

PACIFIC ADA CENTER  
EMERGENCY MANAGEMENT AND PREPAREDNESS – INCLUSION OF PEOPLE WITH  
DISABILITIES WEBINAR SERIES  
INCLUDING DISABILITY: THE UPDATED CALIFORNIA OFFICE OF EMERGENCY  
SERVICES ACTIVE SHOOTER AWARENESS GUIDANCE  
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>> Lewis Kraus: Ok. We have our captioning.

So for those of you who are new to this webinar series and its software, we will now review some of the features of the webinar platform before we begin this session. In this session only the speakers will have audio. The audio for today's webinar is being broadcast through your computer. Make sure your speakers are turned on or your headphones are plugged in. You can adjust the sound by sliding the sound bar left or right in the Audio/Video panel. If you are having problems, sound quality problems, go through the Audio Wizard which is accessed by selecting the microphone icon in the Audio & Video panel. It's shown there as a microphone with a red gear symbol.

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I do want you to realize that this webinar is being recorded and will be able to be accessed on our website in the archives section next week.

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At the conclusion of today's presentation there will be an opportunity to ask everyone -- for everyone to ask questions. You may submit your questions using the chat area within the webinar platform. The speakers and I will address them at the end of the session, so feel free to submit them as they come to your mind during the presentation.

To submit the questions, type and submit in the chat area text box shown on the screen or press control m and enter text in the chat area. If you are listening by phone and not logged into the webinar, you may ask your questions by e-mailing them to [adatech@adapacific.org](mailto:adatech@adapacific.org).

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Today's Promising Practice session is titled, "Including Disability: The Updated California Office of Emergency Services Active Shooter Awareness Guidance." On December 2, 2015, terrorists attacked the Inland Regional Center in San Bernardino, California. Because the center serves individuals with intellectual disabilities, initial reports indicated the attack was an assault on people with disabilities. Though we later learned this was not the case, the thought of an attack on individuals with disabilities raised serious concerns over the current lack of guidance regarding the access and functional needs related considerations associated with an active shooter attack.

Through its Office of Access and Functional Needs, the California Governor's Office of Emergency Services or CAL OES worked with law enforcement, California Specialized Training Institute, the State Council on Developmental Disabilities, and other disability stakeholders to revise the state's Active Shooter Awareness Guidance. The updated guidance, which is now publicly available, is the first of its kind to integrate access and functional needs to promote safety and security of individuals with disabilities and persons with access and functional needs before, during, and after an active shooter attack.

Since terrorist emergencies are primarily under law enforcement and not FEMA, this promising practice is not one of our usual promising practices on our webinar series, however, we felt the topic was important to convey to all of you who are interested in the field, nevertheless.

Our speakers today are Vance Taylor, the Chief of the Office of Access and Functional Needs at the California Governor's Office of Emergency Services. Vance is responsible for ensuring the needs of individuals with disabilities and persons with access and functional needs, and have -- those needs are identified before, during, and after a disaster, and integrated into the state's emergency management systems.

Born and raised in the San Francisco Bay area, Vance was diagnosed with muscular dystrophy as a child and uses a power wheelchair. He has worked in Washington, D.C. as an advisor for two different members of Congress, directed security policy at a national water association, and been a principal at a top-ranked Homeland Security and emergency management consulting firm.

Scott McCartney is the Project Director of the Large Stadium Initiative and Active Shooter Training Coordinator with the California Governor's Office of Emergency Services and Homeland Security. Scott has earned national recognition as a Master Exercise Practitioner

from the Department of Homeland Security, and the Federal Emergency Management Agency. Scott works in law enforcement with the Sacramento County Sheriff's Department. He is the Public Safety Director of the California Capital Airshow and has held the positions of Traffic Chief and Incident Commander. He also works on CALFIRE MT #6 as the Law Enforcement Liaison and is a member of the California Incident Command Certification System Task Force as a law enforcement advisor.

So, Vance and Scott, I'm going to turn it over to you now.

>> Vance Taylor: All right. Thanks, Lewis. I appreciate that.

Good morning. I want to start by thanking everybody for joining the webinar today. I recognize we're competing with YouTube, Netflix, right now but you're logged on here and we appreciate that. I can't promise that this will be more entertaining than a viral video but we can definitely assure you that this will be more informative and that it will do more to promote safety and security.

As Lewis said, my name is Vance Taylor, the Chief of the Office of Access and Functional Needs at the California Governor's Office of Emergency Services. It's a very long title. I just chalk that up to state government, right, the longer the title the better. If that's the case, my title wins. I'm here with Scott McCartney -- I'm here with Detective Scott McCartney.

Before we kick things off, I do want to give a special thanks to Lewis, Lewis Kraus, with the Pacific ADA Center, for giving us the opportunity to talk about the guidance. The Pacific ADA Center is a fantastic organization and a great valued partner.

The format will be as follows. The first part of the presentation we'll be talking about why we needed a guidance and reviewing the process that we went through, having a final integrated product. And I will at that point turn it over to detective McCartney who will walk through the guidance itself and provide active shooter awareness training. Following his remarks, I'll provide some summary comments and then we'll open it up for questions.

To start, I want to be sure -- because we've got people coming in from across the nation here -- that everybody understands our office and our role of access and functional needs, individuals who have developmental, intellectual, or physical disabilities, conditions, injuries, [Inaudible], older adults, children, [Indiscernible], transportation disadvantage, and those who are pregnant. And in California, the state has about 40 million people, a significant amount of people.

So how does that relate to emergency management? Historically what we found is that across the nation, even though no two disasters are the same, they really parallel one another in at least one very sobering way, and that is they disproportionately affect individuals with disabilities and persons with access and functional needs. And that was true during Hurricane Katrina, during Superstorm Sandy, and it's been true in every disaster since.

So understanding the harsh reality of how disasters affect our communities, California did something in 2008 that's unprecedented. My office, the Office of Access and Functional Needs -- I'm primarily responsible for ensuring that the needs of individuals with disabilities and persons with access and functional needs are identified before, during, and after disasters, and that they're integrated within the state's emergency management systems. As a part of that, we also offer guidance to emergency managers, employers, and service providers. Our mission is to integrate access and functional needs into every facet of emergency management.

So when on December 2 terrorists attacked the Inland Regional Center in San Bernardino, we dialed in. And because the center does serve individuals with intellectual and

developmental disabilities, initial reports indicated that it was an attack on people with disabilities. And though we later learned that that was not exactly the case, the thought of an attack on people with disabilities and access and functional needs obviously raised some very serious concerns. That afternoon we met with top agency management and laid out some concerns. And top among my list of those concerns is the fact that there is a real gap regarding the access and functional needs considerations associated with an active shooter attack.

To that point, really the mantra for active shooter is and has been "Run, Hide, Fight." But as somebody who uses a power wheelchair, I looked at that guidance, I read it, and I said, well, you lost me at run. Right? As a matter of fact, if you looking at the DHS "Run, Hide, Fight" video, you won't see a single frame of someone with a disability or access and functional needs. You see a lot of people sprinting down hallways and hurdling over barriers but not one who has a disability or an access and functional need and yet people with disabilities go to work, we shop at malls, we stay in hotels. We are everywhere else that people gather where there is a potential or active shooter attack to take place. So shouldn't everybody be empowered with the information, having some training needed to enhance the safety and security? Of course.

So from that moment forward, we committed to ensuring that there would be. So we recognized the gap and we committed to addressing it. For us, the only question remaining was, How do we do that? How do we fill that gap? And we resolved that in order to develop the best, most meaningful product, we couldn't do it in a silo. We would create a guidance but we would do it in collaboration with our partners.

Our partners are the life blood of what we do at Cal OES. And as we're thinking about partners, as if on cue, my phone rang and it was the State Council on Developmental Disabilities. They, too, were concerned about the day's events and the lack of guidance. And they wanted to see action taken. And they wanted to be a part of the solution. So it should come as no surprise that when we formed the Cal OES Active Shooter Awareness Workgroup, the first partners that came to the table were from the State Council on Developmental Disabilities.

So that was our approach. We brought these partners from all around, from the State Council on Developmental Disabilities, Law Enforcement Regional Centers, the California Specialized Training Institutes, Independent Living Centers, emergency managers, all coming together to spearhead the development of a first of its kind Active Shooter Awareness Guidance.

The workgroup met for the first time on May 16, 2016, at the Cal OES headquarters in Sacramento, California. Anytime you tackle a serious issue like active shooter awareness with the diverse group, subject matter experts, who are committed to the same goal, are all coming to the table with their own unique experience. It's a dynamic process.

In working to develop guidance, we had to determine things like, you know, who is the guidance for and who is the audience. Was it for individuals with access and functional needs, employers, law enforcement, emergency managers? We looked at the scope. Would we be addressing disability generally or specifically by type? Which disabilities made the cut? Which ones would be left out? How broadly did we want to define access and functional needs? And then, of course, we looked at the level of detail. Did we want to be broad or prescriptive? Were we informed on situational awareness or detailing a step-by-step process for action and awareness?

Another key element had to deal with the role of law enforcement. Law enforcement were key partners and they were committed to being a part of the solution, but there was a concern that as a workgroup, an effort would be made to influence or perhaps even direct how officers would be asked to respond to an active shooter attack.

Now, the guidance needed to strike a balance, right, between informing law enforcement about access and functional needs and prescribing tactics. Law enforcement uses specific tactics when responding to an active shooter attack, the fact that it's not subject to negotiation nor did we as a workgroup want to inadvertently undermine their efforts to promote safety and security during an active shooter scenario. However, we did determine that as a workgroup, we could absolutely inform how to effectively enhance their situational awareness. So in the guidance you'll see it stresses the importance of understanding, accounting for, and appropriately addressing access and functional needs before, during, and after a response.

I'm a firm believer that when you gather the right people, with the right expertise and the right intentions are on the table, good things happen. And for our workgroup this proved to be the case. After much deliberation, over the course of several months, we met in person, had conference calls, e-mails, all to address ideas and areas of concern. We came together and developed a guidance that informs the following three audiences regarding how to promote the safety and security of individuals with disabilities and access of functional needs during an active shooter attack.

The first is workforce management. The workforce management has a primary responsibility of the safety and security of their staff. As individuals with disabilities and access and functional needs are employed throughout the workforce, management needs to understand how best to integrate their needs through their emergency timing, like evacuation procedures, communication, that sort of thing.

Second is individuals with disabilities and access and functional needs. Again, the current mantra Run, Hide, Fight, while reasonable and appropriate, there are access and functional needs related implications there. And persons with disabilities and access and functional needs should ensure that individual and personalized needs are integrated into their organization's emergency evacuation plan. We developed a buddy system for assisting with evacuation, to avoid an attacker, and they should think creatively about how to use personal assistance devices, such as cane, crutches, wheelchairs, as weapons if needed during an active shooter attack.

Lastly is law enforcement and first responders. Law enforcement and first responders are called upon to respond to an active shooter incident and they may encounter individuals who may not be able to hear or physically comply with or cognitively or intellectually understand direct commands. Law enforcement and first responders need to be informed so they know what to expect and how to communicate effectively with individuals during an active shooter event.

So upon completing this process the workgroup felt it had fulfilled its mission. We created a document that addresses access and functional needs. However, we ended up with sort of an interesting question. And there was a decision to make, to release the guidance as a stand-alone product specific to access and functional needs while continuing to promote its existing and really somewhat outdated document, but that would mean having two guidances, one for individuals with access and functional needs and one for the non-disabled counterparts.

For us, the decision was easy. At Cal OES we don't believe in having separate guidance, plans or documents for people based on whether or not they have a disability or an access or functional need. When it comes to safety and security we believe in one team, one fight. That means one document. So instead of releasing two documents, we decided to take what the worker could develop and integrate it within the agency's active shooter guides. In short, we updated the agency's existing guidance on ensuring that access and functional needs were addressed throughout it from beginning to end. It was sort of a one-range for all kind of approach. So it is with that California became the first state to release a fully integrated active shooter awareness guidance. We're proud of what we've done and we're eager to share it with you.

With that to set the stage, Detective McCartney, who, among other things, leads our Active Shooter Training for Cal OES, is going to actually walk us through the guidance.

>> Scott McCartney: Thank you, Vance. And welcome, everyone. Good afternoon, I guess we can say across the board now.

If you're following along in the guidance, you'll see we'll start with the detailing profile of an active shooter. It's important to understand that an active shooter is one or more individuals actively engaged in killing or attempting to kill people in a confined or populated area. Active shooter situations are unpredictable and evolve quickly, it typically, in an immediate employment of law enforcement, is required and their goal is to stop the shooting and mitigate harm to victims.

Individuals threatened by an active shooter have to function with little or no warning. Active shooter environments can push individuals to their physical, emotional, and mental limits. Sensory considerations are relevant as individuals may be dealing with alarms, flashing lights, sounds of gunfire and screaming, not to mention smoke from the gunfire. Understanding active shooter environment is important because it enables individuals to prepare to act.

Active shooter training is very important to develop plans. And through this guidance taking action in an active shooter environment can be very stressful and very hard on everyone. The ideal response to an active shooter situation will be to evacuate the premise. Evacuate regardless of whether others agree to follow. It's important that if someone refuses to leave, that you continue to leave.

Leave all non-life saving belongings behind: Purses, bags, backpacks, everything. Help others escape if possible using the buddy since that Vance talked about. The buddy system is a system that you want to make sure that you have more than one buddy within your general area so that if that buddy is on evacuation, you have another buddy who can help you.

Prevent individuals from entering the area where the active shooter may be. Keep your hands visible at all time. Imagine if you hold your hands out and spread all of your fingers. That's what law enforcement really needs to see when they're coming in as you're trying to get out.

Follow the instructions of law enforcement and first responders. And do not attempt to move anybody that may be wounded.

For workplace management, managers have the primary responsibility of ensuring that their staff is prepared to evacuate places of work during emergency and should integrate accommodations for individuals with disabilities or persons with access and functional needs. Establishing a buddy system whereby disabled or non-disabled colleagues work together to ensure that the safe evacuation of all workers and to ensure that everyone is accounted for inside and outside the workplace at all times.

Much like your evacuations drills and plans, the same premise would go with any kind of major emergency, fire, earthquake, or things like that that would happen inside your building during an emergency.

Individuals with disability or access and functional needs, individuals with access and functional needs have the most awareness of their specific evacuation needs and should inform management regarding gaps or needs for accommodation that exist in the organization's emergency plans.

Having an accessible escape route and a safety plan in mind specific to the respective needs is very important.

For law enforcement and first responders, law enforcement obviously has the primary responsibility to eliminate the threat; however, they should understand that depending on one's individual's disability they may not understand or they may not be able to follow commands to show their hands, to get to the ground, and to move as directed. Ask how they can assist or accommodate during evacuations. Give concrete, plain directions and use visual gestures, cues, to assist during the evacuations.

As we move into the hide portion, I just want to make sure everyone understands that the run portion is not how fast you can get out. It's the fact that you move and get yourself out of that danger area as fast -- as quickly as you can.

As we move into hide, when evacuating is not possible, individuals should hide for safety. Everyone should consider the following when thinking about potential areas of concealment. Hiding places should be out of the active shooter's view. If the shooter can see you and you can see the shooter, that's a problem. An ideal hiding place will not restrict options for your movement and the area should provide protection if shots are fired in the individual's directions.

To minimize the chances of an individual's hiding place is found, silence your cell phone, if you can, turn it off, vibrate, turn off everything if you can. I know it would be a stressful situation and that might be difficult but it really helps when trying to hide. Turn off any sources of noise, computers, radios, televisions, anything that you have in this your office or your area of work that may make noise.

If you're able before you hide, pull down shades, close windows, hide behind larger or hard items, cabinets, desks, copy machines, anything you can think of.

And if at all possible, you have to remain quiet. If the person coming is looking to kill people, hears people, that's where they're going to go. You also want to make sure, if you can, get into a locked office or a locked place because that will help you.

For the workplace management, you should integrate hiding within a training protocol and reiterate the effective concealment that could prevent injury or death.

Create safe rooms. I talked about before, places you can go to where can you lock the room is your best bet. You have to remember in an active shooter incident, the person wants to kill people, as many people as they can find. If you're in a locked room with something blocking the door, the person that's the active shooter is going to check the door. If it's locked, he's going to move on because he's not going to play time at that door. He'll move on. So we want to make sure we have those areas where people can get into.

Include concealment protocols in the emergency preparedness plans that you have. Individuals with disability and access and functional needs, some individuals may not -- it may be hard to hide. Individuals in wheelchairs should identify areas that they can hide at work. Coordinate with colleagues or as the buddy system, regarding help with concealment.

Use assistive devices or durable medical equipment to secure hiding spots. Parking wheelchairs in front of the door and making sure and practicing self-soothing techniques to remain calm and collective during the incident.

>> Vance Taylor: Stephen Hawkins is here in zero gravity. I had somebody in a training once say, How can I help you, Vance, get out of a chair and under a desk? That might be hard. And my response is if we can put Stephen Hawkins in zero gravity, you can help me get under a desk. So you just have to think creative.

>> Scott McCartney: Exactly. One of the things like Vance said is you want to make sure that you use anything and everything to your advantage to make sure that you can hide yourself as best as you can.

Now, for law enforcement and first responders, you need to provide loud, plain instruction announcing you to safe, for persons to make their presence known or consider. Some of the individuals may not be able to hear or understand verbal instructions. Some may require physical assistance to exit their place of hiding. They should always ask individuals with disabilities if they need assistance before grabbing or moving them from the area. Individuals should not be separated from their personal care assistant, service animals, or assistance devices if at all possible.

It's important to understand -- this is where the guidance, I think, can vary, transitions, for everyone to be able to understand. When you're in a hide mode of an active shooter incident like this, during your hiding and while you're hiding, you need to think about very carefully the fight which is the final part of the run, hide, fight. Fight is the mindset that each one of us has. And that fight is something that may be coming to you at the time of your hiding, that that is the next thing that may happen. So you need to prepare yourself for that.

Again, with fight, when evacuating is not possible, hiding is not an option or the individual's life is in immediate danger, the last resort should be to disrupt or incapacitate the active shooter. This action should be decisive, encompassing the following. Improving weapons -- improvising weapons, I'm sorry, from nearby items such as a fire extinguisher is a great tool; one, you can distract, and, two, you can use it as a hammer. Yelling and throwing items at the person, staplers, phones, anything, trophies from your kids that are on your desk, anything you have that you can utilize to use as a weapon, that would be very helpful.

Fighting within your ability and having a, what I like to call, which I use in the 26 years I've been in law enforcement, "Not today." It's an attitude I've held for many years. It's obviously in law enforcement, a dangerous job. When I leave every morning and come home every night, my motto is "not today."

Workplace management should underscore the importance of thinking creatively to being committed, physically taking action against an active shooter. Individuals with disability and access and functional needs, individuals should consider using all resources to attack the active shooter, power chair to ram the active shooter using a cane, bat, crutches, anything can you find to hit the active shooter to prevent them from hurting you.

Law enforcement and first responders are the first responders, need to avoid confusing someone taking action against an active shooter or assailant. If you're actively fighting for your life -- and this is the thing we all need to think about. If you're in the fight mode, you're fighting for your life, therefore you can do anything to the person that's trying to hurt you that you need to do. It's important to understand that law enforcement, when we come in, we're trained across the nation the same exact way. So it doesn't matter if I go to Oregon and I happen to be in a place and I see an incident like this, I could jump in with the Oregon police

officers, deputy sheriffs or highway patrol, and do the exact same thing as in Virginia or anywhere in the United States.

When law enforcement arrives, it's the role of the law enforcement to stop the active shooter as soon as possible. Remember, officers are usually arriving in teams of four. Any four in law enforcement, doesn't matter the jurisdiction or doesn't matter where they work, it could be a patrol officer, motor officer, bike officer, and a desk sergeant. It could be the highway patrol, deputy sheriff and police officers from different jurisdictions. When they come in, they will be wearing either regular uniforms, some might have tack vests over their shoulders that say sheriff, police, or highway patrol. A lot of them will have tactical equipment, Kevlar helmets, bullet-proof vests, things like that because you have to realize the law enforcement officers that are going into this incident know the potential for harm is very hot.

Officers are going to shout commands, provide non-verbal instruction, and may push people out of their way to the ground because their sole purpose in life is to stop the threat. Assisting law enforcement, individuals in an active shooter situation can assist law enforcement during their response by doing the following:

Again, we talked about putting down all items, cell phones, bags, and jackets. If possible, raising hands and spreading fingers like I mentioned before, keeping hands visible. You have to remember when people are trying to leave and evacuate and the officers are coming in, we, the four officers that are coming in, have to scan every single person we're walking towards quickly and determine if they are a threat to us. If your hands are held high or as high as you can hold them with your fingers spread, on the chart for law enforcement, it becomes very low as someone who is a threat to us.

Avoiding quick movements towards the officers; avoiding asking officers to help with directions. The officers will keep you moving. They will touch you possibly and have you just continue to exit the building as they go.

You don't want to point your fingers' officers either or point in certain directions. That tends to confuse them and make it more difficult for officers to realize where the threat may be.

Workplace management, management should explain to staff how law enforcement will respond to an active shooter incident and indicate that it may be loud noises such as yelling. We mentioned that before.

There may be smoke, obstruction to vision, eyes and throats could be irritated. Individuals can be pushed to the ground by law enforcement for their safety. They understand -- a lot of people, when I do this training about this guidance and active shooter awareness training around -- now it's been around the United States but here specifically in California, a lot of people have a hard time believing that we're not there to help every single person. But you have to understand in an active shooter incident event, it is our sole purpose in life to stop the threat. If we stop the threat, less people get hurt.

Individuals with disabilities and access and functional needs need to understand the importance of remaining calm, staying put until cleared by law enforcement, utilizing self-soothing techniques if needed, following officer's instructions, and then using a buddy system that's helpful. Obviously the buddy system is something you've heard both Vance and I talk about. And it's very important that someone, more than one person in your office, understands it's their responsibility to assist you if need be.

Communicating with law enforcement. Management should communicate their emergency plans with law enforcement and go over those plans. Exercise is another way for

you to solidify the use and proper plans in place so that you can make sure that everyone's on the same page.

Law enforcement does know a lot about disability needs within communities they serve because they're out in the community and they work with those folks. But it does not mean that they know everything. And in a stressful situation, some officers will just come through and go through as fast as they can to stop the threat. So it's important if you have officers within your community that come to your offices or you go to functions with them, that you share with them proper ways. And they can communicate that amongst other officers.

One thing management should institute is a roll call system in an emergency preparedness plan as a means for accounting for the staff once they have reached a safe location. This is very important because if you leave the building before -- or as law enforcement arrives or leave the building before law enforcement gets there, law enforcement is going to want to talk to every single person in that building whether they saw anything. They're going to want your information. They're going to want a lot of different things. So if you do go out before law enforcement arrives, it's in your best interest to get far enough away where you're not in danger but stay where you can talk to officers when they arrive.

If you call 911, individuals with disabilities who call 911, you want to make sure you advise them -- it could be a cell phone or your desk phone. When you call 911, you want to make sure that you're not talking while you're hiding. It's very important that if you are sitting at your desk and this incident occurs and you can't get out and you want to dial 911, take your phone off your desk, dial 911, leave the receiver on the desk, and hide wherever you need to hide or run as fast as you can. By doing that, law enforcement dispatchers will hear what's going on in your office and be able to help by telling the officers as they go.

If you can identify where the active shooters are, even when you're exiting and law enforcement is coming in, you can tell them they're in the back room, they're in the back area, they're in the second floor. Number of shooters is important. Because if there's more than one, then we have more issues that we have to deal with.

A description of the shooters. It is very important because you want to be able to identify, as we all know, that if somebody is shooting and wearing a certain part of clothes, depending on the types of clothes, that's very important for us because as we're coming in, we're looking, one, for that type of clothing, and a weapon.

And remember I said if your hands are free and open, then it's very easy for us to deem you not a threat and get past you as fast as possible.

If you know what a weapon looks like -- you don't have to be an expert for what a gun looks like. Is it a handgun? Is it a revolver, which has a wheel on it? The cylinder. Is it a sawed off shotgun? Is it something that is longer? If you can describe that to officers, it's very helpful to them.

The number of potential victims. If you're outside and you know there are so many people on the ground or hurt or injured, then definitely tell the officers that are still coming in that information because it's important to them later.

And if there are any access and functional needs or disability people that you know have hidden in an office building or a place of cover for them and they have a hearing issue or some kind of access and functional need, you want to make sure that law enforcement knows exactly where that person is so that they can come there and help those people as fast as they can.

With that, I thank you very much. I'll be around for questions, obviously. But I'm going to turn it back over to Vance who will talk to you about effective communication.

>> Vance Taylor: Thank you, Scott. And thank you, audience out there.

When we're talking about effective communication, part of what we want to make sure is that as officers respond to an active shooter attack, they're able to know going in that depending on the disability or the access and functional need, that somebody inside a building might have, it's going to be appropriate to maybe use a different set of protocols or tips to interact with those individuals.

So we adopted and modified, including within the guidance, so that as law enforcement review the guidance, they can get a better idea of how to interact and communicate with folks. So we have things like if you're blind, low vision, that officers need to announce their presence when they enter the area and speak directly to the individual. And things like Scott talked about, you know, you don't want to just grab somebody without asking them first what kind of assistance do they need. And advise them about obstacles, that sort of thing.

In terms of cognitive disabilities, the key there is going to be really to look at elevated stress levels. So -- and we list these out here in great detail in the guidance, about fleeting eye contact, non-responsiveness, running away, covering ears or screeching, that those are signs for elevated stress. And if you're going to communicate during that environment, it's got to be helpful to make eye contact and to be patient. Use concrete, direct language. Don't touch. And model what you would want the expected response to be.

For individuals who are deaf or hard of hearing, it's how do you get somebody's attention without audibly speaking to them. Sometimes it's flickering the lights, establishing eye contact, particularly when you're dealing with an individual as an interpreter. Make eye contact with the individual but not the interpreter. And keep your face visible at all times. And remember, you can always use a pencil and paper for written communication if there's not an interpreter present.

When we get to mental and behavioral health, it's, again, speaking slowly, calm tones, keeping it straight forward and clear and brief. And give them directions one at a time so as not to overwhelm or confuse. Also, have a forward leaning body position to show interest and concern.

Once we get to individuals with physical disabilities, again, ask the individual before you begin any assistance. And find out, Can you stand with or without the mobility device? If a conversation is going to take more than a few minutes, sit down or kneel down that way you can be atmosphere eye level and have a more one-to-one conversation.

If you have women who are pregnant, remember that pregnant women need to be included within evacuation plans. High anxiety could account for stress and early delivery. And also you want to be able to provide hydration once they've arrived to safe locations.

So these are things that we're very familiar with but we felt it was really important to memorialize them and to have them right there within the guidance to serve as a resource for people to have readily available to them. So it's included within there.

I want to thank Scott for walking us through the guidance. I want to express immense appreciation to the members of our workgroup, each of whom made tremendous contribution to the development of this product.

In addition to being publicly available, the updated guidance has been entered FEMA's Emergency Management Institute for incorporation within the active shooter

awareness nationwide. This is a monumental move forward. It's going to make a huge impact for the whole community.

At Cal OES we believe in collaboration and recognize that in emergency management -- as I alluded to earlier, we simply cannot achieve our goals and our objectives without our partners in this or any other effort. We will fail or we will succeed but we will do it together.

We are committed to fully integrating access and functional needs into everything we do and believe that this guidance directly reflects that commitment. We ask that as stakeholders and partners and leaders in the community that you will download the guidance, that you read it, that you forward it to your consumers, your clients, your constituents, that you use it as a blueprint or a model to develop your own guidance so that together you and me and our stakeholders can yield a safer, more resilience community.

So, with that, I want to say thank you to everybody. And I want to turn it back over to Lewis to moderate questions. And Scott and I are here to answer whatever comes through.

>> Lewis Kraus: Ok. Thank you very much, Vance and Scott. The topic was, as you all would imagine, very stressful to listen to and to think of the circumstances of but very important that we have guidance and that you guys have taken the lead and put that out there.

I do want to also mention to everyone listening that obviously this is the time when you need to be writing in your questions here in that chat window and we can take them on.

There are some language here that may not be completely clear to everyone. This is a California-specific, and while most things would work across the country, there are some areas I know that are not necessarily connected. So when Vance refers to Regional Centers, other states may not know what that is. So if you have questions that are California-specific, please ask those.

Also, as we've all learned on these webinars about the language of emergency management and the language of disability and how they sometimes have to be interpreted for one another, sometimes the language -- if any of the language of Scott as a law enforcement doesn't kind of connect with you, let's get that -- either because you're in emergency management and not law enforcement or because you have a disability or in a disability organization and don't understand it either, let's clarify as much as we can.

All right. With that as an intro, let's go into some of the questions that we have so far. The first question is: How does Cal OES reach out at a local level? I participated in a county shooter drill. I am partially paralyzed, using crutches and a power scooter. And I was told it would take too many resources to evacuate me with the folks who were running and told to stay put until the incident was over. This occurred in a stairwell.

>> Scott McCartney: I think -- that's a great question. I think it's very important that everyone knows that law enforcement will do their best -- if you're in an exercise and that comes up, that is something that should be discussed. It should be relatively important to law enforcement to understand if you're partially paralyzed and you use a mobility device, there's nothing to say that we can't take you out of the mobility device and carry you that way which will be a lot easier for law enforcement than taking and trying to get your mobility device out with you.

There are also, in most organizations, chairs at stair levels used to go downstairs to assist people that have not the ability to go downstairs by themselves. And those stair chairs are usually at most places, especially here at Cal OES and I'm sure in many of your organizations that have more than one floor, which assist people get downing to the bottom stairs, bottom floor, through that device.

Great question.

>> Vance Taylor: One of the things that the guidance underscores is the criticality of making sure that as individuals with disabilities, that we look at what the evacuation plan is for our organization and we fill in the gaps. So if I'm looking at the plan and I realize that plan doesn't account for the fact that I'm in a wheelchair and I'm on the second floor, that I might have to use the stairwell, then we work with management to fill that gap. Part of that is ensuring that we have sort of a best case scenario, which is I'm able to evacuate in my wheelchair, all the way down to the last case scenario, which is I'm going to evacuate not in my wheelchair but I'll do so if it's a difference between survival and not surviving.

But it's a collaborative partnership. One of the things that helps a lot, which is underscored in the guidance as well, is the inclusion of people with disabilities and access and functional needs within exercises. Because we have a tendency to write up these plans and then we say, ok, we've got a plan but we don't exercise those plans and then the emergency takes place and we realize we run into things that weren't originally anticipated or foreseen and we're trying to deal with them on the fly as opposed to if we exercise our plan, confront it on the front end.

>> Lewis Kraus: Yeah. And I'm going to add, also, that in the question we're talking about a drill and a plan that as we're talking about this, the drill is just that. It's to learn what's working and what's not working. So if something is not working or raises concerns, that's the purpose or one of the purposes of the drill, is to sort of learn to make comments about, hey, this may not work so well and what can we do differently.

So that's a great question.

Ok. Next question. Is it ok to share this with our local OEM?

>> Vance Taylor: Absolutely.

>> Scott McCartney: Absolutely.

>> Vance Taylor: We want this pushed out broadly, as far as possible. Everybody should see this. It should be the topic of conversation, used for planning. We want anybody and everybody that wants a copy to get a copy.

We also encourage folks to forward out the link, once this is archived, so that they can watch the webinar over at their own convenience.

>> Scott McCartney: And another point I think that's very important is getting this out to folks, to Vance's point early on, malls should have this, churches should have this, maybe even larger restaurants where we all go. This is not a secret. This is something that we're trying to educate people that are not law enforcement, mainly, to better prepare and have a plan should they find themselves in an incident like this.

>> Lewis Kraus: Right. And I also want to add that I will download the guidance as well and put it in the archive. So for those of you who may come back to this or want to come back to the archive, the guidance will be a link on there as well.

>> Vance Taylor: I also just want to say that the guidance itself is an accessible document. It will work with your screen readers. So it should work 100%.

>> Scott McCartney: And I want to add to that as well, for those folks that when you look through the entire guidance, the last page will have my name, phone number, and e-mail address like you see on the screen. And what I do as the Active Shooter Training Coordinator for the State of California is I provide about a two-hour awareness training on active shooter incidents, much like the guidance you just heard. In fact, our training, with Vance and the

workgroup's information, is what we've kind of developed into my awareness training and echoes in the guidance.

But that's available to any organization, private, public, state facility, group, churches, hospitals, I've done a presentation for lawyers on the 22nd floor of a building. That training is free. Obviously I'm one person but at the same time we want to accommodate any training. The more people we can get in the room for the training, the better it is for all.

>> Lewis Kraus: Yeah. That's great. Thank you so much, Scott.

Ok. Another question. Is there information in the guide as far as responsibilities for those who are caring for people with access and functional needs, like nursing staff facility or hospital, for example?

>> Vance Taylor: We don't call out specifically personal care attendants or nurses, for example, at a facility. We do talk about the need to integrate everybody within the plan.

One of the considerations in there also, you heard us both talk about it a lot, was the buddy system. And part of that is because you might not have an individual that you would trust with your personal care with you all the time. Maybe they went to the restroom and you're there by yourself and the event takes place. You need to have more than one backup. We just cannot emphasize that enough. You've got to have more than one buddy in your buddy system.

So good question.

>> Lewis Kraus: Ok. The next question. Who do you recommend to be trained to assist evacuation chairs inside stairwells, security staff only or everyone in the building?

Before you answer that question, I do want to mention to people who are asking these questions, there is a very big archive of previous presentations on emergency management and emergency preparedness for people with disabilities. You can get that at our website, [www.adapresentations.org](http://www.adapresentations.org), under the archives tab.

And there have been at least two presentations by the International Building Code on evacuation from high-rise buildings, as well as at least two on evacuation chairs. So to the extent that that is a connection for you to look at in addition to whatever Vance and Scott would like to add to that question here today.

>> Vance Taylor: And if you look, also, by way of additional resource, Lewis, on the Office of Access and Functional Needs website, we've got a library which contains a lot of information, much of which has to do with evacuation and evacuation training.

To answer the question specifically, in a perfect world everyone will know how to use it. Right? So that should be the goal. I would say, you know, at the very least, for individuals on an evacuation team all need to know how to use it. And certainly anybody who would require the use of an evacuation chair should know how. I understand very well that the reality might be that I'm talking to somebody through how to do it. So I've got to have a level of understanding as well. But at the very least, floor wardens and members of the evacuation team.

>> Scott McCartney: I would echo Vance. Ideally everyone would be beneficial. And you can break that up depending on the size and scope of your organization, where the different training -- different groups, color teams, whatever you may have, that everybody gets trained on that, especially the people on the second floor or third floor or fifth floor.

>> Lewis Kraus: Ok.

Next question. On the topic of law enforcement wanting to interview all witnesses, would you anticipate that holding true in a high-rise? In our initial planning we planned how to

communicate with staff post event using our alert system but we don't have the means to actually hold our staff from going home once they flee. How do large organizations plan for that or would we assume law enforcement's perimeter would restrict movement?

>> Scott McCartney: That's a great question. And the high-rise situation, depending on the active shooter incident and where that took place, everyone needs to understand that it's a crime scene and it's an area that is going to be cordoned off and people can't leave. Having witnesses, say if it's on the first floor of a 10-floor building, if the people on the 10th floor got out before law enforcement got there or made their way out and did go home, it's not a huge problem for law enforcement because you have to remember that during the investigation they'll get a manifest or something to prove what workers were at that building or that floor or that area and they'll have their name and address and phone number and be able to, if they need to talk to them, communicate through phone or go to their houses to talk to them.

It's a great question. The number one goal is to get out of the building if you can as quickly as you can to a safe area. And if a safe area ends up being in your car and driving down the freeway and you get home, then, you know, can you also even call law enforcement and say, hey, I was in the building, I left because I was scared or whatever. If people were telling you to leave. Just because of an investigation, even if you didn't see something, we have to account for you being in that building.

>> Lewis Kraus: Ok. I think it's interesting. A lot of the questions, because this topic is so new, it tends -- some of these questions are coming in on general active shooters things as opposed to topics that relate to people with disabilities. So we'll take a couple of those as well.

Here's one for you, Scott. In a mall, if we're hiding and armed and in a ready-to-engage threat stance when law enforcement arrives, what's the best way to avoid being shot and let law enforcement know you're just protecting yourself?

>> Scott McCartney: That is a great question, a question I get every single time we present this. I'm not against anyone having a concealed weapons permit if they are capable to do that and have that. You have to understand, for me -- I always tell people, for me in law enforcement, I carry a firearm off-duty also, to protect myself and my family. But I need to make a choice. Individuals with weapons need to make choices of whether or not to engage or to be the best possible witness you can be.

Obviously if you're wearing -- as I talk to you today, I'm wearing a firearm with a badge on my hip but I'm also wearing a shirt that has nothing to do with law enforcement and slacks that have nothing to do with law enforcement. So to someone else if they don't see my weapon or my badge, then if I start to shoot, they're going to wonder who I am and what I'm doing.

So it's very important -- even if you do act, as soon as you act, you need to put the gun down or put it away and follow the instructions of what officers are going to tell you. Because, again, when we come in very quickly, we're assessing the situation to find the person with the gun because we know that's the person that's the active shooter. And if we encounter somebody who is a good citizen, who is protecting people, firing a gun at a possible suspect, we don't know you from anyone and so we have no idea if you're part of the same group or if you're trying to kill each other.

So it's one of those things that's very -- it's a great question. I think everyone should reach down in their own thoughts and understand that with that responsibility of carrying a firearm -- there are times when I say to myself that I'm going to be the best witness possible because by pulling my firearm, I could put more people in jeopardy.

Great question.

>> Vance Taylor: And Lewis, if it's helpful, I can describe what I'm wearing, too.

>> [Laughter]

>> Lewis Kraus: Ok, Vance. We'll go on to the next question. [Laughter]

When it comes to conducting emergency trainings, is there a separate manual for -- just for management guidelines?

I think I can kind of answer that question for you. I think Vance went over the fact that the manual that he's talking about is integrated.

Vance, do you want to add to that?

>> Vance Taylor: No. I think that's perfect. It is integrated. We designed this in a way that is really specific for emergency managers but that speaks to workforce management, individuals with access and functional needs, and first responders and law enforcement.

>> Scott McCartney: And I think, too, with that, like it is in the guidance to that question, it could be a restaurant manager. And this guidance could benefit the restaurant manager because folks with access and functional needs will go into those restaurants like we all do. So it's important to have that information and be able to tell your staff I use the restaurant because that's the easiest thing where most of us are going to try to go with our families and ourselves.

So I think by sharing that with those folks is very important. And management, all management, understanding the capabilities of the guidance would be very beneficial for their staff.

>> Lewis Kraus: Ok. Here's our next question. What do you recommend for people who are quadriplegic and cannot lift their hands or spread their fingers? Also, how do law enforcement respond to oxygen tanks?

>> Vance Taylor: Again, this is why we go through and we list it all out. I don't have quadriplegia but I can't raise my arms. So for me it's do whatever I can to present myself in a way that is as unthreatening as possible. So I can put my hands where they can be seen and I can shout out, if needed, I'm complying or I have muscular dystrophy; I can't raise my arms.

But one of the things that's really helpful is making sure that your hands can actually be seen. So I wouldn't want them under a desk. I wouldn't want them to be covered by a blanket. I wouldn't want to be holding things in my hands. It's just doing whatever you can.

And I think that law enforcement is trained in such a manner and informed in such a way to help ensure that when they come in and see somebody who is in a wheelchair, doesn't have their arms, but they can see that their hands are clearly in front of them, will know that they are not a threat.

>> Lewis Kraus: Ok. Another question. I did extensive research on the 9/11 plans or lack thereof. In doing so, I found many in our and many in our community found employers unwilling to include them in drills or plans. I'm assuming "them" refers to people with disabilities. The ADA process seemed long and time-consuming, no fast solution. Any recommendations on how to deal with this effectively?

>> Vance Taylor: Yeah, the reality is, is that individuals with disabilities and access and functional needs have to be integrated and included within a plan. This is not a nice to do or should do kind of an issue. We are responsible. And the reason why the Office of Access and Functional Needs exists is because we've seen historically [Inaudible].

During Hurricane Katrina, you've got 70% of all the people who perished all happened to have disabilities or access and functional needs. Even though they made up only 15% of the total population. It tells you that there is a major gap and major work left to be done.

Now, we've done a lot to close that gap but if you've got emergency managers, cities, jurisdictions, organizations who are refusing to integrate the needs of individuals with disabilities or access and functional needs within their plans, that's not ok. And it's not legal. And it's something that people should be aware of.

>> Scott McCartney: The other part to that question, also, too -- can you hear me, Lewis?

>> Lewis Kraus: Yes. You're good.

>> Scott McCartney: The other part to that, too, is most organizations have evacuation plans. And if you're doing an exercise or a drill to that plan and you have access and functional needs folks that work in that building, then you want to definitely include them, like Vance said, as part of the drill so that you can utilize what your evacuation plan says it's supposed to do.

>> Lewis Kraus: And I'm going to add something because I know that there have been a lot of people who are new to the webinar series on this call. So I do encourage you to go to the archive at [www.adapresentations.org](http://www.adapresentations.org) and look at the previous presentations. There have been a lot of presentations about how to do just what you're asking.

And I would also encourage you if you think you have an ADA issue that there are all of our regional ADA centers across the country that you can call and ask about those ADA-related questions. And the phone number is there on the main screen, 1-800-949-4232. That's why we are here. It's why we are there to provide you with free response to those questions. So please do that.

I think I'm going to be respectful of everyone's time here. We have not been able to get to all of the questions and I'm sorry about that. You can still contact -- I'm going to put back up the address. You can contact Vance or Scott directly if you'd like and ask your question. You can also contact your regional ADA Center at 1-800-949-4232.

Everyone, you're going to receive an e-mail to an online session evaluation. Please complete that evaluation for today's program as we really value your input and we want to make sure our funders realize the importance of these webinars.

We want to thank our speakers, Vance, and Scott, today for sharing their time and knowledge with us; such an interesting and forward-thinking kind of document that's the first of the country. So it's very important that we all thank them for doing this with us today.

A reminder to everyone that the session was recorded and will be available for viewing next week, [www.adapresentations.org/archives.php](http://www.adapresentations.org/archives.php). And don't forget that will include a transcript which comes from our closed captions.

Thank you for attending today's session. We look forward to seeing you on February 9 for our next FEMA Promising Practice, "Engaging Emergency Management Leadership to be Champions of Disability Integration and Inclusive Planning." That's with the Virginia Department of Emergency Management.

Have a great rest of your day, everyone.

Good day.

>> Scott McCartney: Thank you all.