

Mutual Aid Support (Community Resource)

Crestline's Mutual Aid Support is a **free, optional resource** available to the Assisted Living community. It is not a Mutual Aid Agreement and does not replace facility-to-facility partnerships. Its purpose is to provide **situational awareness** when plans are disrupted and last-minute flexibility is required.

Through ongoing readiness coordination, participating facilities voluntarily share census and availability information. This allows Crestline to maintain a practical, real-time view of where licensed bed capacity may exist across the state during an active event. These insights help leadership move faster when conditions change, without interfering with established evacuation or receiving plans.

Crestline does not direct evacuations, assign destinations, or manage MAAs. Each facility retains full authority and control at all times. Mutual Aid Support is **informational and facilitative only**.

When appropriate, Crestline may assist by:

- Identifying facilities that have indicated potential bed availability
- Supporting time-sensitive communication between facilities
- Providing transportation feasibility context if alternate destinations are considered

Facilities with Crestline transportation contracts benefit from this awareness as an added layer of preparedness. Facilities without a transportation contract may also access Mutual Aid Support as a community resource, with the understanding that transportation services require a separate agreement.

Not a replacement for MAAs

- Crestline does not manage, replace, or control MAAs
- Facility retains full authority and decision-making

Free, optional, community resource

- No contract requirement
- No sales positioning
- Available statewide

Purpose = situational awareness

- This is about supporting the ALF community with actionable emergency back-up mutual aid insight, not guaranteed execution
- Used when plans break down or change

Operational scope defined

- Bed availability awareness
- Communication support

Transportation separation

- Transportation requires a separate agreement