The State, Local, and Community Response to Emergencies - How Disability Fits (Part 2 - Response)

The Session is Scheduled to begin at 1:00 pm CT
We will be testing sound quality periodically

Telephone Option: 712-432-3066 Access Code: 148937 (not a toll free #)

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Review of Webinar Features

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• Emotions/Hand-raising: Please do not use these features during this session unless instructed by the presenter.
Response – Emergency Management Perspective

The State, Local, and Community Response to the Emergencies- How Disability Fits (Part 2 – Response)

December 2007 Ice Storm

- Widespread and prolonged power outages
- Consolidated several smaller shelters into one large Community Shelter
- Cared for about 450 people

December 2007 Ice Storm

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December 2007 Ice Storm

2008 Hurricane Gustav

- Provided mass care and sheltering for 1,800 evacuees from Louisiana.

Site Selection

- Climate controlled Warehouse
- Easy access
- Concrete floors
FEMA’s Ten Key Concepts

- Incorporate FEMA’s Ten Key Concepts for Disability Inclusive Emergency Management into the local Emergency Operations Plan (EOP).

Partnering with Community Based Organizations

- Assist with evacuations
- Distribute emergency public information
- Help identify for local first responders the addresses of clients or consumers in the affected area.
- Resources
  - Handicap accessible transportation

Warnings & Evacuations

- Using multiple methods to communicate warnings and evacuations.
- Text based messages
  - Read
  - Heard - Text to speech
Evacuation

- Strike Team or Task Forces to assist with evacuating people with disabilities.
  - Handicap accessible transportation
  - Ambulance
  - Van
  - Interpreters
  - Animal Welfare

Evacuation – Transportation

- Plans
- Memorandums of Understanding (MOU)
- Handicap accessible transport resources
  - School Districts
  - Transit District or Public Transportation
  - Para-Transit Services
    - Public
    - Private
  - Community Based Organizations

Sheltering in Place in Lieu of Evacuations

- Not every emergency or disaster requires evacuation
- Remaining in your accessible residence
- Individual responsibility for preparedness.
Individual Responsibility

• Be Informed
• Make a Plan
• Build a Kit
• FEMA’s Ready website
  – http://www.ready.gov/

Almost any Site can be Made Accessible.

❖ Developing caches of equipment
❖ Portable ramps of different lengths
❖ Handicap accessible:
  ◦ Portable toilets
  ◦ Wash stations
  ◦ Showers

Shelter Operations

❖ Using a task force concept in sheltering operations to meet the needs of people with disabilities and access and functional needs.
❖ Multiagency, multidiscipline approach
❖ Functional Assessment Service Teams (FAST)
   www.cdss.ca.gov/dis/PG1909.htm
Connecting the Pieces for Functional Needs
How Early Relationships and Preparedness Improve Outcomes Presented by Stephanie Brady, The Independent Living Center

What is Whole Community?
✓ According to FEMA: “an approach to emergency management that reinforces the fact that FEMA is only one part of our nation’s emergency management team; that we must leverage all of the resources of our collective team in preparing for, protecting against, responding to, recovering from and mitigating against all hazards; and that collectively we must meet the needs of the entire community in each of these areas.”

✓ Essentially, the whole community is planning for and with EVERYONE, regardless of access or functional need
Importance of CILs as Disaster Resources

- Provide Resources and Referrals
- Assist First Responders with Identifying People in Need
- Have Trust Relationships with Consumers—bridge between government, first responders, and consumers
- Have Access to Information, Technology and Equipment to Aid in Planning, Response, and Recovery
- Often have interpreters on staff or on retainer to assist with communication

Pre-Disaster Planning & Relationships

COAD Participation (Community Organizations Active in Disaster): TILC is a member and our TBI Advocate was the Secretary at the time of the disaster
Jasper/Newton County Healthcare Coalition—Emergency Response Team: TILC is a member of the committee
CERT Training (Community Emergency Response Teams): Partnered with regional CERT Trainers to train people with disabilities and TILC staff in response
Red Cross Volunteer Training: TILC staff trained on disability awareness

Pre-Disaster Planning & Relationships

Consumer Comprehensive Emergency/Disaster Plans—
Each plan developed jointly with the individual, specific to their access and functional needs
Disability/Senior Resource Council—Coordinated by disability agencies to ensure that community services span all needs
FEMA Disability Integration Specialists with the Office of Disability Integration and Coordination
www.fema.gov/about/odic/
NCIL/FEMA M.O.W. for CILs to work directly with FEMA
Healthcare Data at 911 Centers for PWD/elderly
First Responder Trainings
American Red Cross Volunteers
Fire, Police, and Ambulance Services
Faith-Based Volunteer Groups
Military Reserves
FEMA/SEMA

Issues to Present to First Responders
- Communication with people who are deaf or hard-of-hearing
- Working with service animals
- People with mental health disabilities
- People with Cognitive Disabilities
- Working with families
- Mobility Impairments

Interactive Mobile Tips for First Responders working with People with Access and Functional Needs
http://disabilitytips.tamu.edu/
Alerting Systems and Access

Deficiencies in Public Alert Systems for:
- People who are Deaf
- People who are Deaf/Blind
- People with Cognitive Disabilities
- People with Limited English Proficiency

Possible Solutions:
- Assistive Technology Options for Weather Radios
- Smart Phone Applications
- NWS Resources: [http://www.nws.noaa.gov/nwr/nwrcvr.htm](http://www.nws.noaa.gov/nwr/nwrcvr.htm)
- National Center for Accessible Media: [http://ncam.wgbh.org/](http://ncam.wgbh.org/)
Issues for PWD in Early Recovery
FEMA Coordination of Sign Language Interpreters
Options for FEMA Registration
  - Fear of the Process
  - Confusion
  - People who are deaf told to register using TTY
  - Cognitive Disabilities
  - ESL Populations
Need to continue to educate participants and agencies about the needs/rights of people with disabilities
Access to medical records and medications
Transportation needs for people with disabilities

Temporary Schools
Temporary school facilities opened on August 17 – temporary facilities are equipped with tornado shelters and built to ensure that the shelters are easily accessible.
Every school opened on time as promised by the school administration (6 public schools)
Every student with a disability in public schools started on time—according to FEMA, this is the first time after a major disaster that this has happened
Dawn Skaggs, October 25, 2012

- Geography –
  » Comprised of 8 populated islands
  » In the middle of the ‘ring of fire’ and vulnerable to all natural disasters
  » Limited transportation between populated areas
  » Surrounded by water

- Culture –
  » Diverse population – no one ethnic majority
  » Many languages spoken
  » No large residential institutions
  » Culture of “Ohana” – family is inclusive -no one is left behind

Hawaii as an Example
Featured Partnership Examples:

1. Interagency Workgroup for the Emergency Preparedness of People with Disabilities and Special Health Needs

1. Hawaii Emergency Preparedness System of Support

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**Essential Partnerships**

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**INTERAGENCY WORKGROUP**

A statewide collaboration plan

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<th>State of Agencies</th>
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<td>DOH</td>
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**Members**
In Hawaii:
• Approximately 12,300 individuals with disabilities live in regulated or licensed facilities.
• Some live in the community and are identifiable only by providers who service them, friends or family.
• Others live independently, do not use services from and are not known by any agency.

1. Shelters shall be accessible
2. Partners shall increase capacity of individuals to shelter in place and increase number of level II shelters
3. Individuals with disabilities/special health needs have an emergency plan in place, inclusive of transportation plan.
4. Education shall be provided to all licensed providers on emergency guidelines for health care facilities and/or residential settings.
5. All notification of emergencies and evacuation shall be accessible to persons with disabilities using multiple methods of delivery.

Principles

People

Goals of the Plan
1. Preparedness, notification, and sheltering for people with disabilities and special health needs
2. Evolving and dynamic as the community changes
3. On the level of care needed by an individual during an emergency rather than the persons condition of impairment

Focus Areas

- Partner agencies are working to ensure shelters are accessible.
- Partner agencies are using and exploring alternative multiple accessible notification and evacuation message delivery.
- Partner agencies are providing training.
- In 2011 DOE signed a Memorandum of Agreement with DOH
- Partners agencies are preparing to revise Interagency Action Plan

Current Activities

- Identify all major stakeholders.
- Develop a plan and be ready to update and change the plan.
- Obtain commitments from key decision makers to work on goals and objectives.
- Acknowledge the size of the task, the efforts being made and the progress, no matter how small.
- Be flexible – there may be many ways to achieve your goal.
- Focus on your commonalities!

Tips to maintaining the team
THE SYSTEM OF SUPPORT

Another Layer of partnerships

Individuals With A Disability

- Know what a crisis feels like
- Know what their needs are
- Don’t know emergency preparedness
- Don’t know what they can contribute

Response Agencies

- Know emergency response procedures
- Don’t know how to assist individuals with a disability
- Don’t know what others can do for them

Who knows what

Empowerment Goals

- Partner Agencies building up communities and service providers
- Service Providers teaching individuals to become leaders within their communities
- Individual leaders training other individuals and responder agencies
- Increase capacity of communities by expanding views of individuals with a disability

partnerships that empower
• Individuals with a disability:
  • Become prepared using *Feeling Safe, Being Safe* materials, training curriculum and peer mentor support on:
    • Preparedness activities
    • Building natural community supports
    • Evacuation and shelter decisions
  • Plan for their own preparedness, response and recovery.
  • Become engaged with neighbor and community groups

Person Centered
Person Directed

Personal Responsibility
Train the Trainer approach:

• All Feeling Safe Being Safe trainers are individuals with a disability.
• Certified trainers return to their natural geographic, peer and cultural community to train others.
• Self-advocate trainers share training materials and tools with responder agencies so they will be effective in response activities.

Building from within

The people and Materials

Spreading the word
Individuals as Assets

AFN Tips Trainers
Presenting at UH-CDS Assembly

Community leaders

Agency Partners
Community members and groups
Individuals with a Disability

Individuals as Subject Matter Experts
Responders

- Resilient Communities:
  - Individuals previously considered as ‘vulnerable’ are considered community resources – 40 self-advocate trainers.
  - Individuals who have a disability teach and motivate others—educated over 1000 people in 2 yrs.
  - Training, materials, peer mentoring and agency support closes the gap of preparedness between individuals with a disability and other community members – 26% preparedness.

Outcomes

- Coordinated Response:
  - Agencies gaining a more clear understanding of partner and community expectations and abilities.
  - Self-advocates are training first responder agencies using AFN-Tips – Access and Functional Needs Tips for First Responders, a mobile site and upcoming apps.
  - Web site: cds.hawaii.edu/tips

Outcomes
Current Progress:

• Four partner agencies have begun implementing FAST (Functional and Assessment Service Teams) to assist in community response in shelter situations. Self-advocates will be members of Hawaii FAST in each county.
• Self-advocate trainers are inspiring increased agency collaboration for preparedness and response.
• Community service providers are hiring self-advocate trainers on staff.

More to Come

With the assistance of:
Debbie Jackson, Disabilities and Communication Access Board
Department of Health Developmental Disabilities Division
And Other System of Support Partner Agencies

Thank you for participating in today’s Accessible Technology Webinar!

• Next Scheduled Session
  • DECEMBER 11, 2012,
  • MOBILE ACCESSIBILITY - THE STATUS OF ACCESSIBILITY IN MOBILE DEVICES

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