Pacific Ada Center
Emergency Management And Preparedness – Inclusion Of People With Disabilities
Webinar Series
ADA National Network Learning Session: Innovative Ideas for Ensuring Your
Emergency Operations Plans are Inclusive for the Whole Community
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>> Lewis Kraus: Welcome to the Emergency Management and Preparedness - Inclusion of Persons with Disabilities Webinar Series. I'm Lewis Kraus from the Pacific ADA Center, your moderator for this series.

This series of webinars is brought to you by the Pacific ADA Center on behalf of the ADA National Network. The ADA National Network is made up of 10 regional centers that are federally funded to provide training, technical assistance, and other information as needed on the Americans with Disabilities Act. You can reach your regional ADA Center by dialing 1-800-949-4232.

As always in our sessions, 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. And you can adjust the sound by sliding the sound bar left or right in the Audio & Video panel.

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Also I want to remind you that the webinar is being recorded and can be accessed on www.adapresentations.org at the archive tab next week.

Realtime captioning is provided for this webinar. The caption screen can be accessed by choosing the cc icon in the Audio & Video panel. The box showing the captions can be resized to show more or less text as you would like.

This is the fifth year of the webinar series which shares issues and promising practices in emergency management inclusive of people with disabilities and others with access and functional needs. The webinars provide an opportunity for emergency managers, people with disabilities, and others with access and functional needs, first responders,

planners, community organizations, and other community partners to exchange knowledge and information on promising practices in inclusive emergency preparedness and management for the whole community. The series topics cover emergency preparedness and disaster response, recovery and mitigation, as well as accessibility and reasonable accommodation issues under the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, the ADA, and other relevant laws.

Upcoming sessions are available at www.adapresentations.org/schedule.php. These monthly webinars occur on the second Thursday of the month at 2:30 Eastern time, 1:30 Central time 12: 30 Mountain time and 11:30 a.m. Pacific time. By being here you are on the list to receive notices for future webinars in this series. The notices go out two to three weeks before the next webinar and open that webinar to registration. You can follow along on the webinar platform with the slides. If you are not using the webinar platform, you can download a copy of today's PowerPoint presentation at the www.adapresentations.org/schedule.php web page. As I said before, the session is being recorded and the archive will be available early next week.

You may type and submit questions in the chat area text box or press control m and enter text in the chat area because at the conclusion of today's presentation there will be an opportunity for everyone to ask their questions. And this is how you can submit your questions. If you are listening by phone and not logged in to the webinar, you may ask your questions by e-mailing them to adatech@adapacific.org. 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.

If you experience any technical difficulties during the webinar, send a private chat message to the host by double clicking Pacific ADA Center in the participant list. A tab titled Pacific ADA Center will appear in your chat window and you can type your comment in the text box and hit enter. If you are using keyboard, choose F6, arrow up or down to locate Pacific ADA Center, and select to enter the message. You can also e-mail us at adatech@adapacific.org or call 1-510-285-5600.

Today's ADA National Network learning session is titled Innovative Ideas for Ensuring Your Emergency Operations Plans are Inclusive for the Whole Community. Ensuring your emergency operation plans are inclusive of the whole community can come with challenges. In this presentation we will explore innovative, efficient, and effective tools that will guide an agency to meet ADA requirements for emergency preparedness, response, and recovery efforts. Resources will be shared that will assist plans with compliance while building comprehensive and collaborative partnerships in communities to enhance community emergency plans.

Today's speaker is Kathy Gerk. Kathy served as the Emergency Services Manager for the City of Richmond Fire Department of Office of Emergency Services for 28 years. Ms. Gerk developed and implemented the REACT, Richmond Emergency Action Community Teams, in 1995. This program was developed from the FEMA CERT program and then customized to meet Richmond's specialized needs and threats adding hazardous materials awareness, shelter-in-place instructions, as well as a communications component. The REACT program was ground breaking as the program was awarded the Helen Putnam Award of Excellence for five consecutive years beginning in 1997.

Kathy has served on numerous committees across the city, County, state and nation including Chair of the International Association of Emergency Managers, IAEM, Access and Inclusion Caucus, Chair of the California Governors CERT Advisory Work Group, Chair of

Contra Costa County Cities Citizens Corp/CERT Committee, Chair of the City of Richmond People with Disabilities/Elderly Work Group, among several others. She was instrumental in developing the Contra Costa County Cities Citizens Corps CERT Committee, affectionately known as the C8, promoting partnership efforts between emergency services agencies and the communities they serve. She has received numerous awards including FEMA's 2009 Honorable Mention for National Citizens Corps Achievement Award Celebrating Resilient Communities, one of only five in the nation.

So Kathy, I am going to turn it over to you.

>> Kathy Gerk: Thank you, Lewis. I appreciate that. I want to thank you for this opportunity to share my journey with all of you today and I want to thank all of you online for participating in this because it is such a critical and such a great thing to be doing today.

I agree wholeheartedly with what Lewis has said and what the Pacific ADA Center's work and their networking as well as their mission to build partnerships and promote participation as emergencies and disasters can be particularly concerning for people with disabilities and also access and functional needs. And successful outcomes for people with disabilities in disasters will depend on how inclusive our plans are. So that's what we're going to talk about today.

I want to thank you, again, for taking the time. I'm hopeful that working together collaboratively and sharing experiences we will make a difference for years to come in a positive direction for people with disabilities and those with access and functional needs.

What we're going to do today is to give you some tools and the knowledge to help you ensure that your emergency plans are inclusive for the whole community. I know that we all want to do the right thing. I don't think there's anybody on this webinar -- I hope there's no one on this webinar that wants to do something wrong but we're not sure where to start. I faced that problem in 2005 when I came back from the hurricanes response. I was afraid of making a mistake. But today is a good start. Today is a good day to make a difference. I'm going to share with you my journey and help you to build the critical collaborative relationships you need to build to make your plans inclusive.

And like "The Oprah Show," you get to go away with a gift today. So what we're going to encourage you to do is to do more with less. We've all done that for years. I understand that as an emergency manager for years.

We're overworked and we're understaffed. We know that. But the 1991 ADA laws apply to all of us. If they haven't taken responsibility for them yet in our plans, it's high time to do it.

I don't want to shame anyone. I think we all want to do the right thing, as I said. So starting today we want to make a difference for our communities, step-by-step. There's a lot of available resources today that there wasn't in 2005 when I started this. So that's the good news for you.

So attending this webinar is a good start to your journey. What we want to do is challenge you review your plans with a new awareness. We talk about look at things with earthquake eyes. Well, this is looking at things with ADA and people with disabilities and access and functional needs eyes.

There's a lot of resources available now from the Department of Justice, all across the board, to help you with those collaborative relationships. So think about building your team. No one can do this alone. We don't write plans in a vacuum. I was lucky to have our team over 100 strong individuals willing to do the work to ask the questions, and to take the appropriate

responses.

The DOJ says it so well. The United States Department of Justice Civil Rights Division says 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.

So to give you a brief overview, the 1990 ADA laws apply to all of us, as we said. There's Title I covers employment. Title II, which we're going to talk about today, is state and local government agencies and public transportation, as well as -- Title III, public accommodations. And then Title IV, which I'm not going to discuss today is telecommunications and relay services. So we want to specifically look at Title II and Title III with the actions item list that we'll talk about in a few minutes.

To give you a start to my journey, I came back from the Hurricanes Rita and Wilma response in 2005. And what I saw there and from Katrina, which hit just before that, there were a lot of things going on that didn't sound right to me, that I didn't want to have happen in my jurisdiction. So three years later I was still working on all of our emergency operations plans and making sure that they were inclusive and looking for resources and trying to build resources of my own.

And in 2008, one day my job changed drastically with a lawsuit. And it was -- to my knowledge, it was the only lawsuit so far from DRA that was addressed specifically to a person, not a jurisdiction. So it was addressed to Kathryn Gerk and our mayor, by name, with the City of Richmond. At first I was hurt. I won't lie to you. But it was not the worst thing that happened to me.

And I know you're probably thinking right now, what is this lady talking about? What kind of life does she have? But truly, it was not the worst thing that's happened to me and it could be one of the best things that's happened to me because it allowed me to start working on the things that I really do have a passion for. It allowed me to prioritize the ADA compliance work, ADA Title II and Title III.

I took those things that I had been working on for so long and was pushed out of my to do list, of my priorities, and brought them right up to the top. Just to give you an idea, the lawsuits happened with the City of Oakland and then the City of Richmond and then to Los Angeles, Washington, D.C., and New York.

So what we're going to do. Start making a difference today. Some of the things I'm going to show you today helped us in that lawsuit and helped us win that lawsuit. The things that we were doing already were looked at.

So you'll be surprised how quickly you can grow a group. And that was one of the first things I did. I didn't know what I didn't know. And I didn't know the questions I needed to ask to get the answers that I needed to know. So I started building collaborative relationships for our plans. I looked at the shared values and goals. I looked at inviting everyone to the table. And then inviting them to invite one more person to the table to make this work for our community.

And you can do this, too. Again, we can't write plans in a vacuum. So we can't cover the needs of all without inviting all to the table.

Our world changed in 2005, basically, with the Hurricanes Katrina and Wilma and Rita hitting back-to-back. And they're changing as we speak now. But the disasters that we've

had this year alone, Hurricanes Harvey and Irma, over 150 to $250 billion in damages, Puerto Rico and Florida. We've all seen the pictures either on the news or on Facebook of a group of seniors sitting in a room in a residential home, waist deep in water. And I know that none of us want to have that happen to our jurisdiction. And I know that that agency didn't wake up that morning hoping that that would happen on the news. They didn't plan for it but they didn't plan for it not to happen.

Again, I don't want to put blame on anybody. I just want to help us to make it better. We don't want to see that in our jurisdiction. I don't want to see that in my jurisdiction. Ok?

The fires in Northern California, there's over $1 billion in damages. In Northern California, just in October 2017. We had 14 fires in California. We had evacuations of hospitals in Northern California, in wine country. Kaiser Hospital, Veterans Hospital, numerous homes for people with disabilities and access and functional needs.

And some of the problems we're finding, too, came out of how do we notify the deaf and hard of hearing. And this is not a new problem. So we should get this right. And I'm hoping that with everyone on the website we can start to make that happen.

And there's more lessons coming. We know that. Just yesterday I received an article from the AARP magazine," Disasters in Nursing Homes and Getting Ready for the Storm." It's a good article if you haven't read it yet.

We know that the hurricanes in 2005 changed the world. There are 3,913 deaths, over $159.2 billion in damages. But we also know that people with disabilities are disproportionately impacted by the disaster. In New Orleans alone, 73% of the deaths were people 60 years or older but they only make up 15% of the population. February 2006, 13 months later, over 2,000 people were still unaccounted for.

So, again, every disaster has shown that people with disabilities and access and functional needs are more disproportionately impacted. And we need everyone's help to change that. We need to do a better job. And I'm hoping that the collaborative partnerships that are on this webinar today will start to make that happen.

So what I realized, I didn't know where to start. I didn't know who to involve. And I was afraid of making things worse when I came back in 2005. But I decided to go to the source, to people with disabilities, with elderly, with the access and functional needs and to ask them what are your challenges, what do you see as your threats, what resources do you have. And the perceptions, I wanted their perceptions and then I needed to find out where the gaps are.

I was lucky when I was doing all of this work to have a city manager, Bill Lindsey, City of Richmond, who got it. He understood what needed to be done. And having the mayor on that lawsuit probably didn't hurt me any either, so that was a good thing. [Laughter]

So what we needed to do was make the changes that needed to be made. We needed to be willing to make those changes. And that's a tough one. You have to be willing to make the changes that you know need to be made. And you need to bring to the table everyone that's involved in that. You need to build those collaborative relationships again with top-level support and continuous collaboration.

>> Lewis Kraus: Kathy, Can I interrupt you for a second?

>> Kathy Gerk: Absolutely, Lewis. Thank you.

>> Lewis Kraus: Somebody was asking if you could repeat the title of the article that you referenced.

>> Kathy Gerk: Absolutely. It's the AARP, November 2017 bulletin and it's called, "What You

Need to Know About America's Nursing Homes: New Regulations, Growing Competition, and Frailer Residents Mean the Industry Must Evolve and Thrive." And then there was a sub story on that that said "Ready for the Storm. Recent Hurricanes Have Put the Spotlight on Nursing Home Disaster Planning."

>> Lewis Kraus: Great. Thank you.

>> Kathy Gerk: You're welcome. Absolutely.

Ok. So if you don't have that top-level support, your job is going to be a little more difficult. I would say work together, try to find some common grounds, take a look at what you need to keep away from a lawsuit. That could be your best bet.

So the next steps we started with. Again, the DOJ, as I said earlier, has some great materials and resources available at ada.gov. Specifically what I found was the ADA Toolkit for Local Government. It's a program by FEMA and the DOJ. And I took that ADA Toolkit, basically one chapter of seven chapters, and I built the ADA Checklist from that. And I enlisted everyone who would listen.

We have [Indiscernible] refinery in our jurisdiction, very eager to help with us, recreation department from our city, paratransit, Public Health Services, the county and neighboring cities and jurisdictions. We went to the community. We started developing and telling community surveys which we can share with you as well. Public and private partnerships, it was so critical for us to know -- again, it goes back to asking the questions we didn't know and asking the tough questions like: How are we doing? What do you need?

So we needed help from the community. As I said, we didn't know what we didn't know where to turn so we went to the experts, the people with disabilities and access and functional needs. We were lucky, again, to have Chevron to help pay for emergency kits that we offer to everyone who completed a survey for us. We took these surveys -- we did over three years of surveys. We developed the questions, questionnaires, the surveys, and took them out to block parties. We have the California Autism Foundation here in Richmond with over 300 people with autism served. We took it to schools to recreation centers, to churches, to parties, anyone who would listen and said this is what we have here. This is the survey, very short. And it was seven-question survey. Can you help us? And if you can help us, what we're going to do is give you an emergency kit to help you start to prepare.

So for the three years what we found from those surveys that we received from our community, from our people with disabilities and access and functional needs, their greatest concerns were safety and security. How am I going to survive before, during, and after a disaster? How am I going to get my vital medications if I'm out of medications? How am I going to contact and have my family and caregivers with me? And fourth, how am I going to get to where I need to go?

We then did the Gap Analysis. We looked at transportation, how to get people where they needed to go, communications not only with their families and caregivers but with government leaders, and then supplies, all the medications, food, and water that might be needed.

From that we built two work groups, one was mechanic. That branched off later, the durable medical equipment providers on their own list. And thankfully our Contra Costa County Health Services took the lead on that one and they really went leaps and bounds past what we thought we could do with the medical. They built MOUs and relationships with the durable medical equipment providers so that we didn't need to have a registry, which I know is something that some people like, some people don't.

Those agencies -- if you can build those relationships with those agencies, like the Meals on Wheels, they have their own list of people they serve and they keep those current on a day-to-day basis. More so than I could have done at the fire department, I could have done at the police department, I could have done anywhere. So those are the agencies and the collaborative efforts that you can help build your teams to keep that going.

So results help build the work group task that we'll talk about next. I know it's a little scary talking about bringing everyone to the table but that's your best bet for success. It truly is. We know collaboration works. So we brought together emergency management, again from our jurisdiction, from neighboring jurisdictions, from the county level, from the state levels and across. We invited people with disabilities and others with access and functional needs, service providers, again the meals on wheels, the Apria, seniors, senior helpers, also the medical partners, public and private. We have a hospital right here in our jurisdiction. And then governmental and non-governmental agencies.

So we really felt that everyone wanted to help and wanted to do the right thing. They just didn't know how. And so working together and asking the questions and solving problems together really made a huge, huge, huge difference.

So, again, we established a collaborative work group. We had over 95 people. And that's inviting one person, the next person inviting one person, so on and so on. I think we've all seen those commercials years ago, you invite one person. There were over 65 agencies involved. And everyone came to the table wanting to do the right thing, at the right time for the right reason. And to me that was the best they could ask from any of us.

So we took those survey results that we talked about a few minutes ago and the Gap Analysis. And in that work group we developed sub-work groups, task force, one for disaster planning, one for education and training, one for hospital/mass care, one for site evaluations and shelters, and one for transportation.

Each of those sub groups worked separately and then came back to the larger group quarterly and reported out. And, again, we were lucky to have our County Health Services to take over the hospital/mass care and some of those other duties. So we really had a leg up on that.

Again, collaboration for everyone. It really helped to make a difference in our plans. So we met monthly to begin with for the first six months or so and then we went quarterly. We brought it back and forth as we needed to. Everyone brought one more person to the table. We all looked at the surveys, the needs, the resources and the Gap Analysis and continuously shared the information and resources and challenges that were out there because what we wanted was continuous improvement and involvement by all.

So once we started bringing everyone to the table, things started changing really, really quickly. It was difficult at first but we moved along with it and were happy. It was a great problem to have. Most of us had never met each other and were inspired all well everyone worked together sharing the information for the good of the whole.

So we build those collaborative relationship work groups, developed the ADA Checklist, items we'll share with you, and plans for addressing the needs assessments and then revised emergency plans and training and exercise. So again, continuous improvement. We continued to test them and review and revise the plans not just for our jurisdiction but for others and for other agencies. So we worked together with non-governmental agencies and the medical teams.

So, today, you don't have to spend a lot of time reinventing the wheel. A lot of

resources are out there now that weren't in 2005 when I started this. What you want to do is get buy-in from your officials. Again, we know everybody wants to do the right thing and no one wants to fail the persons with disabilities and access and functional needs. So we give you these resources basically to hopefully help you make a difference in your agency.

I know we have both emergency manager and people with disabilities and access and functional needs on the webinar and I think that's wonderful. And I really applaud you, Lewis. This is a huge thing that will make a difference for years to come. I really know that.

So again, you don't have to challenge everyone. [phone ringing]

Sorry, I can't pick that phone up.

You don't have to reinvent the wheel. Take a look at the DOJ ADA Toolkit for Local Government and look at the checklist as well. The checklist will tell you does your jurisdiction have this, does your jurisdiction do that. So look at those questions. And if you answer no to any of those, I think you should go to the next step to take that ADA actions list that we'll give you. And make it work for you. Because that's where you'll see -- you can take the individual items that you need to work on.

And we're continuing to revise the ADA Checklist, too. And I invite anyone who has questions or concerns or revisions to that, something you don't see on that checklist, e-mail either Lewis or myself with all of that. One of the things that we're doing at the International Association of Emergency Managers Access and Inclusion Caucus is revising that checklist now as we speak in accordance with all of the lessons learned from the 2017 disasters that have just happened.

So, again, you want to take that toolkit, ADA Toolkit, on the DOJ website, work the checklist, and then download the actions items list. Obtain top-level support if possible. It will really help you out. It will help your bosses out. It will help everyone out. It's just a good thing to do. Build your work group. And then you can review and revise your plans. And last but not least, celebrate your success and pay it forward.

So some of the additional things that happen -- benefits that we had from our work group benefited the entire county. We revised our People With Disabilities and Access And Functional Needs Annex which was part of the lawsuit. We distributed over 70 NOAA weather radios, alert radios, to alert the deaf and hard of hearing. We distributed over 15,000 emergency kits to people with disabilities and access and functional needs. And we developed a distributed over 10,000 Vial of Life and that number continues to increase every month. And the Vial of Life, if you don't know, it's a good thing, check it out on the website. We went with our local ambulance carrier and -- we didn't develop it. It's been around for years. But it's a good way for a person with disabilities or access and functional needs to fill out that information on the Vial of Life and leave it on their refrigerator. It gives the name, maybe a picture of the person, a list of their medications, a do not resuscitate if they want it, physicians order of life sustainment, any special needs that that person wants to give to a first responder coming into the house. So basically it's their voice when they can't speak for themselves. And I've seen it happen with my parents over the years. It has saved lives. It's a good thing to check on the Vial of Life.

So we also developed community preparedness emergency packets throughout CERT programs and we conducted two disaster readiness response summits with our local jurisdictions, San Pablo Police Department was one of them and the county as well. And they were well received, well attended. We really got things energized and working further.

We said earlier that just like on "The Oprah Show" you'll get a gift today. Well, your gift is -- there's a few, actually. The ADA Actions Checklist which, again, we're revising. We appreciate any support you've got on that, any concerns you've got, questions. E-mail us with it. But it's based on the FEMA ADA Toolkit for Local Government. One chapter -- it's for emergency managers -- emergency management and shelter guidelines. 79 action items. So it's not a small task. It's broad-based, easy-to-follow documents. It will help you get going on the right directions if you have any concerns. It gives you manageable actions to get your planning efforts going.

Chapter 7 covers emergency management under Title II. It's eight pages plus 17 pages of Preliminary Assessment Checklist. So that will give you an idea how much information is in there.

And Chapter 7, Addendums 2 is for ADA shelters. That covers nine pages plus 64 pages of Preliminary Assessment Checklist. This is on the ADA Toolkit for Local Government. A lot of information to point you in the direction that you need to go to make sure that your programs are in compliance.

So lots of information. It was overwhelming, very thorough. And the ADA Toolkit for Local Government has been updated -- well, I believe it was 2005 and then 2006 it was updated, again in 2007, and then again in 2010 with some changes in 2016. So it's constantly being revised, reviewed and revised. So, again, lots of great information at ada.gov. It answers almost every question you might have on compliance, on the 1990, 1991 ADA.

Again, it's a great job, very thorough and very thoughtful. I thank the DOJ for doing it. It's designed to teach state and local government officials to identify and fix problems that prevent equal access to people with disabilities and access and functional needs, both state and local government programs as well as services and activities. And it teaches state and local officials how to conduct accessibility surveys and remove the barriers that we see all too often in the disasters since 2005.

So, again, it's a good start. It's overwhelming trying to tackle all of the ADA regulations. I know that I've lived it. But you've got help. And you've got people -- there's a lot of people, over 150 people on this webinar right now. So we could all reach out to each other and help each other. We've created the Actions Item Checklist to track and document all of your efforts and give time lines and accountability. We'll show you a couple of pages on this and you can download this thanks to Lewis on the ADA Pacific website.

This is a copy of the first page. Basically of the ADA Checklist for emergency management based on the FEMA ADA Toolkit, latest revision. And basically this is starting with the planning stages, needs assessment. For example, under 1.1, planning description, the action item says research and review federal state and county requirements on ADA issues. And then there's a blank box for you to put in the person and department responsible for this, who you're going to collaborate it with, and then the action to be taken, review requirements, and then the box says timeline status and completion date for the next box and then a checkbox. So you can take and fill this in. So it's something you can pick up, print, and take it running. Hit the ground running with this.

Other items on there, identify major disabilities in your city or region or your agency and caregivers that serve them. And then you develop a resource list. So it gives you an idea of some of the things you need to do based on that checklist, based on the ADA Toolkit for Local Government. So this will help you in a concrete, documental way that you can show to anyone. And you can use this as a training tool. You can use this as a planning tool. Show

your superiors and the people that you're working with.

Again, it's a description of the action item. It's the lead person responsible for that action, the agencies that you should collaborate with, the actions to be taken according to the ADA Toolkit again, the time lines you want to complete the action, and then the check mark to say, hey, yes, I've done it, yay.

The next page is a page that shows -- again, it was broken down into eight different categories. So this one shows the resources, procedures, and forms used inside emergency shelter. And it's according to Addendums 1, Title II Checklist. That first line says plans, develop agreements with animal services for food, water and receptacles and plastic bags for the disposal of service animal waste available at the shelter. And then your action to be taken is develop MOU and add to care and shelter items.

It also covers on that page the medical planning and social services 5.3 shows medical planning and social services as the description. And then the action item to be taken would be ensure that the shelter and benefit application process does not exclude people with disabilities. And then your action to be taken is evaluate your MOUs with Red Cross and Health Services application to make sure they are provided.

So that just gives you a couple of ideas of what's in the action items list on that. And feel free if you've got any questions, concerns, let us know. We want to keep improving this. Continual improvement is what it's all about.

So the Action Items Checklist is divided into eight categories. And those are just categories that I found from the surveys that we did, the needs assessment, the gap analysis. So we did number one, needs assessment, number two shelter operations, number three, shelter plans and procedures efforts, number four, resources and procedures in the shelters.

And, again, this is from the toolkit. Number five, medical planning and social services; number six, emergency notification and evacuation -- some of the things that have come up on that really keep me up at night. It's how do we notify the deaf and hard of hearing, the standard ways for emergency identification in evacuation are not going to work for everyone. We know that. Number seven, transportation. And that's been a huge problem. Across the nation. As we know. And then finally number eight, public outreach.

Again, we looked at the ADA Toolkit for Local Government and then had the emphasis on our survey results for our community as well when we looked at the action items. And our response to them.

So prior to 2015, there was a lot of people, a lot of agencies spending a lot of time talking about terminology and it slowed progress down and slowed our efforts down. I was in many groups that that happened to. We didn't want to make it a problem bigger by saying the right thing or using terminology that wasn't appropriate. We wanted to use proper terminology. So one of the things in the International Association of Emergency Managers did with our Access and Inclusion Caucus was to develop a terminology report. And that's the second gift that you'll get today before you leave.

Some people were afraid to offend, using the wrong terminology. So we developed 72 terms with acronyms and definitions and sources where they came from, where those terms came from, and vetted them across the nation. So a lot of information. It's basically 72 terms just for emergency management and shelter operations. We didn't delve deeply into the medical because there's a lot more in the medical that you can get elsewhere.

So that's the next slide. This is the draft version but you will get the actual full version online.

So we looked at the term, the acronym, the term, what the terminology explains, and then a definition of that. So for example, accessible is number one. And that's the same acronym and terminology. The definition is legally required features and are qualities that ensure entrance, participation, and usability of places, programs, services, and activities by individuals with a wide variety of disabilities. And then we get the source and that came from FEMA.

So again, these are all terminology acronyms and terminology that are used across the nation in emergency management. And it's been vetted by -- State of California. Vetted by the California Office of Access and Functional Needs.

So a lot of great information for you. And what I want to challenge you today is there's still a lot of work to do. And I want to ask you to help us to keep making that work happen and to keep moving in the right direction. Don't be afraid to ask the questions or make mistakes. Make a difference in your agency today not tomorrow. We really don't want to repeat mistakes of the disasters. We're all better than that. We don't want to see that picture of the seniors sitting in waist-deep water during the next disaster. We don't want to see those buses lined up in water and people not able to evacuate like we did see in Hurricane Katrina. We want to make things better on our watch.

And that's my challenge to you today. To do that, to take this information to make it work in your community in your agency, and work with collaboratively with everyone around you that needs to come to the table. And pay it forward. Consider expanding maybe on some of the other chapters in the ADA Toolkit. Take the lead on them.

Some of the things that still haven't been taken care of as far as action items list to my knowledge is the emergency communications and the website accessibility chapters. I know we all want to do the right thing. I know that we all care or we wouldn't be on this webinar. It says a lot that you're on this webinar that we have 150 people on this webinar. Who are willing to take this job -- and it's not an easy job. It will be a lot easier if we work together collaboratively if we continue to share.

So I sincerely hope that you'll be able to use something that we've had here on the webinar. If you have any questions, concerns, you can e-mail me at Katherine_Gerk@yahoo!.com or Lewis Kraus at lewisk@adapacific.org.

So there's resources we didn't discuss earlier, the National Council on Disability. If you go to their website, it's www.ncd.gov. You can pull up a lot of documents that will help you. There's also [Inaudible] on the National Council of Disability, Saving Lives Including People With Disabilities and Emergency Planning. That was April 15 of 2005. I'm not sure if it's been revised since then but it has some key recommendation that are really good to know about, talking about the FCC proactively conducting compliance reviews and developing stronger enforcement mechanisms which we all need.

Some of the things that we can do. Website compliance is one of the things on there, 508, 504 which prohibits discrimination of people with disabilities and access and functional needs. So there's a lot of good information on there. A lot out there if you just Google it.

So at that I would like to open it up. I know we have a few more minutes, Lewis.
>> Lewis Kraus: Ok. That's great. Thank you so much, Kathy, for a great presentation.

I want to remind everyone that you can submit your questions in the chat window and we'll get to those in a moment.

A couple of things that I wanted to point out. The gift that Kathy was referring to, the

resources that she presented here, they are on the www.adapresentations.org website with her summary. So today it's on the schedule link. As of next week, that will be in the archive link. And those documents that she was referring to, those are there for you to look at and review and use.

Also, just a little point here. Even though there were 150 people that look like they're on this, there actually could be more because we have people on the phone and we have potentially groups who are there. So it could be actually much more, Kathy, than 150.

>> Kathy Gerk: Wonderful.

>> Lewis Kraus: So, let's go to some questions that have been coming in.

The first one was "Do you think your collaborative efforts were successful because you represented emergency managements? Similar planning efforts were attempted in Hawaii but by a disability organization and the emergency management officials would not agree to take the lead. So what can we do to shift the leadership and collaboration to emergency managers?

So there's a couple of questions there.

>> Kathy Gerk: Ok. Good question. I think that's possible. I think anything's possible. And I think, again, you go back to that top-level support if it comes from your mayor, city manager or the lead of your agency. I think whatever works. If it doesn't work one way, try another way. [Laughter]

In your community, as you get to know what the needs are, I think from there you can possibly start looking at the groups that are the heavy hitters in those agencies and those functions whether it's sheltering, whether it's transportation, communications, health, medical.

We went after the real heavy hitters. I always think about it -- I go to the person who can give me a yes. If we go to the top, most of those people at the top of the agencies that we were at least dealing with said why. They wanted to do the right thing. They didn't know how to make that happen but they were so grateful that something was going on and it was something positive so that when the next disaster happened, we didn't all sit there with mud on our face saying, ok, I wish we hadn't done that.

Those are the kinds of things -- I'm not adverse to shaming someone, saying, hey, we don't want to have this happen in our jurisdiction. [Laughter] Trying to frame it in a better way than that but we all have to get serious about this. So whatever works I think is good.

>> Lewis Kraus: Just to follow up there, Kathy. One of the interesting parts of that question is do you think that this was kind of successful because you were situated as the emergency manager. Because I think some of the people out there have tried coming at it from the disability organization point of view. And we have some webinars for all of you looking at how Independent Living Centers have worked at it, have looked at how Independent Living Centers hired people from emergency management to be got-between. So there are a variety of ways to try to attack this.

So I guess the question for you, Kath,y is do you think on reflection or did you get any sense here during the time that it was because you were in emergency management that people were being somewhat open?

>> Kathy Gerk: I think that's possible, Lewis. I would hope that that's not the only reason but I think it would be challenging on the other side, too. I see what the caller is asking. But, yeah, I think that's very possible that it was the emergency management and we've been doing a lot for years before that, too.

So I think in retrospect it was probably, yes, emergency management. It was the City

of Richmond. It was the Mayor's Office, the manager's office saying this is what we need to do for our community, in a positive direction saying, ok, we need your help.

Does that help?

>> Lewis Kraus: Yeah.

Here's another good question for you. Someone was asking -- I was hoping to hear more about -- hoping to hear more about incorporating the whole community, not just AFN or ADA compliance on the planning teams and planning process. Do you have any insight on that?

>> Kathy Gerk: Insight on to including -- it has to be -- I think you have to look at community by community. Take a look at what's going on with your community. What fits for one doesn't always fit for another. But if we can start making standardized plans and ways of meetings and making it work for everyone -- I'm not sure quite how to answer that.

Lewis, do you have -- we come from different agencies.

>> Lewis Kraus: Right. I think the idea here of the whole community is really having everyone including people with access and functional needs and including people with disabilities in all of the planning.

So I think in terms of when you're looking at your planning teams it could be -- or in the past sometimes people had created planning teams that didn't include those -- or the issues and needs of people with access and functional needs. So that's a little bit why the focus of this talk is on this today.

I think if you would like, you can go back -- make sure you go back to our archives section at www.adapresentations.org. There have been a variety of presentations about including the whole community in a variety of different ways and really trying to do that. They may provide the insight that you're looking for. I think Kathy's point here today was how she, as emergency manager, could actually bring the access and functional needs perspective into the planning process for community.

>> Kathy Gerk: Right. And you have to know your own community. We polled everyone that we knew of from our communities that was either a person with a disability, say, for example, deaf and the blind, anyone with access and functional needs. So we kept after and kept asking who are we missing, who are we missing. So you just keep building and building and building. It's not a one-time stop and shop thing. We build continuously over the years from 2005 to when I left 2016. So I think we had a pretty comprehensive representation of our communities. And I think you can do the same with yours. Know who you want to reach. And keep asking the questions to get the people that you need to at the table.

>> Lewis Kraus: Ok. Another question here is: What about access to some of the surveys given to use as a starting template?

>> Kathy Gerk: Absolutely. I can make that available you, Lewis, and you can get it out to the group.

>> Lewis Kraus: All right. When Kathy's able to get that to me, I'll put that on that same page for you so you'll be able to get all of those resources at the www.adapresentations.org website under the archives, and the link to her talk.

Let's see. One person raised on your list of acronyms that it's missing CART. And I think the interesting point there is that, as you've been saying, if you've got additions, if people have additions, do let us know, let Kathy know, let me know as well, and those can be added on to that list of acronyms. I think it is useful to make sure that everybody understands acronyms from both sides. And in a previous webinar we've had conversations about how the

acronyms from the disability world and the emergency management world overlap and might mean different things to different people. But please do -- I think it is valuable to have that included. So thank you for that input.

>> Kathy Gerk: Thank you. That's great. And happy the person can respond when they're thinking of CART for emergency management, they're talking about the closed captioning, the captioning service? Where there's CART -- in our county we have CART as other things.

>> Lewis Kraus: Right.

All right. Here's a question. How do you prioritize when evacuating people wheelchairs -- sorry. How do you prioritize when evacuating, people in wheelchairs when there's very limited bus that are ADA accessible?

>> Kathy Gerk: Excellent question. It is out of my realm. What we would do in our county, that would be up to the County Health Services director to prioritize their plans in evacuating. I would say check with your county or your agency's Health Services Division for that information. There are so many variables there to consider.

>> Lewis Kraus: And I would add that you want to coordinate and plan ahead of time with organizations that have ADA accessible buses. And at this point in your city your buses should all be accessible to people with disabilities. So that shouldn't be an issue for city buses at this point, hopefully.

In addition, there are many senior and other transportation services that have smaller vehicles that are accessible and you can get MOUs started with them when an emergency happens. So there's a variety of ideas that people have tried over the years and I think that that would be a useful thing.

>> Kathy Gerk: Yeah. And our County, we did that, too. We have our own paratransit. We worked with the schools and their buses. So, again, like Lewis said, you want those preplanning, those MOUs ahead of time. We've also worked with agencies that serve people with disabilities and access and functional needs and they have vehicles that they can make available.

So you're working together, again in that collaboration to build those lists, the Meals on Wheels, agencies that you want to work with.

>> Lewis Kraus: Ok. Next question. "Many emergency responders participate in exercises or drills in order to test out protocols and policies. There would be people with disabilities participating in exercises many didn't want many people with disabilities to participate due to not wanting to fail or to have, quote, fault. How can we convince emergency responders that it is ok to make mistakes as it would help them to provide effective services next time when a disaster occurs?"

>> Kathy Gerk: Yeah, that's a tough question. [Laughter] Great question.

I think we have to look at reality. If you built a collaborative work group in your jurisdiction, number one, they're not going to allow you to do an exercise without them and they shouldn't and we shouldn't even consider that. But looking at past disasters, if you have to go further than that, look at past disasters and saying, ok, if that happened and this person did this and this exercise and said, oh, yeah, that person's deaf, I just didn't walk past him, it's not going to work. It's not going to happen. You don't want to see that on your watch. So we have to just look at reality and encourage everybody to do the right thing.

I don't have a real great answer, Lewis. Do you have anything better than that? It's tough.

>> Lewis Kraus: I don't in particular other than just to say -- and I'm sure people on the webinar

would have similar kinds of reactions but I think the whole purpose of an exercise or a drill is to learn. It's not to be right. It's to learn. So if you make a mistake, this is where somebody can help you to understand, oh, this is how it happens. Or if the person with a disability might say, oh, don't lift me from there or whatever that happens to happen at that moment, the responders can learn from that. And I think maybe if that describes -- if that is made clear that the purpose of the drill is to really learn to be able to do it right in the future, that might be helpful.

>> Kathy Gerk: Absolutely. We don't know what we don't know. Again, going back to that. If a person in the exercise is representing a person who is in a wheelchair and they are not in the wheelchair themselves, they have no clue as to what a person in a wheelchair goes through on a daily basis. So you really need them there to say, yes, that's going to work or that's not going to work or your plans aren't going to work. Period. So do the right thing.

>> Lewis Kraus: Ok. This topic about transportation seems to have brought up more questions and comments. Somebody from Toledo, Ohio, wanted to share that, "Here in Toledo, Ohio, we are 100% accessible." I expect that you would have to say that because you don't want to say that publicly that you are not 100% accessible. "And we have a 24-hour contact for requesting one bus or 80 buses." So I think that's an example of -- if the person is still on who asked the other question originally, this is an example of how one community tried to deal with it.

And then another follow-up from a person, "Not all people in wheelchairs need to remain in their wheelchairs during an evacuation. And that is certainly true in some cases, like we just had a fire drill here in our building yesterday. You have to practice how to -- if you're going to go down the stairs, you know, you may be in an evacuation chair. You may be in another kind of chair or maybe you're not going to be in a chair at all. So, yes, that point is really true.

>> Kathy Gerk: One thing I learned from the Northern California fires, in Napa, that I was proud, one of the battalion chiefs responsible for evacuating one of the nursing homes, I believe it was, immediately evacuated the people without their wheelchairs but had a truck right behind that bus and said, ok, everyone's wheelchair is going to come with you. They're right behind you. When you get to the shelter, you're going to have your wheelchair accessible to you. So those are the kinds of plans and thinking we need to do ahead of time. Now, they don't have to be evacuated with their chair but they're going to need their chair when they get to the next location.

>> Lewis Kraus: Yeah. That's a fabulous example. Really great.

Ok. One other question. Maybe you have an answer for this. Somebody wants to know what did we learn about ADA compliance for emergency response following the North Ridge earthquake in L.A.? Do you remember?

>> Kathy Gerk: You know, I don't have North Ridge information in front of me. I could check it out and get back to you. I don't know if there's anyone on the line who can speak to that because that was Southern California.

The only thing that stands out for me was the problems with the buildings that collapsed. People were trapped in there. That's where the garages are down below the apartments so that's the only thing that really stands out for me. And if anybody else on the website, the webinar knows anymore -- Lewis, do you?

>> Lewis Kraus: I don't recall an issue, a disability issue with North Ridge. I'm sure there was and maybe somebody does know it. Anyway, that's a good question.

All right. We have another question here. Have you had any experiences or lessons

learned with battered women's shelters? Although not a traditional access and functional need, transportation would be required as well as security issues would need to be addressed. Often the shelters also have minors so there are challenges there associated.

>> Kathy Gerk: I personally have not had any experience during a disaster with them. We did have some similar in Florida, situations with rehabs and that. Respect is the biggest thing. You respect what their goals are, what their needs are, and move forward. I understand the secrecy, the respect that that person needs and everything.

I think in shelters that would be a difficult thing and that would be something that we maybe should consider adding to the checklist. Good question. I had not considered it. Thank you.

I don't know if anyone else has that information on there. But, again, you know, you do the best you can with what you've got. Respect the person.

Some of the things we do here in California, we've got what's called the Functional Assessment Service Teams, FAST. That would be something I think the FAST teams could look at and I would be happy to take it to the state, Tara who works at the state level on the FAST teams and say, ok, this is a situation; how would we best help? A woman's battered shelter or a battered shelter home? And take that further. Thank you.

>> Lewis Kraus: Yeah. And if anybody has any questions about FAST teams like you just heard, we just had a webinar on FAST teams last month. You can go back to the archive and listen to what Kathy's referring to here about FAST teams.

All right. So I think we are -- we look like we have exhausted all of the questions so I think we're going to finish a little early today. Let me just tell everyone that you're going to receive an e-mail with a link to an online session evaluation. Please complete that evaluation for today's program as we value your input and want to make sure that our funder understands the value that they are getting from funding us.

We want to thank Kathy today for sharing her time and knowledge with us. It was a really great presentation.

A reminder to you all that the session was recorded and it will be available for viewing next week at www.adapresentations.org/archives.php.

We will not be having a webinar in December but we look forward to speaking with you again in January for a frontline view of the Orville Dam issue and the California wildfires. You can watch for an e-mail about this in late December.

Thank you so much for attending and have a happy holiday season. We will see you again in January.

Thanks so much.

>> Kathy Gerk: Thank you.