



ADA Pacific Webinar November 9, 2017

Innovative Ideas for Ensuring your Emergency Operations Plan are Inclusive of the Whole Community

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Retired Emergency Services Manager,
Caregiver, and a Person with Access
and Functional Needs

What we will cover today to help you ensure plans are inclusive

- 1. Encourage you to take your plans to a new level of preparedness for your Whole Community
- 2. Share resources, challenges and Lessons Learned – my journey and new resources
- 3. Share experience building collaboration
- 4. Gift for you – Step by Step Action Items Checklist

1.1 Encourage you to look at your plans and make them inclusive

- ▶ WE ALL WANT TO DO THE RIGHT THING
 - ▶ Overworked and understaffed
- ▶ 1991 ADA Laws apply to ALL of us
- ▶ PLEASE don't be afraid to make a mistake
- ▶ Start today by making a difference for your community, step by step

1.2 WE ALL want to do the right thing

- ▶ Challenge you to review your plans with new awareness
- ▶ Resources available now Dept. of Justice
- ▶ Today is a good day to start to make a huge difference for your community – build collaborative relationships to help you help your Whole Community!

1.3 US Department of Justice Civil Rights Division states:

“One of the most important roles of local government is to protect their citizenry from harm, including helping people prepare for and respond to emergencies. Making local government emergency preparedness and response programs accessible to people with disabilities is a critical part of this responsibility. Making these programs accessible is also required by the Americans with Disabilities Act of 1990 (ADA).”

1.4 1990 ADA Laws Apply to all of us

▶ ADA Laws

- ▶ Title I: Employment
- ▶ Title II: State/Local Government Agencies
Public Transportation
- ▶ Title III: Public Accommodations
- ▶ Title IV: Telecommunications Relay Services

1.5 1990 ADA Laws Apply to all of us

- ▶ My job changed drastically with DRA Lawsuit in 2008
 - ▶ Allowed me to prioritize ADA Compliance work --- ADA Title II
 - ▶ Lawsuits; Oakland, Richmond, Los Angeles, Washington DC, New York

1.6 Start Making a difference in your community TODAY

- ▶ Build Collaborative Relationships for Inclusive Plans
 - ▶ Shared values and goals
 - ▶ Invite everyone to the table – and then
 - ▶ Challenge them to invite one more!
 - ▶ Make this work for your community!

2.1 Challenges faced in finding best practices and Lessons Learned

- 2005 Hurricane Deployment – 3 Category 5 hurricanes - Katrina, Rita & Wilma– wake up call! Nation was overwhelmed
- Explored ALL resources across nation/After Action Reports
 - Scarce Information in 2005
 - Vowed to make a difference – not on my watch!

2.2 Lessons Learned 2005

- FIVE Hurricanes 2005: Dennis, Emily, Katrina, Rita and Wilma Wakeup call for the Nation
 - 3,913 deaths
 - \$159.2 Billion damages
- People with Disabilities disproportionately impacted by disasters

2.3 Realization

- Didn't know what we didn't know
- Afraid to make mistake – do the wrong thing
- Developed community surveys
 - Needs and threat assessments
 - Gap Analysis
- Ask the tough questions – AND

2.4 Realization and mobilization

What we needed to do:

- Be willing to make the changes that needed to be made
- Needed to build collaborative relationships
- **WITH TOP LEVEL SUPPORT** and
- **CONTINUOUS COLLABORATION** for Improvement

2.5 Next steps

- ▶ **2005 Resources were very SLIM**
 - ADA Toolkit for Local Government (FEMA/DOJ)
 - Took the ADA Toolkit – Title II and Title III built Richmond’s ADA Checklist
 - Developed, conducted and tallied Community Surveys
 - With public/private partnerships

2.6 Needed help from Community

- **Surveys**
- Developed and distributed questionnaires to
 - EVERYONE who would help
- Offered emergency kits to all who completed
- Distributed them widely at Community Events
 - Block Parties – Cal. Autism Foundation
 - Schools
 - Recreation Centers
 - Churches

2.7 Feedback received from Community

- **Survey Results - Greatest Concerns**

1. Security/Safety
2. Vital Medications
3. Family/Caregiver
4. Transportation

2.8 Survey and Gap Analysis

- What was needed (gaps) & roadblocks?
 - Transportation
 - Communications
 - Supplies

- ***RESULTS HELPED BUILD WORKGROUP TASKS***

3.1 Collaboration – bring everyone to Table

- Emergency Management
- People with Disabilities and others with Access and Functional Needs
- Service Providers; Meals on Wheels, Apria, etc.
- Medical partners – public and private
- Governmental and Non-Governmental Agencies

3.2 Established Collaborative Workgroup

- Workgroup = 95 people – 65 agencies
- Sub Work Groups based on Survey Results
 - ▶ Disaster Planning
 - ▶ Education & Training
 - ▶ Hospital/Mass Care
 - ▶ Site Evaluations/Shelters
 - ▶ Transportation

3.3 Collaboration – EVERYONE

- Met monthly then quarterly
- Everyone – bring one more
- Surveys: Needs/Resources Assessments, and then created the gap analysis
- Continuous sharing of information, resources and challenges
- Continuous improvement and involvement

3.4 Collaboration efforts began:

1. Build Collaborative Relationships Work Group
2. Develop ADA Action Items Checklist
3. Develop Plans addressing needs assessment
4. Revised Emergency Operations Plans, training and exercises
5. Tested and continually review/revise plans

3.5 Challenge everyone Today

- Don't re-invent the wheel!
- Take DOJ ADA Toolkit and work the Checklists
- Use the ADA Action Items List if it works for you
- Obtain Top Level Support
- Build your Workgroup
- Review/revise your plans
- Celebrate your success and Pay it forward!

3.6 Additional Benefits Work Group

- ▶ Revised PWD AFN Annex
- ▶ Distributed 70 NOAA Alert Radios
- ▶ Distributed over 15,000 emergency kits
- ▶ Developed and distributed 10,000 “Vial of Life”
- ▶ Developed Community Preparedness Packets
- ▶ Conducted two Disaster Readiness Summits

4.1 Your GIFT - ADA Action Items Checklist for Emergency Management

- Based on FEMA ADA Toolkit for Local Government for Emergency Management & Shelters Guidelines:
- **ONE Chapter – Covered Two Sections only**
- Broad based – easy to follow and document actions, people responsible with timelines
 - **79 Action Items**

4.2 Your GIFT - ADA Action Items Checklist for Emergency Management & Shelter Operations

- ▶ Chapter 7: Emergency Management under Title II
 - ▶ 8 pages plus
 - ▶ 17 pages Preliminary Assessment Checklist
- ▶ Chapter 7, Addendum 2: ADA Shelters
 - ▶ 9 pages plus
 - ▶ 64 page Preliminary Assessment Checklist

4.3 The DOJ ADA Toolkit for Local Government

- ▶ December 5, 2006 – July 26, 2007
 - ▶ Revised 2010/2012
- ▶ Civil Rights Division of the Dept. Of Justice
- ▶ To improve compliance with Title II of Americans with Disabilities Act (ADA)
 - ▶ Help communities better understand issues involved in providing equal access

4.4 The DOJ ADA Toolkit for Local Government

- ▶ Designed to teach state and local government officials:
 - ▶ To identify and fix problems that prevent People with Disabilities from gaining equal access to;
 - ▶ State and local government programs, services & activities
 - ▶ Teach state and local officials how to conduct accessibility surveys and remove barriers

4.5 the ADA Action Items Checklist – your gift:

Outlines for you items addressed in ADA Toolkit Chapter 7:

- Action Item Description
- Person Responsible
- Collaboration with persons/agencies
- Action to be taken
- Timelines - Accountability

ADA CHECKLIST FOR EMERGENCY MANAGEMENT FROM FEMA ADA TOOLKIT, SEPT. 2017

1. NEEDS ASSESSMENT:								
	Description	Action Items	Person/Dept. Responsible	Collaborate With	Action to be taken	Time Line	Status/ Comp. Date	√
1.1	Planning	Research and review federal, state and county requirements on ADA issues			Review Requirements			
1.2	Planning	Research Best Practices (Hurricane Katrina, etc.) and other agencies doing similar work			Meet, discuss, build resources			
1.3	Planning	Discuss concerns with your agency leaders/Disaster Council			Build Collaboration and support			
1.4	Planning	Identify major disabilities in the City/region and agencies/caregivers that serve them			Develop resource list			
1.5	Planning	Develop and conduct a needs assessment of PWD/AFN (People with Disabilities and others with Access Functional Needs) identified			Develop & distribute survey of areas of concern			
1.6	Planning	Identify and list any gaps in emergency planning efforts			Assign tasks			
1.7	Planning	Identify and engage key PWD/AFN agencies and develop working group			Identify to build PWD/AFN Work Group			
1.8	Planning	Set up PWD/AFN Work Group meetings with PWD/AFN agencies, NGO's, CBO's, Government, caregivers and resource agencies			Develop meeting schedule, venue and agendas			
1.9	Planning	Assess planning and response needs			Revise EOP's			
1.10	Planning	Coordinate efforts with other agencies for collaborative efforts, continued improvement			Share work, resources, etc.			
<small>*ARC- American Red Cross, CBO-Community Based Organization, EOC- Emergency Operations Center, EOP- Emergency Operations Plan, PWD/AFN WG- People with Disabilities/Access Functional Needs NGO-Non-Government Organization, OES – County & STATE OES-Office of Emergency Services, HS= Health Services Department</small>								

ADA CHECKLIST FOR EMERGENCY MANAGEMENT FROM FEMA ADA TOOLKIT, SEPT. 2017

	Description	Action Items	Person/Dept. Responsible	Collaborate With	Action to be taken	Time Line	Status/ Comp. Date	√
4. RESOURCES, PROCEDURES FORMS INSIDE THE EMERGENCY SHELTERS: Addendum 1 Title II Checklist								
4.9	Plans	Develop agreements with Animal Services for food, water and a receptacle and plastic bags for the disposal of service animal waste are available at the shelter			Develop MOU and Add to Care & Shelter Checklist			
4.10	Plans	Ensure that Care & Shelter Checklist addresses allowing service animals outside for relief without unnecessary delays for security screening upon re-entry without endangering facilities			Research possibilities, available protocols, resources, procedures, etc.			
5. MEDICAL PLANNING AND SOCIAL SERVICES:								
5.2	Medical Planning & Social Services	Research plans to ensure that benefit programs are accessible to people with disabilities			Evaluate MOU's w/ ARC & HS application process are provided			
5.3	Medical Planning & Social Services	Ensure that the shelter and benefit application process does not exclude people with disabilities			Evaluate MOU's w/ ARC & HS application process are provided			
5.4	Medical Planning & Social Services	Research Durable medical equipment lists and add to EOP Logistics Resource List as well as Annex and ARC MOU			Evaluate MOU's w/ ARC & HS application process and update all with EOP			
6. TRAINING:								
6.1	Training	Develop and schedule training for Shelter Operations Management Training for Shelter Staff (Emergency planners, responders, staff, volunteers, shelter staff, etc.)			Review/revise curriculum, schedule, maintain training lists			

4.8 ADA Action Items Checklist

Divided Local Government Tasks 8 Categories:

1. Needs Assessment
2. Shelter Operations
3. Shelter Plans & Procedures Efforts
4. Resources & Procedures (Shelters)

4.9 Action Items Checklist (8 Categories)

5. Medical Planning/Social Services
6. Emergency Notification/Evacuation
7. Transportation
8. Public Outreach

4.10 Additional gift IAEM/NEMA Terminology Report

- ▶ Prior to 2015 Difficulties with Terminology
- ▶ People/Agencies were afraid to offend – use the wrong terminology
- ▶ 72 Terms/Acronyms with Definitions and Sources



**DRAFT IAEM-NEMA Joint Task Force 2014 Quick Reference Glossary of Terminology
for Emergency Management Whole Community Planning Efforts**

	ACRONYM /TERM	TERMINOLOGY	DEFINITION	SOURCE
1.	Accessible	Accessible	Legally required features and/or qualities that ensure entrance, participation and usability of places, programs, services, and activities by individuals with a wide variety of disabilities	FEMA
2.	AD/AT	Assistive Device/Assistive Technology	Products which help people who cannot use regular versions of products, primarily people with physical disabilities such as limitations to vision, hearing, and mobility (with daily life activities)	ADA FEMA
3.	ADA Act of 1990	Americans with Disabilities Act of 1990	A wide ranging Civil Rights law that prohibits, under certain circumstances, discrimination based on disability	ADA
4.	ADL	Activity of Daily Life/living	Basic personal activities of daily living (bathing, eating, dressing, mobility, toileting, etc.)	DHHS
5.	AFN/PAFN/DAFN	Access and Functional Needs/Person with AFN, Disability and AFN	Refers to a person's needs before, during and after an incident in functional areas, including but not limited to: maintaining independence, communication, transportation, supervision, and medical care, may also refer to modifications to programs, facilities, procedures and services	FEMA CAL OES
6.	AL	Assisted Living	Residential care services that includes some assistance with ADL (Activities of daily living) but does not include nursing services such as administration of medication	DHHS
7.	ASL	American Sign Language/ Sign Language	The dominant sign language of the Deaf community in the United States, English-speaking parts of Canada, and in parts of Mexico	ADA
8.	Blind	Blind	A person with a sight impairment, person with low or no vision	FEMA
9.	Braille	Braille	System of embossed characters formed by using a Braille cell, a combination of six dots consisting of two vertical columns of three dots each. Each simple Braille character is formed by one or more of these dots and occupies a full cell or space. Some Braille may use eight dots	DO-IT
10.	CC	Closed Captioning	Display of text coinciding with the audio portion of a television broadcast	FEMA
11.	CERT	CERT Teams	Community Emergency Response Team Training Program trains individuals in disaster preparedness at the community level to support professional emergency responders	FEMA
12.	CILs	Centers for Independent Living	Community based, non-residential organizations that help create opportunities for, and eliminated discrimination against people with disabilities	FEMA
13.	CMIST	5 functional planning areas	Five functional areas to address in planning (from FAST Training); Communication, Maintaining Health, Independence, Safety, support and self-determination and Transportation	FAST, FEMA E/L0197
14.	CMS/DMS	Consumable or Durable Medical Supplies	Medical supplies that are necessary for the person with a disability, CMS refers to those items that are a onetime use (medication, diapers, bandages, etc.)	FEMA

CHALLENGE TO YOU TODAY:

- ▶ 1. Don't be afraid to ask questions or make mistakes
- ▶ 2. Make a difference in your community/ agency every day – starting TODAY!
- ▶ 3. Pay it forward! Consider expanding on other ADA Toolkit Chapters (Emergency Communications, Website Accessibility,)

Questions?

Thank you

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