Emergency Preparedness for PAS Users

Webinar – August 28th, 2013

June Isaacson Kailes

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Lewis Kraus: Good morning and afternoon to you all. Welcome to the Center for Personal Assistance Services webinar. I am Lewis Kraus, the Director of Training and Dissemination for the Center.

Today's presentation is another in a series of webinars hosted by the PAS Center. Before we begin just a little information about how this webinar software works. The webinar will be audio with slides. For those who want or need captions to support the audio, you will see a cc button to the ride of the Audio & Video title on the left side of your screen. Select the cc and you will get the captions. Remember, captions are a good idea if, for any reason, your audio is not ideal.

If you prefer to listen by phone the phone number for the teleconference, I am putting in the chat window. It is 1-800-625-5918. The pass code is 7023043. Or can you choose the telephone icon to the right of the audio and video title.

Your webinar microphone will be off to allow everyone to hear the speakers. If you are connecting by phone, I have muted your phone.

The presentation will take about 40 minutes, and then we will open the floor to questions about 15 minutes before the hour. For questions, please write those in the chat window on the right side of the screen. I will read them out loud so everyone has a chance to hear them.

Also, if you are having any problems during the presentation, you can send me a message by double clicking on my name in the participant's window and entering your comments in the chat window.

The Center for Personal Assistance Services is funded by the National Institute on Disability and Rehabilitation Research in the US Department of Education. It is a five-year Research and Training Center at the University of California, San Francisco. The first center was established in 2003. The current funding cycle began in fall of 2008.

The goal of the PAS Center is to improve the access, qualities and costs of PAS for people with disabilities to live independently, comfortably and safely in the community and to participate in society, including employment. The Center is conducting research in the following five areas:

- Need for PAS;
- Home and community-based services;

- Workers and caregivers, or the PAS workforce;
- Economics and workplace PAS; and
- Emergency preparedness.

The Center has several major collaborators. It is based at the University of California, San Francisco with now Steve Kay as principal investigator and Charlene Harrington as co-principal investigator; the Center on Disability at the Public Health Institute in Oakland, California; and the Topeka Independent Living Resource Center in Topeka, Kansas; and the Paraprofessional Healthcare Institute, PHI, in New York; the Research Triangle Institute in Washington, DC; and the Burton Blatt Institute in Syracuse, New York and Washington, DC.

Today's speaker is June Kailes. June Kailes operates a disability policy consulting practice and is associate director, Harris Family Center for Disability and Health Policy at Western University of Health Sciences in Pomona, California. June works on emergency issues internationally, with state, local and federal agencies, with community-based organizations and an array of other emergency managers, planners and contractors. Her breadth and depth of experience in access and functional needs and work as a writer, trainer, researcher, policy analyst and the advocate is widely known and respected. June has trained on and authored many emergency preparedness guides for people with disabilities and others with access and functional needs.

So I want to introduce you now to our speaker, June Kailes. June?

June Isaacon Kailes: Hi there, Lewis. Can you hear me OK? How does it sound here?

OK. All right. I'm hoping you can hear me fine. Next slide.

OK. Well, today we're going to talk about emergency preparedness as it relates to people who use personal assistance services. The objectives today are to talk about emergency denial related issues and the importance of emergency planning elements for PAS users. But I know that many PAS users actually tend to be very flexible and creative regarding problem solving, and emergencies can sometimes be a way of life.

We're going to talk specifically about planning for emergencies as it relates to support teams, communication, evacuation, sheltering, and supplies.

Now, you will be able to find a lot more detailed information about this in the resource section, which we will cover at the end of this presentation. This basically is just a quick overview to give you some ideas of the kind of things you can consider.

Next. Next slide. We're also going to cover why preparedness pays. Why you should think about it now, instead of muddle through later. Think about how you can evaluate your skills and making preparedness and practicing plans, and looking at what kind of kits you might need and supplies.

The intent is, at the end of these 50 minutes, you should have a number of new ideas or reinforced ideas that you can incorporate into your emergency planning and ways to strengthen your emergency planning.

So next slide. To begin with, let's look at the four stages of emergency denial. And Eric Holdman wrote this, but I like it a lot. He says these stages are: It won't happen here. Even if it happens here, it won't happen to me. Even if it happens to me, it won't be that bad. And even if it's that bad, there's nothing I could have done about it anyway.

Now, you all know this, right? There is lots we can do if we avoid avoidance. Now, preparedness is really not the goal. It's only a means to an end. It's a means that applies to you as a manager of, and protector of, your life, your independence, your health, your safety, your family and your pets, and your property.

Next slide. There really can be no magical thinking in this area of emergency preparedness. We really need to not think magically, that somebody will magically appear and gently float us down to a safe place.

As my friend Richard Zoeller always says, who worked at OES on functional needs issues, OES being the Office of Emergency Safety in California, he's very fond of saying, "We're the government, and we're not coming anytime soon."

So today, a reminder that most of this information is actually no cost or low cost kind of activities. The only real cost is your time.

Next slide. This is one of my favorite slides of Noah's Ark, because it reminds me, as we always say, it's too late to start planning, when the wind is blowing, the water is rising, the brush is burning, the land is sliding and the earth is shaking.

Next slide. We've had many wake up calls. We've had hurricanes, floods, fires, all kinds of advanced things, and we have to think about how we can incorporate these things into our own preparedness, and think about doing it so that it's not special or something we do once a year, but it's something that we can incorporate into our daily, weekly and monthly kind of activities. We have to unlearn any helplessness syndrome that we may have adopted over the years, because we can manage some of these events and not have the events manage us. Again, the true challenge is to make this normal, standard and a regular part of our own life's activities.

So for example, next slide. We all know the common saying "When you reset your clocks, change your stocks." Check your supplies.

Next. To really get these activities out of our silos, these pretty pictures of silos, and really work at not making this a separate activity and lessening the burden factor that is related to these activities.

Next slide. So in emergency preparedness we often talk about YOYO. Common advice you will often see is that YOYO 3, which means you're on your own for three days. The reality is that we've seen in many of the past events, particularly in the last year or two, that wise planning involves much more than three days; it's more like a week, and sometimes it is two weeks.

Next slide. The trick here is to plan for and integrate some of these activities into the regular part of what you do at home, in your neighborhood, at work or at school, or wherever you spend a great deal of your time.

Next slide. So one of the most critical aspects of thinking about planning is building support teams, and basically these are relationships in which people take responsibility for checking with you in an emergency and assisting you, if needed, and vice versa, you checking in with them.

Next slide. It's important that we modernize and really update some old thinking about buddy systems. That is training one person to assist with an emergency. A major weakness of this old kind of advice is it's person and location dependent. The person may be gone; you may be in a different area from your usual location; you may be at a site after regular hours when buddies are not available.

Next slide. To remind you, trash that buddy system thinking. Think about your support system as being a very large system.

Next slide. 70% of these rescues, 70% of the time that help is offered in a major disaster are made by neighbors, friends, and coworkers, not first responders. So the message here is that these people are very important in terms of your support network.

Next slide. Your neighbors are very important. Build connections with your neighbors.

Next slide. Make emergency discussions part of get-togethers, block parties, clean-ups, brief discussions at the coffee shop or the mailbox. Unfortunately, these folks, ultimately, are your strongest support, and they will still be there when many other systems go down, and the big system will not be there.

So next time you're in a get-together with neighbors, either planned or spontaneous, insert into the conversations what you can do in an emergency to help each other. Bring the topic up frequently so the content can get richer over time.

One of the things I do in the building I live in is I take responsibility for creating and updating a neighbor contact list that everybody can put into their cell phone. I keep it updated twice a year. So when power is down, power is out, this network will also often still work. So again, large teams are critical. If everyone is trained, everyone can help and everyone knows what to do, and they know each other.

Next slide. So again, think about support teams in every place where you spend time.

Next slide. Job, home, school, work, volunteer site. Wherever you spend time. Speak with and train as many people as possible, your family, your co-workers, and your attendants.

Next. It's important to also practice with people you choose, because you want to determine are you choosing the right people; are they strong enough; can they communicate clearly; can they guide you to safety. When you have a choice, think of the people you want to

choose. You want to choose people who are dependable, calm, flexible, people who listened and have the emotional ability to reliably assist you.

Next slide. It's important that you know how to also instantly create a support team when you have to. In spite of planning, sometimes you just have to create and ask for help on the spot, spontaneously. So think about what you will need and how you want it done and what kind of people you would quickly choose and recruit if you had to.

Next slide. Remembering that plane that landed on the Hudson. Sometimes personal support systems just have to be created instantly, on the spot.

So think about -- next slide -- how you will give clear and concise information about how people can help you. Here are just some quick examples, when you have to do it quickly: Take my oxygen tank. It's on the right side of the green bookcase. I can breathe without it for 15 minutes.

There are other examples here: Take my communication device. Take my manual wheelchair. Or importantly, that traditional firefighters carry, it's not good for me because of my respiratory condition. Carry me this way.

Next slide. I can manage the steps. If you carry my crutches, you can walk in front of me, or I have poor balance. Think of the things that work for you quickly, instructions that you can give effectively, make them short and concise.

For example, I was in a hotel, I didn't have a meeting until the afternoon, and the fire alarm goes off. 10:00 in the morning. I call down to the lobby. They go, "We don't hear any fire alarm." I stick my head out the door. I don't see anything. The lady next to me sticks her head out the door, says, "What should we do?" I said, "I think we should leave." I said, "Oh, by the way, I need to hang on to you in order to get down these three flights of steps." Instantly creating a support team. You never know.

The other day I was hopping on the Metro, light rail Metro in Washington, I got on the Metro, and my scooter died. So I had to look around, in a rather squirrely looking bunch of people, choose the best one I thought could help me, give them instructions how to turn me around and push me out of the train when I was at the right stop, but specifically say, "Don't let go after you push me off, because I don't have brakes. Get off with me for a moment, help me stop, then jump back on that train."

So I know these can happen to you too, so think about what you would do and what you have done in these kinds of everyday as well as emergency events.

Next slide. Another important piece of advice that we have heard from a lot of people we've interviewed is learn what you can do on your own and what you need help with. Evaluate your own limitations, skills and needs. And review these with your support team, and locations of things like -- next slide -- like where are the emergency exits? Which ones can you use? Not only at home, but again, where you spend time. And have you practiced using them?

Next, smoke alarms. Are you able to test them on your own and the batteries, or do you need help with that? Is there a way you can get long-lasting batteries?

Next slide. Fire alarms. Can you activate fire alarms on your phone?

Next. Fire extinguishers. Can you operate a fire extinguisher? Have you practiced? A good time to practice is right before they need to be refilled or before you have to replace one. Might as well use it up and determine whether you have got the ability to use it on your own or not.

Next slide. Do you know where your fuse box is? Can you shut these off on your own?

Next. Do you know where the main power switches are for power? And can you reach them? Can you shut them off on your own?

Sometimes it's good to take a picture of these for emergencies, so you can tell people where they are. Where is the water turn-off? Can you do that on your own?

Next. This is an important one. People often forget. If you have to get out of there quickly, evacuate, can you open a garage door manually if it usually opens by pushing a button, or can you open a gate by getting out of a parking lot or building? How would you do that in an emergency? Is it an easy task or is it very difficult? See what you can work out and determine.

Next slide. Shutting off the gas. You often need the right tool, and where is that tool and where do you keep it? Remember, if you shut off the gas, you usually need assistance to get

that back on, by the gas company. So don't do it, but know where the tool is if you need to do it. It's usually a wrench.

Next. So all these things are things you need to think about. Do you need help doing it? How would it get done if you had to do it?

Power is also a critical issue for a lot of people with disabilities. When the electricity is out, what do you do about recharging the batteries of needed equipment? It's really important to check with suppliers and vendors for learning alternate ways to charge, for example, any equipment that runs on batteries. Can you use a generator? Do you have backup kinds of equipment, backup kinds of batteries to use? Can you connect a jumper cable to a vehicle battery or use a converter that plugs into your vehicle cigarette lighter? Plan for these options.

Sometimes you can substitute a car battery for a wheelchair battery, but it's not going to work as long, because it doesn't have that same deep cycle battery.

Life support devices, again, what are your options for backup powering of these devices? Sometimes, in some communities, the utility companies offer power restoration of water or power, but check this out, and never, never just rely on that happening, because it may or may not happen, and it's vital that we have backup plans.

Next slide. We heard from a number of people that are dependent on life-support systems. We heard a number of great stories about people. One fellow related that he learned things that he never thought about when the power went out, that became a big deal for him.

He used a fully electric hospital bed, and without that power he could not transfer independently from that bed, and he ended up having to remain in bed for a long, long time, in a very hard surface, because the mattress was not able to inflate without power. So he learned a lot.

He also learned later that he could power the bed through backup battery. So he told us he's much more prepared now than ever before, and he also learned the ways to power his sleep apnea or BIPAP machine. For him, pain was a huge issue, lying on a very uncomfortable platform on that mattress. He learned a lot about backup power.

The next slide. Another huge, huge area is communication, communication issues, getting and being able to give information quickly.

Next slide. So really think this one through carefully. What are your modes that you can take advantage of in an emergency? Which of these things work for you: TV, radio, e-mail, cell phone, standard phone, pagers -- I don't know who even has a pager these days, but -- Internet, text messaging, two-way radios. Think about what you've got.

Next slide. Remember, standard phones are the ones that are most resilient and they work in many power outage emergencies. Cordless phones rely on electricity and will not work. We forget about that.

Next. Cell phones, whether you have a Smartphone or a not-so-Smartphone, think about ways you're going to be able to power these if the power is out for a long time. Also think

about ways that you'll be able to access information using these phones, whether it's a social network site, or an app, or getting news over the Internet, or text messaging.

Next slide. Think about all of the different apps that you might able to use if you have a Smartphone. There are many apps, emergency apps out there that are very helpful for emergencies. We don't have time to review all of them today, but I love this one story from Dan Woolney, an American filmmaker, caught under a pile of rubble after the earthquake in Haiti. He injured his leg and his head.

Well, he had a first aid app on his phone that he used that told him the best way to create a tourniquet for his leg and bandage for his head, and warned him against falling asleep after any kind of head trauma.

So he set his phone alarm to go off so he wouldn't fall asleep. These strategies worked, because he survived long enough to be rescued 65 hours later. Quite a story.

Next slide. Consider the power backup options for your cell phone. Many of us use cell phones, constantly and daily. There are very low-cost ways to power cell phones.

The next slide will show you a number of more medium to high-cost ways to power a cell phone.

Remember, the next slide reminds me to remind you to always put into your phone, whether it's Smartphone or not-so-Smartphone, your ICE contacts. ICE stands for "In Case of

Emergency." Just list the contact as ICE. Many people know to go there in emergency, and that's where you put your emergency contact people on your phone.

Next slide. This reminds you to sign up for any local emergency warning alerts that your community has. Typically, you can sign up your cell phone, your landline, as a way to get some of these emergency warning alerts from your local community.

Next. Think about transportation and evacuation. We heard a lot of stories in the research that we've done at the senior center about emergency behavior and what went on with evacuations. One of our people we interviewed talked about, after he realized he had no options for evacuation, that he began working closely with emergency planners to address the problem of accessible evacuation systems in his area.

Next. Sometimes, in some areas, public transportation is a very good, usable option, and in other areas, it's not so usable. For example, many of the subway stops in New York City are still not accessible to people who are unable to use steps.

Next slide. Talk with friends and family about the possibility of, if you have to evacuate, staying with them. Think about a number of different places that you may be able to go that are a range of distances away, 10 miles, 50 miles, a neighboring community. But, as one of our other people we interviewed reminded us, make sure that if you have an agreement with a friend to go somewhere else that where you're going is accessible to you. It was a real struggle for him when he learned that what he thought would be an accessible location was not.

So moving on to supplies. There are all kinds of kits that you can put together for your emergency planning. You need to tailor the contents to your needs and your disability needs and think about whether you will be using them to shelter in place or to evacuate.

Do what is realistic for you. Do what you can afford. And also be realistic about what you can carry, if you have a grab and go kit. A KIWY kit, next slide. A "Keep It With You." Those are the things you keep with you at all times. I keep a flashlight, an emergency marker. I keep a thumb drive on my key chain with some emergency documents in there.

Next slide. It's good to keep cash when ATMs are out, because of power. It's also important for many of us to keep a bedside kit.

Next slide. Items you would need if you're stuck or trapped in or near your bed, unable to get to other parts of your home. One woman told us she's a Lifeline user, the little button you press. Though she doesn't wear it like she should, she does keep it very close to her bed, because that's when she thinks she would need it the most in an emergency.

Also, remember, if you keep your cell phone, keep it near your bed, keep it charged, but keep it in a secure place by your bed. For those of us who live in earthquake country, if it's just resting on a nightstand it could just move away quickly in a strong earthquake, unless you keep it maybe secured in a drawer.

Next slide. Bedside kit. You might think about securing it so it doesn't move away from your bed. Put in water, whatever you might need, shoes, whatever, flashlight. Things you might need if you can't get out of bed.

Next. What you might want to keep in there are a noise maker of some kind, battery-powered radio, shoes, gloves, warm clothes, plastic bags, whatever.

Next. A reminder if you have to leave quickly, think about supplies for your pets as well as what would you grab if you only had five minutes before you had to leave, to evacuate.

Next slide. Reminder about choose the kind of emergency equipment that you can operate independently. Sometimes these things that involve winders are nice because they don't -- you don't have to remember to keep changing batteries. But for some people they're just not that usable.

Next slide. Emergency lighting. It operates on a battery. It can be really good in an emergency when the power goes out. Those lights go on. Something to think about there. Low cost, and they're available.

Next. This is a grab and go kit, grab and go list. In the heat of the emergency, you have to leave, what would you grab first? Make your own kind of list. This is just one example of the kind of list that I tried to make that kind of hangs near the door, on the wall, that I can look at real quickly.

Next. Reminder, people always say, Well, I take my photos. I'm thinking, Sure, how can I even carry all that stuff? You think you're going to take your photos, you don't have a lot of warning. Think about what you might want to back up in the cloud, using Dropbox or whatever, or put on the thumb drive. Think about the reality of some of this general advice that, when you are really trying to operationalize it, may not work for a lot of us.

This next slide includes things like you're not going to take your computer with you, but maybe you could take the hard drive or a thumb drive.

Next. What you should do is try and practice these things. Practice drills shouldn't end after you left grammar school. But again, think about the exits you'll use. Have you practiced using evacuation devices at work that you might need to use? Try it out, see if it will work.

A lot of these things, next, you can even practice just by what I call, in the next slide, a mind drill. Think silently to yourself, if there's an earthquake right now, take a quick second, what would you do? If the room you're in, at the moment, if there was a fire right now, how would you get out? The power went out for a long duration, what would you do?

Take yourself through some of these mind drills. If you're sitting in the movie, at a theater, the grocery store. Think about these things now and then, if you get bored or whatever.

Also, in terms of -- next, food. Think about have a 4D drill in there. 4D stands for Delicious, Delightful Disaster Dinner. A lot of that emergency food that you might store, could you even stand to eat it if you had to?

I have to do this drill often when I'm at my -- when my husband, the cook, isn't around. I'm forced to eat this emergency food, the peanut butter, the crackers, whatever. So it's a good way to rotate that stuff too so you have fresh supplies when you need it.

Think about the emergency foods, can you open it up if you have to on your own? Can you use a can opener that usually is needed? Or do you have cans that you pull the tops off to get into the food?

Think about all of this stuff as you think about what's going to work for you, what's easy for you. Food, think about water. Some people store those big gallons of water. Well, I couldn't pick those up. I need to store the little bottles that are easy to unscrew. I'm so flimsy that when I squeeze it, half the water comes out of the bottle.

So I think it's probably good to stop here. We've got a number of resources in the next few slides where you can get a whole lot more detailed information that's on the PAS Center website, and some podcasts we've done on how to plan, and other resources that I posted on my website.

It's a good time to stop and ask for your questions.

That's my contact information there.

Over to you, Lewis.

Lewis Kraus: Thank you so much, June. That was great. So I am going to invite everyone now to, if you have a question, go into that chat window and type in your question there. I'll read it out for June. We'll be able to answer those questions as you raise them.

While we're waiting for people to bring their questions, I do want to remind you here to do give us feedback on the webinar. There are just four questions at this link. Right there, http://pascenter.org/webcast/feedback.php. Before you leave, or as you leave, please take that address and go to it and give us your feedback.

I do want to also remind people there is an archive of this webinar, along with the closed captioning and the slides at the PAS Center website. That's in the chat window as well. http://pascenter.org/webcast/. You will see the list of all of the previous webcasts, including this one, to be able to get your detailed information, all the detailed information June was giving us.

OK. Do ask some questions, if you would like. Be happy to answer them.

June, maybe I can ask you a question while people are waiting. Were there any -- we know that you have vast experience in this, and we know that people -- we asked in our research together about the experiences of people who were PAS users who had been in emergencies previously.

Was there any information that you saw there, new, interesting, something that you think would be really important for people to know, maybe even -- or surprised you? Obviously,

you've already given us what's important, but surprised you and that you weren't prepared to hear?

June Isaacon Kailes: Well, I was surprised -- my hypothesis was that PAS users would be more prepared than most, and on the one hand some of the data showed they were. Whereas, some of the other data showed they weren't.

I think with that mixed information for me, one of the stories that I didn't have time to tell, but it illustrates for me an excellent use of support network was one gentleman told the story about he was a ventilator user and he was in the hurricane, experienced Sandy. He lived in upper Florida, in an apartment building. He was able to mobilize his support network. So they ran his ventilator battery every day down many flights of steps over to the fire department for charging, and then back up these many flights of steps, so that he was able to continue to power his life support systems.

That was a very important story, and compelling story for me about a very organized gentleman with a very robust support network in a very difficult kind of situation.

Back to you, Lewis.

Lewis Kraus: That's great. Also, I want to make sure that people, we gave that information real quickly about the resources. But do make a note of that, that the resources here at this page, there are podcasts and checklists we've put on two different sites, the pascenter.org site, under Emergency Preparedness, and also under the www.adapacific.org/emergency website.

We do have one question now, June. What specific advice would you give to shelter planning groups? What is the most commonly overlooked thing to consider from a shelter planning perspective?

June Isaacon Kailes: Well, I'm guessing that you mean a shelter planning group is people who are opening up shelters.

One thing I think I have learned in terms of all of us is that when we can it's actually good to avoid having to go to shelter, if we can go to a friend's home or somewhere else, because shelters are big places, tons of people, sometimes they're cold. As another friend of mine often says, shelters are not a cruise ship experience, they're a life-saving experience.

I think there's a lot of things that shelter workers can do to think about making sure that the shelters are accessible for people who have mobility disabilities; that they are equipped with, or can quickly access things, like cots that are more easily used, because they're higher, they're wider and they have a greater weight capacity for people who can't use those very low, 17-inch-,off-the-ground cots that are difficult for many people to use.

The importance of keeping aisles wide and accessible; the importance of having the kinds of communication that people can use and understand, which means not just making that available, but posting them. Having interpreters for people who use sign language or having ways to communicate in pictures, for people who don't read English or don't read English well or can't read because of a disability.

There are a number of different issues in shelters, including asking people what they might need to protect their independence and safety as they register and come into a shelter.

But basically, that's a whole other workshop that we've done and can easily do. So I don't know if that kind of answers any of your questions. That's a huge question. I could go on for days with an answer to that one.

Back to you, Lewis.

Lewis Kraus: Yeah, I agree. I do want to add one little tidbit, and that is for PAS users in particular, for those of you running shelters, it would be important to think about having the policies in place for being able to deal with personal assistants or the support team members June is talking about, being able to come into the shelter, or as a way for shelter workers to maybe fulfill that role. So there are issues to think about there, and there have been lots of things written about it and available, and if you go to our website here in the resources there are other presentations we've done similar to that.

The next question would be also a little off of this, but let's do it anyway here, June. Brad Davis asks what would you say to emergency managers who are worried about litigation regarding failure to consider functional needs? I find that many are worried about trying to do too much, which sometimes can keep them from doing anything.

June Isaacon Kailes: Yes, I think that's a good question, Brad, and we always say, and it's important to recognize, it's better to do something than do nothing. To be paralyzed by fear of

litigation is not productive. Good-faith efforts, planning with the community about what will work and what you can do goes a lot farther than just being scared of some future litigation.

I think it's the good-faith effort that counts. It's involving and working with the communities of populations of people with disability that can help you go a lot further, faster and make a whole lot more progress than being worried about some litigation down the road.

I'd like to go back to that previous question about shelters and PAS users that Lewis mentioned. You're all PAS users, so again, checking with your attendants, knowing who may or may not be available to you in an emergency because of their own family obligations is going to be key.

Checking with your PA provider, if you have one. Checking are there emergency PAs that might be available, if you do have to go to a shelter, or could you think about recruiting, potentially, somebody from the resident population to help you, if you needed it. But checking with your provider if you have a provider of PAs, and what their plans are for emergencies in California; what is the public authority's plan; what is IHSS' plan, in terms of will they define home as a shelter, if that's where you have to go to in an emergency.

Back to you, Lewis.

Lewis Kraus: Thanks, June. And I do want to say that, even with that specificity about California, the same point is true nationally. It's just in different organizations.

Let's do a couple of quick items here before the top of the hour. Marco asks, Please tell us where to get help to plan for a future disaster. Marco, I'm going to suggest that you go to these resources that we have up on the website, or on the screen right now. They do have website connections for FEMA, for CDC and other federal agencies that have done different kinds of planning documents, as well as June's website has those documents as well.

Next question, from August Kraiser: Are these procedures part of CIL programs on a national level?

I'm not aware of that at all. June, do you know? Do you know about that?

June Isaacon Kailes: Some independent living centers are very involved in emergency work, and the National Council on Independent Living has an emergency planning committee. But, like anything in the world of independent living centers, they're all different. Some are very involved; some are not.

Over to you, Lewis.

Lewis Kraus: Yes, that's really true. I would suggest, August, if you're asking about something specifically in your area, you should check your local CIL. If it's more of a general issue, I think you may want to check with NCIL, the National Council on Independent Living.

Lillybeth writes, says she can share the information in written form with her IHSS in LA County and what steps should we take in order to do this. Lillybeth you can do whatever you'd

like. You want to present this to them or give the resources to them, that's fine. If you want to talk with us afterwards, that would be fine and we can figure out something more specific.

You have my contact information as well. Let me put it up there in case you don't have it. Here is my address, my web address -- I'm sorry, my web address -- my e-mail address, in case you need to contact me.

I think this is the top of the hour. So we're going to close now. Thank you so much for attending. I really appreciate your time. And to June Kailes for doing, as usual, a tremendous job in conveying some really important information to all of us.

Thank you so much for your time, everyone. Have a wonderful rest of your day. Bye-bye.