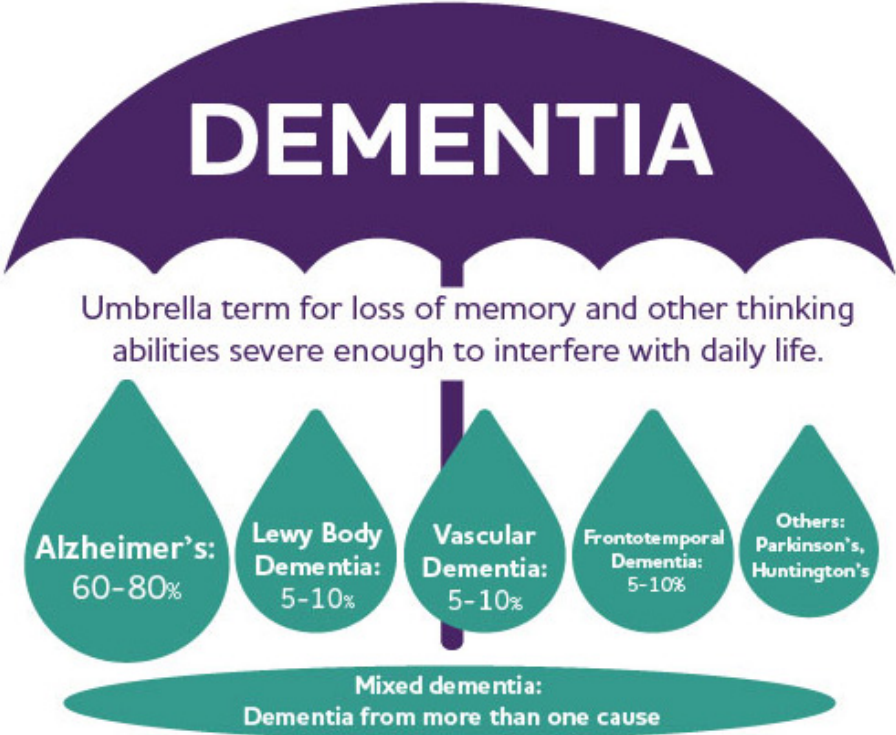
The most common form of dementia

Has no current cure

Not a normal part of aging



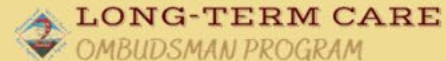
What is the difference between Alzheimer's and dementia?



Typical changes in memory as we age

Typical age-related changes involve:

- Making a bad decision once in a while
- Missing an occasional monthly payment
- Forgetting which day it is and remembering later
- Sometimes forgetting which word to use
- Losing things from time to time



A WORLD

1-800-272-3900

WITHOUT

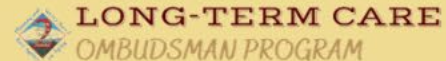
OUR VISION

ALZHEIMER



ALZ.ORG

DISEASE.®





Maggie McNamara

Family Consultant/Caregiver Advocate
Passages Caregiver Resource Center of Chico

When family members or friends realize that they have become caregivers, they are often overwhelmed and find themselves drowning in a sea of stress and uncertainty. As a Caregiver Advocate, Maggie's great passion is helping caregivers get the resources and emotional support they need and to help them survive the most difficult and rewarding time of their lives. She has been with Passages Caregiver Resource Center for nearly 15 years and has been providing presentations on dementia and caregiver health for more than 17 years.

Maggie earned her Bachelor's Degree in Psychology from California State University, Chico (Go Wildcats!).

Contact Information:
530-221-1900



Caregiving and Dementia



Caregiving

- Attending to another individual's personal needs
 - Health
 - Financial
 - Social
 - Psychological

Assistance with Personal ADLs (Activities of Daily Living)

- Bathing
- Dressing
- Eating
- Transferring from bed to chair
- Grooming
- Walking
- Using the toilet and managing incontinence

Help with Instrumental Activities of Daily Living (IADLs)

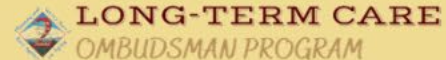
- Household chores
- Shopping
- Preparing meals
- Providing transportation
- Arranging for doctor's appointments
- Managing finances
- Legal affairs
- Answering the telephone

Managing Behavioral Symptoms of the Disease

- Aggressive behavior
- Anxiety
- Wandering
- Repetitive activity
- Depressive mood
- Nighttime disturbances
- Agitation

Caregiving

40-60% of caregivers caring for a loved-one with dementia will die before the person with dementia



Changes and Losses in a Person with Dementia



Cognitive Changes and Losses

- ◆ Memory loss
- ◆ Language
- ◆ Change in visual perceptions
- ◆ Ability to think abstractly
- ◆ Ability to use good judgment

Cognitive Changes and Losses

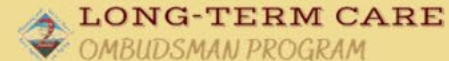
- ◆ Loss of orientation
- ◆ Social withdrawal
- ◆ Decreased inhibitions
- ◆ Psychotic symptoms
- ◆ Sleep
- ◆ Sense of time
- ◆ Change in expression of sexuality and intimacy
- ◆ Loss of personality

Functional Changes and Losses

- ◆ Inability to carry out Activities of Daily Living (ADLs)
- ◆ Confusion and frustration with a task
- ◆ Loss of physical coordination
- ◆ Inability to handle finances or familiar activities

Social Changes and Losses

- ◆ Identity/history
- ◆ Ability to plan
- ◆ Friends, relationships

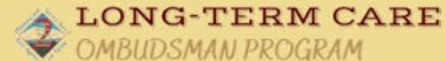


Abilities Retained by the Person with Dementia

- ◆ Can be more open emotionally
- ◆ Maintain special abilities – singing, etc.
- ◆ Pleasures are still pleasures – eating good food, enjoying flowers, loving animals

Abilities Retained by the Person with Dementia

- ◆ Sense of humor
- ◆ Social graces



The caregiver and the person with dementia learn
to be together in the moment.



Tips for Communicating with a Person with Dementia

Reassure, reassure, reassure

Try to remain calm

Avoid asking questions that rely on short term memory



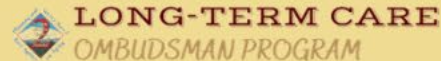
Tips continued

Do not disagree with made-up stories

Do not try to reason with the person

Respond to the person's feelings, not their words

Use distractions



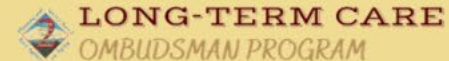
Tips continued

- Give yourself permission to alter the truth or tell a “therapeutic fib”
- Break down tasks into simple steps
- Respond calmly to anger
- DO NOT contradict



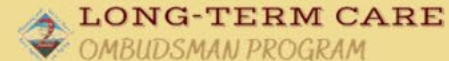
Common Signs and Symptoms of Caregiver Stress

- Anxiety, depression,
- Difficulty sleeping
- Overreacting to minor nuisances
- New or worsening health problems
- Trouble concentrating
- Feeling resentful
- Drinking, smoking, or eating more
- Neglecting responsibilities
- Cutting back on leisure activities



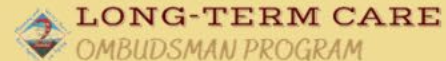
Common Signs and Symptoms of Caregiver Burnout

- You have much less energy than you once had
- It seems like you catch every cold or flu that's going around
- You're constantly exhausted, even after sleeping or taking a break
- You neglect your own needs, either because you're too busy or ***you don't care anymore***



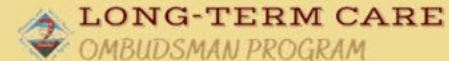
Common Signs and Symptoms of Caregiver Burnout

- You have trouble relaxing, even when help is available
- You're impatient and irritable with the person you're caring for
- You feel helpless and hopeless, possibly even suicidal



What to do to Keep Yourself Alive, Partially Sane and Healthy

- Learn everything you can about your loved one's condition
- Attend a caregiver support group
- Exercise
- Don't eat crap



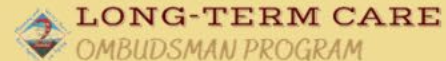
What to do to Keep Yourself Alive

- Ask for help
- Spread/share the responsibility
- Set up a regular check-in



Other Tips

- Say “yes” when someone offers assistance
- Be willing to relinquish some control
- Know and acknowledge your limits
- Call the professionals! Call me, call the Alzheimer’s Association, call ShiningCare

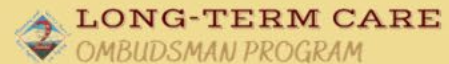


You *can't* change the person
with dementia.

You *can* change you or your
environment.



Thanks for all you do!





Nav Gill

Public Safety Power Shut-off Affinity Outreach
Program Manager
Pacific Gas & Electric Company (PG&E)

Contact Information:
nkd4@pge.com



PG&E Community Wildfire Safety Program

June 17, 2021



Topics for Today



**Community
Wildfire Safety
Program**



**Public Safety
Power Shutoff
Overview**



**Medical
Baseline
Program**



**Customer
Resources
and Support**

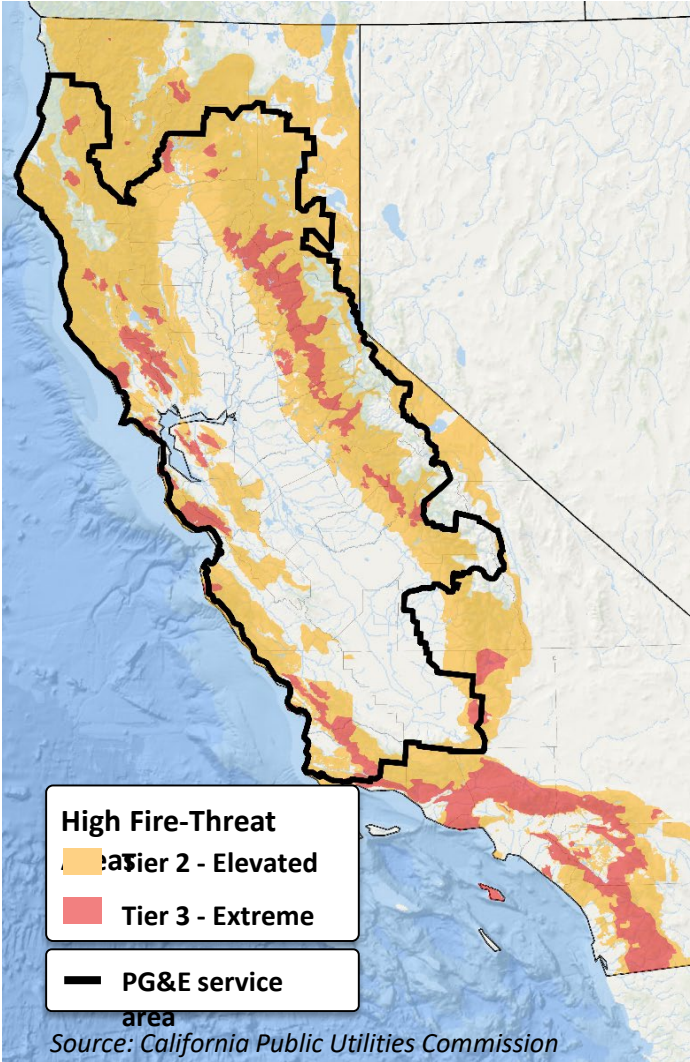





Q&A

Community Wildfire Safety Program



Wildfire Risks Across PG&E's Service Area



	PG&E SYSTEMWIDE	HIGH FIRE-THREAT DISTRICTS (HFTD)
 Electric customers served	5.5M	500,000
 Overhead distribution line miles	81,000	25,500
 Overhead transmission line miles	18,200	5,500

Numbers are approximate

The map can be accessed at:

cpuc.ca.gov/FireThreatMaps



Community Wildfire Safety Program



REDUCE WILDFIRE POTENTIAL

- Asset inspection and repair
- Enhanced vegetation management (EVM)
- System hardening
- Targeted device replacement
- Public Safety Power Shutoffs (PSPS)



IMPROVE SITUATIONAL AWARENESS

- Wildfire Safety Operations Center
- Weather stations
- High-definition cameras
- Meteorology
- Satellite detection
- Bolster field-based wildfire expertise for program validation



REDUCE IMPACTS OF PSPS EVENTS

- Focus on areas of highest risk
- Continuously improve based on feedback and past experience
- Further expand our ongoing coordination with and support for customers and communities
- Enhanced microgrid capability

Public Safety Power Shutoff



What is a Public Safety Power Shutoff?

Safety is our most important responsibility. That is why we may need to turn off power as a last resort to prevent wildfires during severe weather conditions.

High winds and dangerous conditions can cause branches and debris to contact energized power lines. This could damage our equipment and cause a wildfire.



To prevent such fires, we may need to turn off power. This is called a **Public Safety Power Shutoff (PSPS)**.



Once severe weather has passed, we will inspect the system and repair any damage.



Once inspections and any repairs are complete, power is restored.



What Conditions Could Lead to a PSPS Event?

We carefully review a combination of factors when deciding if power must be turned off for safety. These factors include:



Low humidity levels generally 30% and below



Forecasted high winds above 20 mph and gusts above 30-40 mph



A Red Flag Warning issued by the National Weather Service



Condition of dry material on the ground and vegetation near lines



On-the-ground, real-time observations



This year, our decision-making process is evolving to also account for the presence of trees tall enough to strike power lines when determining if a PSPS event is necessary.

Tree Overstrike Exposure and PSPS Decision-Making

The safety of our customers and communities is our most important responsibility. Consistent with the recent recommendation of the federal court, we have developed additional criteria for our PSPS Program.

To reduce the risk of major wildfires, PG&E may turn off power on distribution lines* where there are large amounts of trees tall enough to fall into electric lines during severe weather.

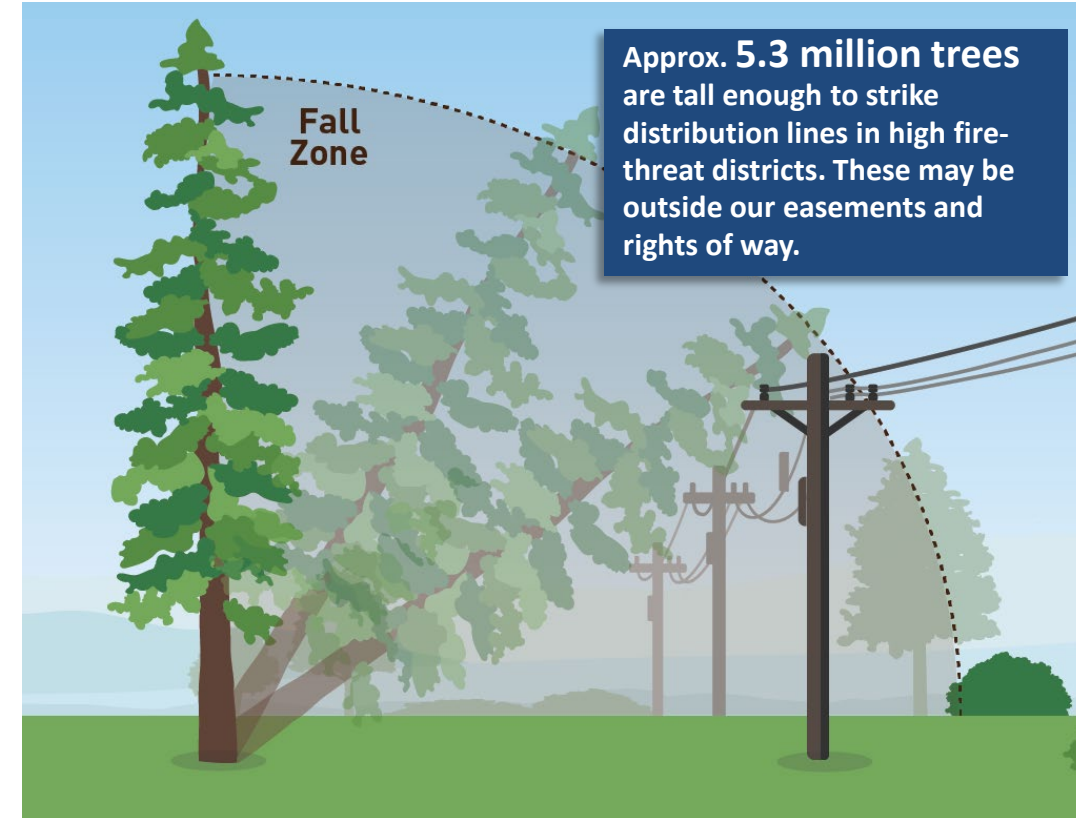


Customers who live in areas of the highest wildfire risk may experience more frequent PSPS events compared to last year's weather conditions.



We are sharing community-specific information regarding these potential impacts with customers, cities, counties and tribes.

*Does not include transmission lines (which are considered to be ≥ 60 kV)



Identifying Potential Impacts from Updated Criteria

We have studied 10 years of weather data from 2010 to 2019 to analyze the potential impact of the updated criteria.





The study found:

- ✓ **Reduced risk of catastrophic wildfires**
- ✓ **Additional PSPS events**, increased customers impacted and increased event duration

We do not expect a return to the largescale PSPS events of 2019.

**Averages were calculated using all events from the 10-year historical baseline and the same number of events using the new criteria. This excludes a portion of smaller-scale events using the new criteria. All data is for planning purposes only and additional analysis is ongoing. The size and scope of actual PSPS events is dependent on weather.*

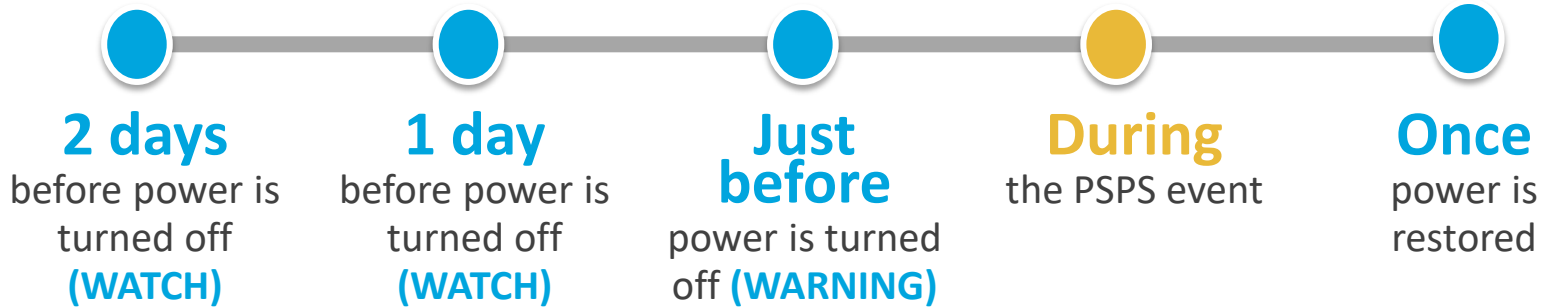
Potential Customer Impacts

	BASELINE	WITH ADDITIONAL CRITERIA
 Event Frequency	~3 events per year	~5 events per year
 Average Event Duration <small>(excludes restoration time)</small>	~24 hours	~29 hours
 Average Event Customer Count*	~98K customers	~125K customers
 Largest Event Customer Count*	~345K customers	~368K customers

How Will Customers be Notified?




When severe weather is forecast, we provide advance notice prior to turning off power and updates until power is restored.

Timing of Notifications (when possible)



Notifications sent via automated calls, texts and emails.

We will also use pge.com, social media and will inform local news and radio.

-  @pacificgasandelectric
-  @PGE4Me
-  @pacificgasandelectric

New for 2021 | Address Alerts

Receive notifications about PSPS for any location, such as:

- The home of a friend or loved one
- Your child's school or day care

Enroll at: pge.com/addressalerts



Medical Baseline Program



Medical Baseline Program

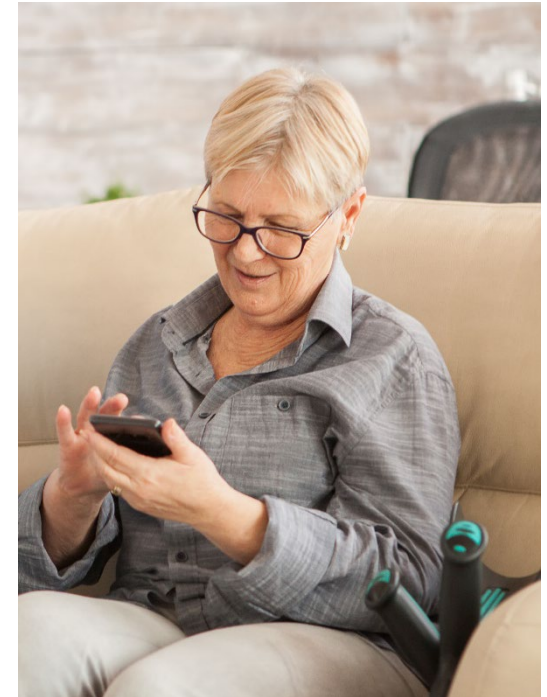
Our Medical Baseline Program is an assistance program for customers who need energy for certain medical conditions.

Assistance offered through this program:

- **Additional monthly allotment of energy** at a lower rate
- **Extra notifications** in advance of a Public Safety Power Shutoff event, including in-person doorbell rings by a PG&E representative if positive contact has not been made

Examples of Qualifying Medical Conditions and Qualifications:

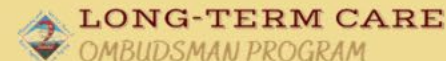
- Asthma/Sleep Apnea
- Respirators
- Multiple Sclerosis
- Special Heating/Cooling Needs
- IPPB/CPAP Machines
- Hemodialysis Machine



 **Apply to the Medical Baseline Program at: pge.com/medicalbaseline**

NEED EXTRA HELP BUT DON'T QUALIFY FOR MEDICAL BASELINE?

Self-certify for Vulnerable Customer status at: pge.com/vcstatus



How to Apply for the Medical Baseline Program

Apply Online



Visit our Medical Baseline Program website to submit an application: pge.com/medicalbaseline

Apply By Mail



1. Download an application from the Medical Baseline Program website or call 1-800-743-5000 for PG&E to mail you an application
2. Fill out and sign Parts A and B
3. Mail the application

MAIL TO:

PG&E
Attention: Medical Baseline
P.O. Box 8329
Stockton, CA 95208

Doctors Portal

Qualifying medical practitioners can digitally confirm the Medical Baseline applicants meet the program qualifications



Due to COVID-19, we have temporarily adjusted the application requirements. **Currently, you can enroll without a medical practitioner's signature. You will be required to re-certify with a medical practitioner to stay on the program after one year.**



Customer Resources and Support



Food Resource Partnerships

FOOD REPLACEMENT

We are collaborating with local food banks to provide food replacement packages during a PSPS event.

- ✓ Partnerships with 38 food banks, serving 46 counties
- ✓ Replacement packages available up until three days after power is restored



Note: Some food banks have income restrictions in place for PSPS-related food replacements.

MEALS ON WHEELS

Meals on Wheels provides home-bound seniors with nutritious meals delivered to their homes.

- ✓ Partnerships currently with 19 Meals on Wheels throughout our service area
- ✓ Service provided to seniors who are impacted by a PSPS event with one or two additional meals per day for the duration of a PSPS event



For more information, visit:

pge.com/disabilityandaging



Community Resource Centers

During Public Safety Power Shutoff events, we open Community Resources Centers (CRCs) where customers can access resources and up-to-date information.

Customer Resources

- Wi-Fi
- ADA-accessible restroom
- Bottled water
- Device charging
- Snacks
- Cooling/heating*
- Seating*
- Ice*
- Mobile battery chargers

**Indoor locations only*



For more information about CRCs and where to find a location in your area before and during a PSPS event, visit [pge.com/crc](https://www.pge.com/crc)

COVID-19 CONSIDERATIONS

To keep our customers and communities safe, **all CRCs reflect appropriate COVID-19 health considerations** and state and county guidelines.

- **Facial coverings are required**
- **Physical distancing** and limits on the number of visitors at any time are required
- **Temperature checks** are administered before entry into indoor facilities
- **Surfaces are regularly sanitized**

Disability Disaster Access & Resources Program

We are collaborating with the Disability Disaster Access and Resources (DDAR) Program to provide qualifying customers with targeted outreach, personalized emergency planning support, energy needs assessments and in-event Public Safety Power Shutoff support. In-event support can include the following support based on customer needs:



Response to Escalations

received through PG&E's call center



Hotel Accommodations



Accessible Transportation

to hotels and Community Resource Centers



Food Vouchers



Portable Backup Batteries

During 2020 PSPS events, the following resources were provided:

~1,700 customer assessments

~1,000 batteries

~560 hotel accommodations

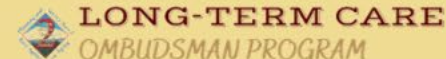
~900 food vouchers

~30 accessible transit rides

Data is subject to change and is based on best available information at this time.

Learn more about DDAR by visiting




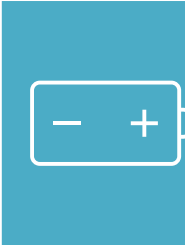
disabilitydisasteraccess.org



Portable Battery Program

We are also conducting **Public Safety Power Shutoff emergency preparedness outreach and energy needs assessments** to support low-income Medical Baseline customers in high fire-threat areas with critical medical equipment and delivering fully subsidized portable battery solutions to eligible customers.

To date, this program has included the following:

	Establishing relationships with seven external battery delivery partners		Completing energy assessments for over 8,800 customers
	Providing outreach to ~22,000 customers		Providing over 5,550 batteries to customers

For more information, visit:

pgebatteryprogram.com



Generator Rebate Program

Launched in late 2020, this program provides customers who depend on a well water pump and live in high fire-threat areas with a single rebate for purchasing a qualified portable power generator.



\$300 rebate for eligible customers.

\$500 rebate for eligible customers who are also participants in the CARE or FERA program.

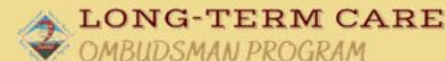


Rebates are offered through PG&E's backup power marketplace located at pge.com/backupper.

Over 100 customers have already taken advantage of the rebate.

Learn more about PG&E's Generator Rebate Program by visiting

pge.com/backupper



PG&E Report It Safety App Pilot

This summer, we will be launching the pilot of our new “PG&E Report It” safety app where customers can report safety concerns to us directly.

How To Report an Issue:

- Describe the location of the concern
- Capture a picture or video of the safety concern
- Submit your report

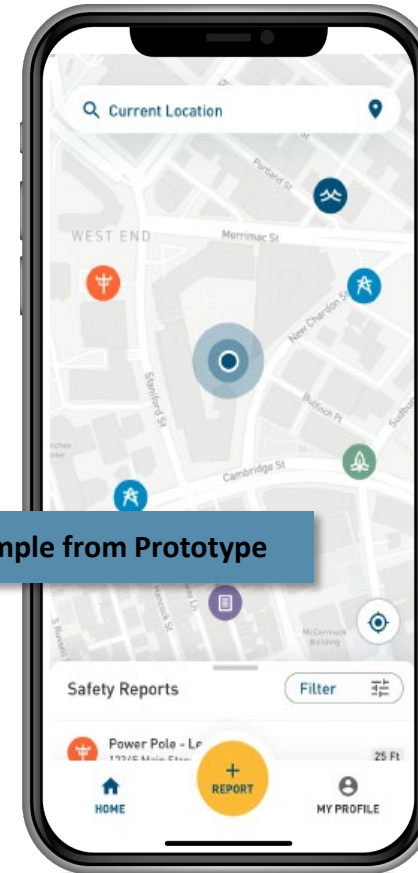
You will be notified when the concern is being reviewed and has been resolved.

Other Safety App Features:

- View safety concerns submitted by other users
- Review PG&E’s findings





Pilot Information: During the initial phase of the pilot, the safety app will be available to select customers. To get on the interest list, please visit pge.com/safetyapp

Sample from Prototype



Financial Assistance and Support Programs

Since March 2020, we have implemented a series of emergency protections to support customers who have been impacted by the pandemic which are currently set to expire on June 30, 2021.

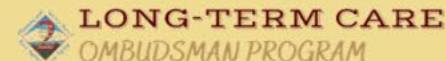
	Pause on service disconnections for non-payment
	Pause on post-enrollment verification and re-enrollment requirements for CARE and FERA programs
	Waive security deposits for small commercial customers
	Medical Baseline Program recertification



If you have questions about how the end of any of these protections may impact you, or if you are struggling to pay your bill, PG&E can help you find payment programs, financial assistance and other support programs, including the CA COVID-19 Rent Relief Act.





For more information, visit:

pge.com/covid19



Toolkit of Resources for Community-Based Organizations (CBOs)

PG&E has created a “toolkit” of multi-lingual and large print resources – both online and in hard copy – CBOs can access and distribute to community members about the phase of emergency COVID protections.

	Customer Protections Fact Sheet Available in 16 languages + large print
	“Universal” Brochure Highlighting bill discount programs, rate plan choices, and energy saving tips
	State of CA Renter’s Assistance Program <u>Housing is Key Fact Sheet</u>
	LIHEAP Flyer Federal program providing support for past-due balances

In addition:

pge.com/covid19



The foundation of PG&E’s online efforts:

- Where we direct customers to from email;
- What we are pointing to from online advertising and search marketing;
- Also translated into 16 languages

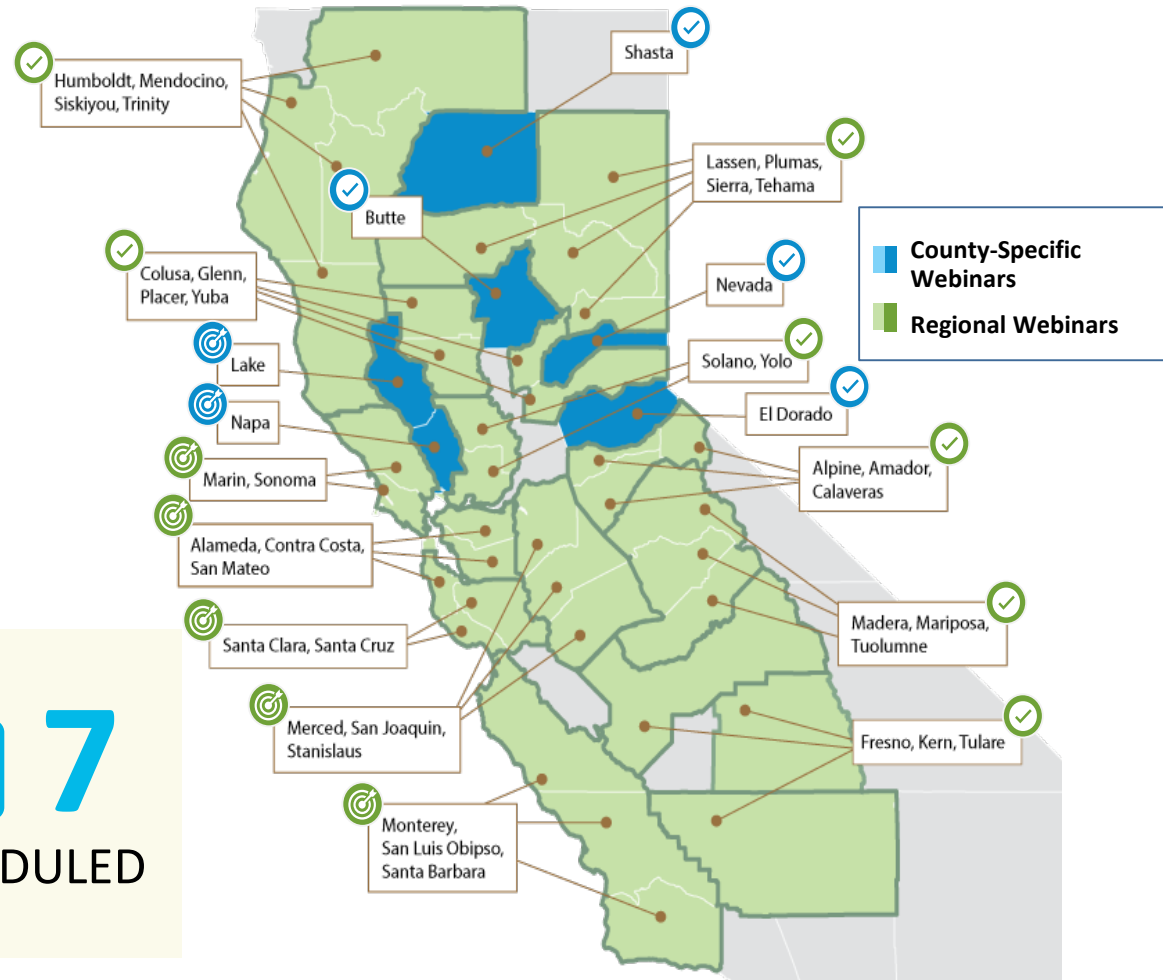
If you are a CBO partner and would like any of these multi-lingual resources printed and mailed to you, please contact us!



2021 Local Wildfire Safety Webinars

We are hosting local webinars with customers and communities to discuss wildfire safety initiatives and preparedness, ask questions and gather feedback.

pge.com/firesafetywebinars



11

COMPLETED

590

ATTENDEES

7

SCHEDULED



More Information and Tools to Prepare

For more information

About our wildfire safety efforts and the topics below, Visit: pge.com/wildfiresafety

Or call us at **1-866-743-6589*** or email us at wildfiresafety@pge.com



Additional information in 16 languages



Address alerts for non-account holders



Backup power options, safety tips and financing



Tracking weather conditions in your area



Tools and activities to help families prepare



Medical Baseline Program



Apply for Medical Baseline here:

pge.com/medicalbaseline

Call 1-800-743-5000 for PG&E to
mail you an application



**To view webinar slides
and recordings, visit**

pge.com/firesafetywebinars



LONG-TERM CARE
OMBUDSMAN PROGRAM

*translated support available

Thank you

To contact us, email:

wildfiresafety@pge.com



To view webinar slides and past recordings, visit:

pge.com/firesafetywebinars



Q&A Expert Panelists



Joanne H. McCarley



Paul Greenwood



Jay Sumerlin



Kacie Johnson



Julie Sessions



Gail Gustafson



Cherish Padro



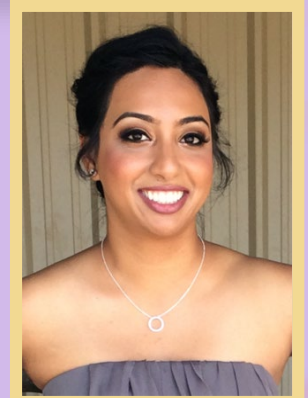
Joseph Herrera



Becky Robinson



Maggie McNamara

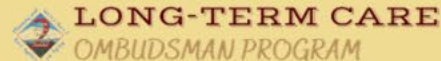


Nav Gill





Thank You To Our Partners!





THANK YOU FOR JOINING US!

SENIOR SAFETY SYMPOSIUM
IT TAKES A COMMUNITY

PLEASE TURN IN POST SURVEY



 **PASSAGES**
Caregiver Resource Center



 **LONG-TERM CARE**
OMBUDSMAN PROGRAM

For More Resources Visit ShiningCare.org

Call us:
(530) 232-5543

g

Ask About
Memory Screenings

Email:
info@shiningcare.org

Sign up to be
a Gatekeeper

