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

Presented by: Kathryn Gerk, CEM
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

<table>
<thead>
<tr>
<th>Description</th>
<th>Action Items</th>
<th>Person/Dept. Responsible</th>
<th>Collaborate With</th>
<th>Action to be taken</th>
<th>Timeline</th>
<th>Status/Comp. Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1 Planning</td>
<td>Research and review federal, state and county requirements on ADA issues</td>
<td>Build</td>
<td>Requirements</td>
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<tr>
<td>1.2 Planning</td>
<td>Research Best Practices (emergency planning, etc.) and other agencies doing similar work</td>
<td>Build</td>
<td>Best</td>
<td>Build</td>
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<tr>
<td>1.3 Planning</td>
<td>Develop checklist and agency operations</td>
<td>Build</td>
<td>Collaborate</td>
<td>Build</td>
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<tr>
<td>1.4 Planning</td>
<td>Identify and list any gaps in emergency planning policies</td>
<td>Build</td>
<td>Coordinate</td>
<td>Build</td>
<td></td>
<td></td>
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<tr>
<td>1.5 Planning</td>
<td>Identify and engage key PwD/ADA agencies and develop working group</td>
<td>Build</td>
<td>Coordinate</td>
<td>Build</td>
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<td>1.6 Planning</td>
<td>Set up PwD/ADA Network Group meetings with PwD/ADA agencies, NGOs’ CEOs, Government, advocates and resource agencies</td>
<td>Build</td>
<td>Develop</td>
<td>Build</td>
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<tr>
<td>1.7 Planning</td>
<td>Develop and conduct needs assessment of PwD/ADA (People with Disabilities and others with Access Functional needs) identified</td>
<td>Develop &amp; distribute needs assessment</td>
<td>Build</td>
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</table>
### ADA Checklist for Emergency Management from FEMA ADA Toolkit, Sept., 2017

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<tr>
<th>Description</th>
<th>Action Items</th>
<th>Person/Dept. Responsible</th>
<th>Collaborate With</th>
<th>Action to be taken</th>
<th>Time Line</th>
<th>Status/Comp. Dasa</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>4. RESOURCES, PROCEDURES FOR INSIDE THE EMERGENCY SHELTERS: Addendum 1 Title II Checklist</strong></td>
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<td>4.5 Plans</td>
<td>Develop agreements for local water and sanitation and plastic bags for the disposal of waste from shelters.</td>
<td>Developing MOUs and deal for shelter蟽氙s equipment needs</td>
<td></td>
<td>Developing MOUs and deal for shelter蟽氙s equipment needs</td>
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<td>4.10 Plans</td>
<td>Ensure that shelter plans address accessibility for individuals with disabilities, including accessibility for entry and egress.</td>
<td>Research, plans, protocols, resources, procedures.</td>
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<td><strong>5. MEDICAL PLANNING AND SOCIAL SERVICES</strong></td>
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<tr>
<td>5.2 Medical Planning &amp; Social Services</td>
<td>Research plans to ensure that emergency programs are accessible to people with disabilities.</td>
<td>Establish MOUs for ARC &amp; HS application processes provided</td>
<td></td>
<td>Establish MOUs for ARC &amp; HS application processes provided</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.5 Medical Planning &amp; Social Services</td>
<td>Ensure that the shelter and medical application processes do not exclude people with disabilities.</td>
<td>Establish MOUs for ARC &amp; HS application processes provided</td>
<td></td>
<td>Establish MOUs for ARC &amp; HS application processes provided</td>
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<td></td>
</tr>
<tr>
<td>5.4 Medical Planning &amp; Social Services</td>
<td>Research, table medical equipment lists and add to EAP (Emergency Plan) Resource List as well as items and ARC MOUs.</td>
<td>Establish MOUs for ARC &amp; HS application processes provided</td>
<td></td>
<td>Establish MOUs for ARC &amp; HS application processes provided</td>
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<tr>
<td><strong>6. TRAINING</strong></td>
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<tr>
<td>6.1 Training</td>
<td>Develop and schedule training for Shelter Operations.</td>
<td>Establish MOUs for ARC &amp; HS application processes provided</td>
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<td>Establish MOUs for ARC &amp; HS application processes provided</td>
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</tbody>
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### 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
<table>
<thead>
<tr>
<th>ACRONYM/TERM</th>
<th>TERMINOLOGY</th>
<th>DEFINITION</th>
<th>SOURCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accessible</td>
<td>Accessible</td>
<td>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</td>
<td>FEMA</td>
</tr>
<tr>
<td>AD/AT</td>
<td>Assistive Device/Assistive Technology</td>
<td>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)</td>
<td>FEMA</td>
</tr>
<tr>
<td>ADA Act of 1990</td>
<td>Americans with Disabilities Act of 1990</td>
<td>A wide-ranging Civil Rights law that prohibits, under certain circumstances, discrimination based on disability</td>
<td>ADA</td>
</tr>
<tr>
<td>ADL</td>
<td>Activities of Daily Living</td>
<td>Basic personal activities of daily living (bathing, eating, dressing, mobility, toileting, etc.)</td>
<td>FEMA</td>
</tr>
<tr>
<td>AFN/PAFN/DAFN</td>
<td>Access and Functional Needs/Person with AFN, Disability and AFN</td>
<td>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</td>
<td>FEMA, CAL OES</td>
</tr>
<tr>
<td>AL</td>
<td>Assisted Living</td>
<td>Residential care services that includes some assistance with ADL (Activities of daily living) but does not include nursing services such as administration of medication</td>
<td>DHHS</td>
</tr>
<tr>
<td>ASL</td>
<td>American Sign Language</td>
<td>The dominant sign language of the Deaf community in the United States, English-speaking parts of Canada, and in parts of Mexico</td>
<td>ADA</td>
</tr>
<tr>
<td>Blind</td>
<td>Blind</td>
<td>A person with a sight impairment, person with low or no vision</td>
<td>FEMA</td>
</tr>
<tr>
<td>Braille</td>
<td>Braille</td>
<td>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</td>
<td>DOE</td>
</tr>
<tr>
<td>Closed Captioning</td>
<td>Closed Captioning</td>
<td>Display of text coinciding with the audio portion of a television broadcast</td>
<td>FEMA</td>
</tr>
<tr>
<td>CERT</td>
<td>Community Emergency Response Team</td>
<td>Training program trains individuals in disaster preparedness at the community level to support professional emergency responders</td>
<td>FEMA</td>
</tr>
<tr>
<td>CILs</td>
<td>Centers for Independent Living</td>
<td>Community-based, non-residential organizations that help create opportunities for, and eliminate discrimination against people with disabilities</td>
<td>FEMA</td>
</tr>
<tr>
<td>CM/5</td>
<td>Functional Planning areas</td>
<td>Five functional areas to address in planning (Health, Independence, Safety, Support and self-determination and Transportation)</td>
<td>FEMA, HHS/G/12197</td>
</tr>
<tr>
<td>CMS/DMS</td>
<td>Consumable or Durable Medical Supplies</td>
<td>Medical supplies that are necessary for the person with a disability; CMS refers to those items that are a one-time use (medication, dressings, bandages, etc.)</td>
<td>FEMA</td>
</tr>
</tbody>
</table>

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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