

Emergency Management and Preparedness Session
**"Including Disability in State and Local Offices of
 Emergency Management"**

**The Session is Scheduled to begin at 2:00 pm ET
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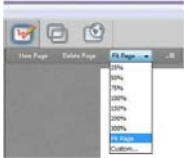


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The purpose of the Office for Access and Functional Needs is to identify the needs of people with disabilities and older adults before, during and after a disaster and to integrate access and functional needs and resources into all aspects of emergency management systems.

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Action Steps

- Local communities must provide people with disabilities meaningful access to their emergency preparedness program;
- Evacuation plans must accommodate the needs of people with disabilities with respect to evacuation (including high-rise evacuation) and accessible transportation;

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- The shelter system plan must include architectural and programmatic accessibility, to accommodate people with disabilities, in an emergency;
- Local communities must plan for canvassing or for otherwise assuring that people with disabilities – who may be unable to leave their building after a disaster –are able to access the services provided in the local community after an emergency;

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- Plans to distribute resources in the aftermath of a disaster must provide for accessible communications at the facilities where resources are distributed;
- Outreach and education program must provide people with disabilities the same opportunity as others to develop a personal emergency plan;

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- Adequate and qualified staffing addressing the needs, must be a priority;
- People with disabilities must be provided with information about the existence and location of accessible services in an emergency.

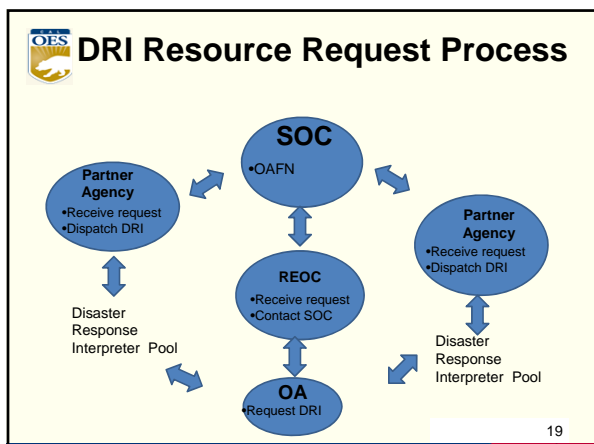
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OAFN Projects

- Evacuation Guidance (including high rise)
- Certified Access Specialist Program (CASP) Online Course Curriculum
- Earthquake Preparedness Video Footage
- Evacuation Guidance for Schools
- Bringing Existing Cal OES Videos in Accessibility Compliance

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- Requesting DRI**
- Local Emergency Operation Center initiates a request by contacting their REOC
 - DRI is requested to ensure communication for those who use Sign Language
 - REOC makes the request to SOC/OAFN
 - OAFN contacts a Partner Agency
 - Partner Agency deploys DRI
- The slide number '20' is in the bottom right corner.

-
- Evacuation & Transportation**
- Overview: Understanding Evacuation and Transportation for People with Access and Functional Needs:**
- <http://afntoolkit.nusura.com/default.html>
- Toolkit Resources**
- Templates and Tools:**
- [Template Stakeholder List](#)
 - [Gap Analysis Checklist](#)
 - [Template Plan Framework](#) (Updated 6/30/2010)
 - [Transportation Company Template MOU](#) (Updated 6/30/2010)
- The slide number '21' is in the bottom right corner.



Planning tool, created by June Kailes, that can be beneficial to locals. Here's the checklist link: <http://www.ijk.com/plancklst.pdf>

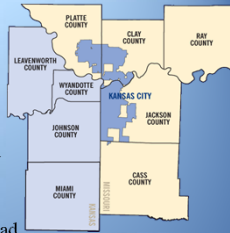
Justin Sorg

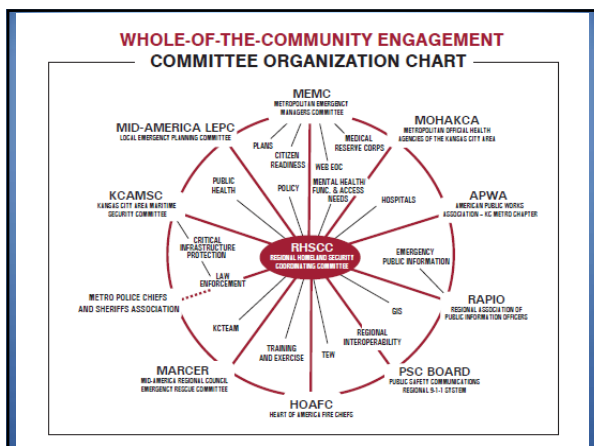
Emergency Services Planning and Exercise Program Manager
Mid America Regional Council

**REGIONAL INCLUSIVE
PLANNING**

**Overview of the
Kansas City Region**


- 1.9M people in 9 counties and 119 cities
- In 2002, The Regional Homeland Security Coordinating Committee (RHSCC) formed to enhance capabilities to prevent, protect, respond to and recover from a broad range of threats and hazards by strengthening relationships between jurisdictions and across disciplines
- MARC, as the Metropolitan Planning Organization for Greater KC, supports a number of initiatives including emergency services and homeland security.





Why is Inclusive Planning so Hard?

- Because it's not easy. No single entity can plan for the diverse needs of 40-60% of the population.
- "Access and Functional Needs" is often expressed as a separate planning issue, when really it should be an integrated consideration into plans.
- Lack of resources and unrealistic expectations of local government.
 - Many emergency management agencies are one-person shops and often have other collateral duties.
- Personal experiences matter and planners can often be myopic to their own frame of reference.
- Public, in general, disinterested in emergency preparedness.



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Taking a Regional Approach

- Recognition within the KC Region that individuals with access and functional needs have challenges that may not always be supported by "traditional" response and are often disproportionately adversely affected in disaster situations.
- For the past 10 years, Region has undertaken various projects to incrementally address challenges with AFN planning.



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Why Regional Planning Makes Sense

- Disasters don't respect jurisdictional boundaries and large-scale disasters can involve many different entities.
 - Non-profits can assist with developing a "global" view of needs and resources.
- Service providers often have overlapping coverage areas.
- Regional plans can serve as informational resources to inform local plans.
- Combining resources allows for collective problem solving to arrive at solutions that some jurisdictions may be challenged to meet on their own.



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Prior Planning Projects

- "Special Needs" Research Project
 - Goal: provide more detailed understanding of:**
 - Economically disadvantaged; Limited language competence, Disabled; Geographically/culturally isolated; Age vulnerable
 - Establish an Advisory Panel focused on improving communications with special populations prior to and during emergencies. Develop a database of trusted sources for each identified special population segment.
- Oxygen Dependency Pilot Project
 - Goal: develop a research methodology for other population segments**
 - Collection of survey data that grounds emergency preparedness assumptions regarding oxygen suppliers, service providers and oxygen users.



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Evolving the Inclusive Planning Framework

- Formed Mental Health and Functional and Access Needs Committee to incorporate the "whole community" into planning efforts, built on existing Mental Health Committee.
- **Mission:** Develop and expand a **network** of subject matter experts, community organizations, advocacy groups, government agencies, individuals with mental health, functional and/or access needs, to identify the challenges faced by those with mental health and functional and access needs during times of disaster or emergency. **Devise plans, procedures, guidelines and resources to overcome those challenges** and ensure equal access to goods and services for the whole of the community.

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Agencies/Organizations who have participated on the Committee

- American Red Cross
- Johnson County Mental Health
- Kansas City, Mo. Emergency Management
- Coalition for Independence
- Kansas Department of Children and Families
- FEMA R-VII
- SEMA
- MODHSS, Division of Senior and Disability Services
- The Salvation Army
- Family Support Division, MDSS
- Rehabilitation Services for the Blind
- KCMO Health Department
- Kansas City Area Blind Amateur Radio Club
- National Federation for the Blind
- KS Commission for the Deaf and Hard of Hearing
- Platte County Emergency Management
- The Whole Person
- United Way GKC 2-1-1



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Getting Started

- The MHFAN committee looked at recommendations from previous planning work:
 - Engage access/functional needs populations and their service providers and advocates in emergency planning and education prior to emergencies.
 - City and county Emergency Operations Plans need revision [with respect to access and functional needs].
- We began with emergency preparedness...but was too broad for a new committee
- Shifted focus to a solvable problem: common gap in EOPs -- equipment and support service resources
- Lead to the development of a Functional/Access Needs Resource Directory



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Resource Directory

- Intended for emergency managers, emergency planners, and first responders to support locating resources to assist persons with functional and access needs during disasters.
- Originally organized the directory by resources needed to support each emergency management function:
 - emergency notification; evacuation; emergency transportation; sheltering; access to information
 - What we found is that resources should be matched to need, not emergency management function, and in general if a person has an access/functional need, those needs don't generally change in disasters
 - This actually simplifies emergency planning -- the key is to leverage existing support networks and structures to provide support during disasters
- We didn't want just a phonebook listing of companies -- subcommittee members directly contacted agencies to inquire if and how they could support efforts during disasters; what their limitations are and if they would like to be connected to emergency preparedness efforts.
 - United Way 2-1-1 agreed to maintain info



Expanding Efforts: Regional Disaster Resiliency Steering Committee

- Expand engagement of community partners in order to uncover existing networks that reach AFN populations – offer those entities training in order to increase organizational disaster preparedness and to build confidence in delivering preparedness messages to clients.
- Host table top exercises with partners; seek their input and advice on tools and strategies for communications.
- Draft an after action report and to develop an replicable model.



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Questions?

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Mayor's Office on Disability

Disability Integration in SF's Emergency Planning Efforts



Carla Johnson, CBO, CASp.
Director

&

Joanna Fraguli
Deputy Director -Programmatic Access

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Our Agenda Today

- ▶ Our Office, Our Community
- ▶ How We Got Involved in Emergency Planning
- ▶ The Disability Planner
- ▶ The Emergency Operations Center (EOC)
- ▶ Future Plans

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Our Office, Our Community

- ▶ The Mayor's Office on Disability (MOD) is SF's ADA compliance office. Our role is to ensure that all programs, services, and activities are accessible to people with disabilities.
- ▶ Emergency Planning is just another program.
- ▶ MOD collaborates with the Mayor's Disability Council (MDC), a group of people with disabilities appointed by the Mayor to provide policy guidance.

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How it all started...

- ▶ Hurricane Katrina changed everything. In 2005, the MDC started advocating for the integration of people with disabilities into SF's emergency planning.
- ▶ Early recommendations were:
 1. Develop an all-inclusive shelter policy.
 2. Survey and increase the number of accessible disaster shelter sites.
 3. Promote disability training for shelter staff (Red Cross & City).
 4. Install evacuation chairs in all City-occupied buildings > 2 stories.
 5. Create SOUs with local providers for disability specific supplies & durable medical equipment.

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SF's Disability Emergency Planner

- ▶ MOD obtained Department of Emergency Management (DEM) funding for a half-time disability emergency planner located at MOD.
- ▶ Installed over 100 evacuation chairs.
- ▶ Developed the Policy Manual for Assisting People with Disabilities in Disaster Shelters (Appendix E).
- ▶ Recognized as the City's subject matter expert on the needs of people with disabilities.
- ▶ Included in all exercises, Red Cross staff training, and major emergency plan rewrites.

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Disability Integration at the Emergency Operations Center (EOC)

- ▶ The MOD Disability Access Coordinator is part of the management team at the EOC.
- ▶ A disability subject matter expert is included in the Joint Information Center (JIC) to provide appropriate content development assistance & ensure communication access.
- ▶ Active participation in the Care and Shelter Branch.

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Future Efforts

- ▶ Expand evacuation chair program to include publicly funded residential buildings.
- ▶ Develop emergency dispatch contracts for ASL interpreters.
- ▶ Develop "Just in Time" training program for shelter volunteers and disaster service workers.
- ▶ Enhance emergency planning documents for transportation and search and rescue ESFs.

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In Summary...

- ▶ Put the funding on the table.
- ▶ Institutionalize disability expertise in emergency planning.
- ▶ Bring the community into all aspects of planning, response, and recovery.

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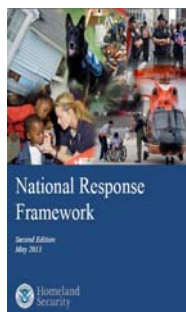
Including Disability in State and Local Offices of Emergency Services

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Getting Started

- ▶ Learn the Language of Emergency Management
- ▶ Connect ADA Office with Office of Emergency Services



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Who to Bring to the Table

- ▶ Disability Organizations
- ▶ Community Stakeholders
- ▶ Emergency Management Response
- ▶ Community Benefit Organizations (CBO)
- ▶ Non-Government Organization (NGO)
- ▶ Government Organizations (GO)



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Community Benefit Organizations

- ▶ Major Disability Organizations
 - Deafness/Auditory
 - Blind/Visual
 - Developmental
 - Mobility
 - Other
- ▶ Independent Living Center
- ▶ Agency on Aging
- ▶ Veterans Organizations

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Non-Governmental Organizations

- ▶ American Red Cross
- ▶ School Districts
- ▶ Hospital Safety Officers
- ▶ Salvation Army
- ▶ Voluntary Organizations Active in Disasters (VOAD)
- ▶ Pet/Animal Disaster rescue organizations



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Governmental Organizations

- ▶ Office of Emergency Services (Counties/Cities)
- ▶ First Responders
- ▶ Health Human Services
- ▶ Social Services
- ▶ Citizen Corps (Community Emergency Response Team, Medical Reserve Corps)



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Effectively Engaging the Community

- ▶ Invite
- ▶ Ask – then Listen
- ▶ Maintain Interaction



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Benefits

- ▶ Puts a Face to the Disability
- ▶ Enhanced Partnerships
- ▶ Shared Information & Resources
- ▶ Greater Community Preparedness



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Puts A Face to Disability



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Enhanced Partnerships



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Shared Resources & Information



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Greater Community Preparedness



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Keys to Success

- ▶ Acknowledge this will take time
- ▶ Get the right people in the room
- ▶ Be flexible
- ▶ Promise only what you can deliver – Follow through
- ▶ **Maintain Contact**



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Including Disability in State and Local Office of Emergency Services

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Questions?

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**Thank you for participating
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