**Beyond the Rhetoric - Making it Real**

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  **Rapid Emergency Response Planning for ILCs**  
  **10.28.18**
* **Slides [CFILC 10/28/18 - available for 60 days]  
  Resources you can use: all in one place**[**http://www.jik.com**](http://www.jik.com/) **Click on Most Requested Materials**
* Subtle signs I do too much work-travel:
* Gate agent’s greeting is "again?“ or “where were you last week?”
* While boarding the pilots say "Hi June."
* Cab drivers at certain airports break down my scooter & pop it in their trunk before I say “hi.”
* **Agenda (updated)**
* **10:00 Introduction / Workshop Overview**
  + **Who are those people?**
  + **CMIST**
* **10:45 Thunderbolt exercise** 
  + **Hard sell - unfunded mandate**
* **11:15 Break**
* **11:30 Continuity of operations / ensuring service continuation**
* **12:30 Lunch**
* **1:15 Assist people served in preparing for emergencies**
* **2:24 Break**
* **3:00 Meaningful community partnerships, connecting**
* **4:00 Service contracts, agreements, MOUs**
* **4:30 Next steps**
* **5:00 Adjourn**
* **Focus**

**Hard & large emergencies, because we tend to do small & easy well**

* Ask if unclear:
* To define / translate:
  + - * + **Emergency-eze**
        + **Government-eze**
        + **Community-eze & Nonprofit-eze**
        + **Concepts &values**
      * **Introduction**
* **Rhetoric**
* **Resources**
* **Who are those people?**
* **Making Partnerships Real – some lessons to apply**
  + **Who**
  + **Recruiting**
  + **Applying 4W&H 2 PEPC**
* **Discussion**
* **Resources**
* Getting It Wrong: An Indictment with a Blueprint for Getting It Right, Disability Rights, Obligations & Responsibilities Before, During & After Disasters Edition 1 (May 2018)
* Southern California Wildfires After Action Report (2008) Text
  + **Resource**
* [Planning Checklist for Rapid Emergency Response for Organizations Serving People with Disabilities Edition 1](http://www.jik.com/pubs/Checklistrapid.docx).3 (2018)
  + **Making the rhetoric real:**

**Readiness**

**Compliance**

**Inclusiveness**

**Lessons learned**

**Whole community**

**We are here for you!**

**Culture of preparedness**

**Community partnerships**

**Reduce the complexity of FEMA**

**Leveraging community expertise**

**Ready the Nation for catastrophic disasters**

**In the world of emergency management, people always talk about lessons learned.**

**I always say they are not even close to lessons learned, until they have been observed & documented, & repeatedly applied, so we can honestly claim them as lessons learned.**

**We cannot foresee every outcome or every scenario. However, there is much we know, can anticipate & plan for. The lessons observed are clear, they just must be applied.**

**June Isaacson Kailes, Disability Policy Consultant,** [**http://www.jik.com**](http://www.jik.com/) **2011**

**Labeling people is not up to you, it is up to the people who are stigmatized by those labels.**

**When the black community said not to use certain terms, people listened!**

**So, when we say don’t use special needs, wheelchair bound, physically challenged, etc.**

**Listen!**

**June Isaacson Kailes, Disability Policy Consultant,** [**http://www.jik.com**](http://www.jik.com/) **2011**

* **Resources**
* [**Moving Beyond "Special Needs" A function-based framework for emergency management & planning**](http://www.jik.com/KailesEndersbeyond.pdf)**(2007)**
* [**Language Is More than a Trivial Concern!**](http://www.jik.com/pubs/language%20FINAL-L-12.27.10.pdf)**(2010)**
* [**Defining Functional Needs - Updating CMIST**](http://www.disasterstrategies.org/index.php/blog/june-isaacson-kailes/defining-functional-needs-updating-cmist-june-isaacson-kailes-disability-policy-consultant)**(2017)**
* [**Time to Get Rid of "Special"?**](http://www.jik.com/pubs/Special.docx)**(1991)**
  + CMIST  
    FUNCTIONAL NEEDS
* **Communication**
* **Maintaining Health**
* **Independence**
* **Support & safety**
* **Transportation & evacuation**
* **My focus**

**Hard & large emergencies, because we tend to do small & easy well**

* **My training focus:**
* **Maximize impact**
* **Build actionable disability practice competencies & capabilities**
* **Provide measurable skill sets needed to provide equally effective services**
* **Replaces the ambiguous disability etiquette, sensitivity& awareness**
* Primary cause of sustained high mortality rates in months after the hurricane was interruption of:
* **health care:** 
  + - **critical supplies, medications, oxygen,**
    - **power**
    - **dialysis, chemotherapy, other infusion therapies**
    - **home health, attendant services**
* **disproportionately affected:**
  + - **nursing home residents**
    - **those dependent on life - sustaining equipment**

**People with disabilities –**

**a protected class:**

* + **Protected from discrimination as defined by federal civil rights laws such as ADA & other state civil rights protections that detail right to equal participation to enjoy & use services.**
* **Why focus on such a small, insignificant group, when there are so many other priorities**

**Intent - To include broadest group of people who benefit from physical, equipment, programmatic & communication access, includes:**

* + **People who have functional needs who:**
    - **May or may not meet the definitions of civil rights laws, or**
    - **Some of the other 60 plus diverse & sometimes conflicting definitions of disability.**
* **51.44%   
  if add entire institutionalized population**
* **Special Needs**
* **Doesn't work because it doesn’t provide guidance to operationalize tasks needed.**
* CMIST  
  FUNCTIONAL NEEDS
* **Communication**
* **Maintaining Health**
* **Independence**
* **Support, safety, self-determination**
* **Transportation & evacuation**
* **With scooter**
  + **No assistance needed**
* **Without**
  + **Assistance** 
    - **Walking**
    - **Getting to food**
    - **Water**
    - **Restroom**
  + **Provide walker etc.**
* **With wheelchair** 
  + **Needs assistance** 
    - **Dressing, showering**
    - **Transportation**
* **Without wheelchair** 
  + **Needs assistance** 
    - **Mobility, seating, positioning, transferring,**
    - **Feeding**
  + Maintaining Independence
* Although everyone has functional needs…
* **consequences of not receiving C-MIST support for people who require it can be:**
  + **much more severe &**
  + **much less forgiving.**
* **These objectives & accountability can’t reside in one department and or one person, taking responsibility for improvement & increasing compacity & competencies is a team sport.**
* Coming together is a beginning.
* Keeping together is progress.
* Working together is success.

Henry Ford

* **Small group discussion: 30 minutes [6-7 per group]**
* **Geographical closeness**
* **Choose:** 
  + - **Notetaker/reporter to report out answers [able to read own writing ;-]**
    - **Time tracker**
* **Tuesday morning**
* **Severe storm with intense & many lightning strikes** 
  + **Lasts 2 hours**
* **Your power dims repeatedly, but comes back on**
* **News reports massive regional power outages** 
  + **Projects 2 weeks or more for power to be fully restored**
* **What would your organization’s emergency roles be, if any, with people you support?**

1. **List what you would need to have in place pre - emergency**
2. **List what your realistic roles could be before, during & after an emergency?**
3. **Question storming: List additional questions that come up during discussion related to your roles?**

* Communication Alternatives
* Flyers
* Runners
* Get to work site
* People served visits
* 800 #repot in
* Others?
* Hard Sell
* Your work in blue sky times becomes more critical in gray sky times:
  + services that help people achieve, maintain & strengthen their independence, health & safety
  + advocacy that protect peoples’ civil rights & self-determination
* Hard Sell
* Avoid magical thinking – “government will take care of it!”
* In large scale disasters, you are the help before, during & after help arrives!
  + needs of survivors far outweigh collective resources & capabilities
  + emergency services need help with specific & often complex needs of people you serve.
* Hard Sell
* History confirms service community providers will be involved before, during & after emergencies because:
  + People you regularly support will need assistance more than ever
  + You’ll be bombarded with immediate & long-lasting recovery phase life-saving & life-sustaining needs
  + You’re on front lines of protecting, addressing & maintaining critical health, safety & independence of people
* Hard Sell
* Speed in which you activate emergency response has a direct correlation:
  + to life sustaining outcomes
  + to mitigating disaster trends of people who lived in the community being forced into institutional settings because of planning failures including lack of:
    - health care options
    - post-shelter housing options
    - difficulties accessing & navigating complex maze of disaster recovery assistance
* **Discuss your COOPS  
  Ensuring Service Continuation**

1. **What’s in place?**
2. **What needs work?**
3. **What may not be doable?**

* **Hazard identification**
* **Staff emergency contacts**
* **Staff know how to report their status [options]**
* **Emergency team - who does what**
* **Remote data access**
* **Alternate / temporary work location (if primary site is unavailable)**
* **… & more**
* **Continuity of Operations Plan  
    
  “Not Negotiable, Foundational!”**
* **Resources**
* [Planning Checklist for Rapid Emergency Response for Organizations Serving People with Disabilities Edition 1](http://www.jik.com/pubs/Checklistrapid.docx) (2018)
  + **Assist people served in preparing for emergencies**
* **Discussion: Service Integration**
* **What elements of emergency services have you integrated in work you do with people you support?**
* **Service Integration**
* Personal emergency plans
* Posting/disseminating emergency preparedness information
* Life-safety checks
* Preventing & diverting inappropriate admissions
* Expediting replacement of equipment & supplies
* Messaging
* Member tracking
* Messaging
* Create prewritten messages (pre-tested for clarity) ready to be customized & finalized per event
  + **Pre-emergency -** reminders to have ready emergency plans for sheltering-in-place, & evacuation & how to refill prescriptions early
  + **During & post emergency-** listing of important resources
* Posting & Disseminating Emergency Preparedness Information
* **In addition to beyond general emergency preparedness information**
* **Focus on specific functional needs**
  + **(hearing, vision, mobility, speech) & cognition (thinking, understanding, learning, remembering)**
* **no-cost & low-cost preparedness strategies in addition costly activities**
* Personal Emergency Plans – staff assist people with:
* Developing & sustaining personal emergency plans
  + Incorporating low cost & no cost actions
  + Identifying & sustaining plans with personal support teams (family, friends, significant others, personal attendants, caregivers
  + Planning for:
    - alternative methods of powering life-sustaining equipment
    - multiple communication methods
    - evacuating
    - sheltering in place
* Posting specific planning information on web site
* Life-Safety Checks - prioritized 1st contacts with those who:
* are geographically isolated
* have complex health needs
* lacks support from family, friends, others
* may not be able to get, understand or act on emergency alerts
* are power-dependent on life-sustaining equipment (respirators, ventilators, suctioning, CPAPs, nebulizers)
  + - & motorized mobility devices
* depend of oxygen, dialysis, chemo, temperature regulated medication (insulin, biologics)
* are unable, or least able to get to pharmacies & distribution sites for food, water, power
* **Making Meaningful Involvement Real  
  DOING BETTER TOGETHER**
* **Why include the disability community**?
* Brings lived experience, details, diversity, nuances & complexity of living with disability
* Integrates practice of asking, listening, learning, respecting, & incorporating information gained from people with disabilities & others with access & functional needs is a critical emergency planning & response competency
* When talking together it’s striking the guesses & assumptions that get exposed & corrected
* Physical, equipment, programmatic & communication access depends on attention to the details.
* **Discussion: Community Partnerships Experience**
* **Who is involved in an emergency focuses community group?**
* **What makes the group effective?**
* **What could make the group more effective?**
* **What is there is no group?**
* **“The ability for a community to rebound after a disaster is more dependent on the cohesion & sense of interconnectedness that is shared throughout that community, more so than the infrastructure that is in place.”**  
    
  https://www.domesticpreparedness.com/resilience/resilient-communities-more-than-just-grit/
* It takes a village,  
  not a buddy!  
  &   
  It’s the flexibility to pivot!
* **June Isaacson Kailes, Disability Policy Consultant,** [**http://www.jik.com**](http://www.jik.com/) **2018**
* **Table**
* Aging
* Airports
* Animals
* Building & safety
* Businesses
* Children
* Disability
* Faith-based
* Procurement & contracting
* Public Health
* Fire
* Health
* Housing
* Information technology
* Mental health
* Parks & recreation
* Police
* Transportation
* Utilities
* "One thing you can't recycle is wasted time." Anonymous Don’t waste peoples’ time -
* **Vigilance demands peeling the onions, clarifying layers,   
  & cutting through rhetoric to activate laser focus & do the deep dive to create, define & sustain details.   
  June Isaacson Kailes, Disability Policy Consultant, http://www.jik.com 2018**
* **Use “Make it Real” Filters – always:**
* Asking “so what?”
* Not allowing vague “plan to plan language such as “could, should, may, or we will consider
* Focusing on hard, challenging & sometimes uncomfortable questions
* **Use “Make it Real” Filters – always:**
* **Apply & embed 5Ws&H 2 PEPC details**
  + **who, what, where, when, why & how** [**4Ws&H]**
  + for **physical, equipment, programmatic & communication** access **[PEPC]**
  + into processes, procedures, protocols, policies, training, Just in Time checklist & exercises
  + Stakeholder   
    Engagement
* **Offers safe environments where individuals don’t tell you what you want to hear, they tell you what you need to hear.”**
* **Incorporate meaningful ways to measure success**
* **Involvement Options**
* **Low**
  + **“how are we doing” surveys**
  + **focus groups**
  + **work groups**
  + **townhall member meetings**
  + **Group of informal advisors called on as needed**
* **Medium to High**
  + **advisory groups**
  + **governing boards**
  + **governing boards committee members**
  + **collaborative groups of community organizations**
  + **Online / crowdsourcing**
* What is Crowdsourcing?
* Using online tools for dialogues & “virtual town halls” & interactive platforms of collaboration.
* Social participation (submitting, voting, commenting)
* Enlist public’s input on key questions & issues
* See entire dialogue
* Can generate reports summarizing comments that at were rated as the most popular….
* **ADA Guidance – Major Building Blocks**
* Inclusionary, Accessible Messaging & Effective Communication
* Meetings & Public Events ADA Accessibility Checklist
* CART, Sign Language, Audio, Braille, Digital & Large print request process
* PIO Coordination Re: Communication Access Responsibilities & Coordination Press Conference Procedure Checklist
* Web Accessibility Procedures [Section 508 Standard]
* Public TV Channel Guidelines
* Pictograms & whiteboards [for all applicable departments]
  + **Invest time in mutual education to:**
* Understand diverse perspectives of planning partners including sharing & explaining terms, concepts & values
* Build upon ways to use wealth, depth & breadth of community skills
* Translate emergency-eze, community-eze, nonprofit-eze, & government-eze
  + **From the Responding Front   
    NOB4ugo**
* **Going into the Hot Zone!**
  + - **Gas // Roads // Self-contained – what does this mean?**
* ***What to expect & not expect from FEMA***
* **What should you need to know about:** 
  + - **TSA, IA, PODs, VOADs, COADs, Direct Temporary Housing**
  + **From the Responding Front   
    NOB4ugo**
* **How to get into shelters & disaster assistance centers to assist the people you support**
  + **Shelter types:** 
    - **Red Cross: Managed, Supported (managed by other organizations**
    - **Independent & spontaneous**
  + **How shelters get stuff for people**
* **What about satellite phones**
* **How to get help removing debris from private property to create accessibility** 
  + **Resources**
* [Checklist for Integrating People with Disabilities & Others with Access & Functional Needs into Emergency Planning, Response & Recovery](http://www.jik.com/plancklst.pdf) (2014)
* [Effectively Including People with Disabilities in Policy & Advisory Groups](http://www.jik.com/Effectively-Including-People.pdf) (Edition 2, 2012)
* [Planning Checklist for Rapid Emergency Response for Organizations Serving People with Disabilities Edition 1](http://www.jik.com/pubs/Checklistrapid.docx) (2018)
* [Training: Maximizing Your ROI!](http://www.disasterstrategies.org/index.php/blog/june-isaacson-kailes/training-maximizing-your-roi) (2017)

* [Guidance for Integrating People with Disabilities in Emergency Drills, Table Tops & Exercises](http://www.jik.com/pubs/ExerciseGuidance.pdf) Edition 1, (2015)
  + ***The player’s bench is constantly changing, but a concise, common playbook is needed by all.***  
      
      
      
    National Response Framework, January 2008
* **Discussion: Fee / Free Services**
* **Do any of you provide fee or free emergency service to local & state government?**
  + **If yes, what?**
* **Fee / Free Services**
* **CERT / FAST members**
* **Testing public warnings, alerts for accessibility & understandability**
* **Creating & sustaining accessibility & usability of websites & social media**
* **Reviewing relevancy of preparedness information content for people with disabilities & others with access & functional needs**
* **Working as technical specialist in EOC**
* **Accessibility surveys of mass care sites**
* Fee / Free Services
* Life-safety checks
* Accessibility-related debris removal
* Testing public warnings, alerts for accessibility & understandability
* Creating & sustaining accessibility & usability of websites & social media
* Identifying / reviewing relevancy of preparedness information content for people with disabilities & others with access & functional needs
* Working as technical specialist in EOC
* Accessibility surveys of mass care sites
* Access Navigators
* CERT / FAST members
* Coming together is a beginning.
* Keeping together is progress.
* Working together is success.

Henry Ford

* **Reinforcing & sustaining disability competencies:**
* **Not this:**
  + **One & done**
  + **Check the box**
* **This:**
  + **Baked in**
  + **Hard wired**
* **Making it Happen**
* **Resource**
* [**Planning Checklist for Rapid Emergency Response for Organizations Serving People with Disabilities Edition 1**](http://www.jik.com/pubs/Checklistrapid.docx)**.3 (2018)**
  + Reinforce & integrate learning through multiple exposure & methods
* Competency refreshers
* Delivery methods
* “Just in time” checklists & short tips easily accessed via staff & provider’s
* workshops)
  + In person
  + Webinars (includes access to archived content)
  + Self-paced & independent study materials
  + Online training & videos
* Collaborative cross function inter-department workgroups & learning hubs
* Community Partnerships
* **“Planners cannot foresee every outcome, & incident managers cannot anticipate every scenario. While disasters have a language of their own & no plan guarantees success, inadequate plans are proven contributors to failure.”**National Response Framework 2006
* ***The player’s bench is constantly changing, but a concise, common playbook is needed by all.***  
    
    
    
  National Response Framework, January 2008
* **These objectives & accountability can’t reside in one department and or one person, taking responsibility for improvement & increasing compacity & competencies is a team sport.**
* **Resources [Google title]**
* **Evacuation and Transportation in Emergencies for People with Disabilities Webinar**
* **FEMA Guidance on Planning for Integration of Functional Needs Support Services (FNSS) in General**

**Population Shelters**

* **Resources [Google title]**
* **FEMA Guidance on Planning for Integration of Functional Needs Support Services (FNSS) in General Population Shelters** -provides sample lists of durable medical equipment and consumable medical supplies to assist emergency managers in their planning and preparation efforts to build capacity to meet obligations to individuals with disabilities. **From Special Needs to Functional Needs Oakland California's Journey from Emergency Management Defendant to Model City for Inclusionary Emergency Management Planning and Response**
* **Resources [Google title]**
* High Rise Evacuation for People with Disabilities Webinar
* Using FEMA's Functional Needs Guidance in Shelters Webinar
* **Resources Google title or go to http://www.jik.com/disaster.html**
* **Checklist for Integrating People with Disabilities and Others with Access and Functional Needs into Emergency Planning, Response & Recovery**
* **Functional Assessment Service Teams (FAST)**
* **Resources Google title or go to http://www.jik.com/disaster.html**
* **Functional Needs Focused Care and Shelter Checklist** 4/09-Version 3, Kailes, J
* **Individual Preparedness for People with Disabilities, Their Families And Support Networks**

* **Moving Beyond "Special Needs" A function-based framework for emergency management and planning, (2007)**
* **“Planning for Community-Based Organizations, Non-Governmental Organizations and Government ”**
* **Registries - for People with Access and Functional Needs**
* **Southern California Wildfires After Action Report (2008)**
* **Resources [Google title]**
* **ADA Best Practices Tool Kit for State and Local Governments. (2007) (Chapter 7) U.S. Department of Justice, Civil Rights Division, Disability Rights Section**
* **ADA Guide for Local Governments – Making Community Emergency Preparedness and Response**
* **Programs Accessible to People with Disabilities**