



The Whole Community

Accommodations for people with functional needs
during a disaster response

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Winter weather





Goal and objectives

Goal: To develop CERT plans for emergency response to disasters in Westshore communities responsive to the needs of all community members

Objectives:

1. Site an example of a disability related to each of the five categories of access and functional needs
2. Describe service adaptations during a disaster for a person in each category,

Flooding





Agenda

- Non-discriminatory principles of the law
- Defining functional needs
- Issues related to evacuation and sheltering
- Issues related to medical countermeasures (PODs)
- Etiquette

Wind storms/tornados





ADA Principles of the Law

Federal civil rights laws mandate integration and equal opportunity for people with disabilities.

- Self-determination
 - People with functional needs know their own needs, offer choices
- No “one size fits all”
 - Different disabilities -> different needs



Non-discrimination Principles of the Law

- **Equal opportunity**
 - Same opportunity for recovery services
- **Inclusion**
 - Include people with functional needs in planning, training and evaluating programs and services
- **Integration**
 - Services provided in integrated setting allowing people with functional needs to be with support system



Non-discrimination Principles of the Law

- **Physical access**
 - Services must be provide in a location that allows access for people with functional needs
- **Equal access**
 - People with functional needs must have equal access to programs and services



Non-discrimination Principles of the Law

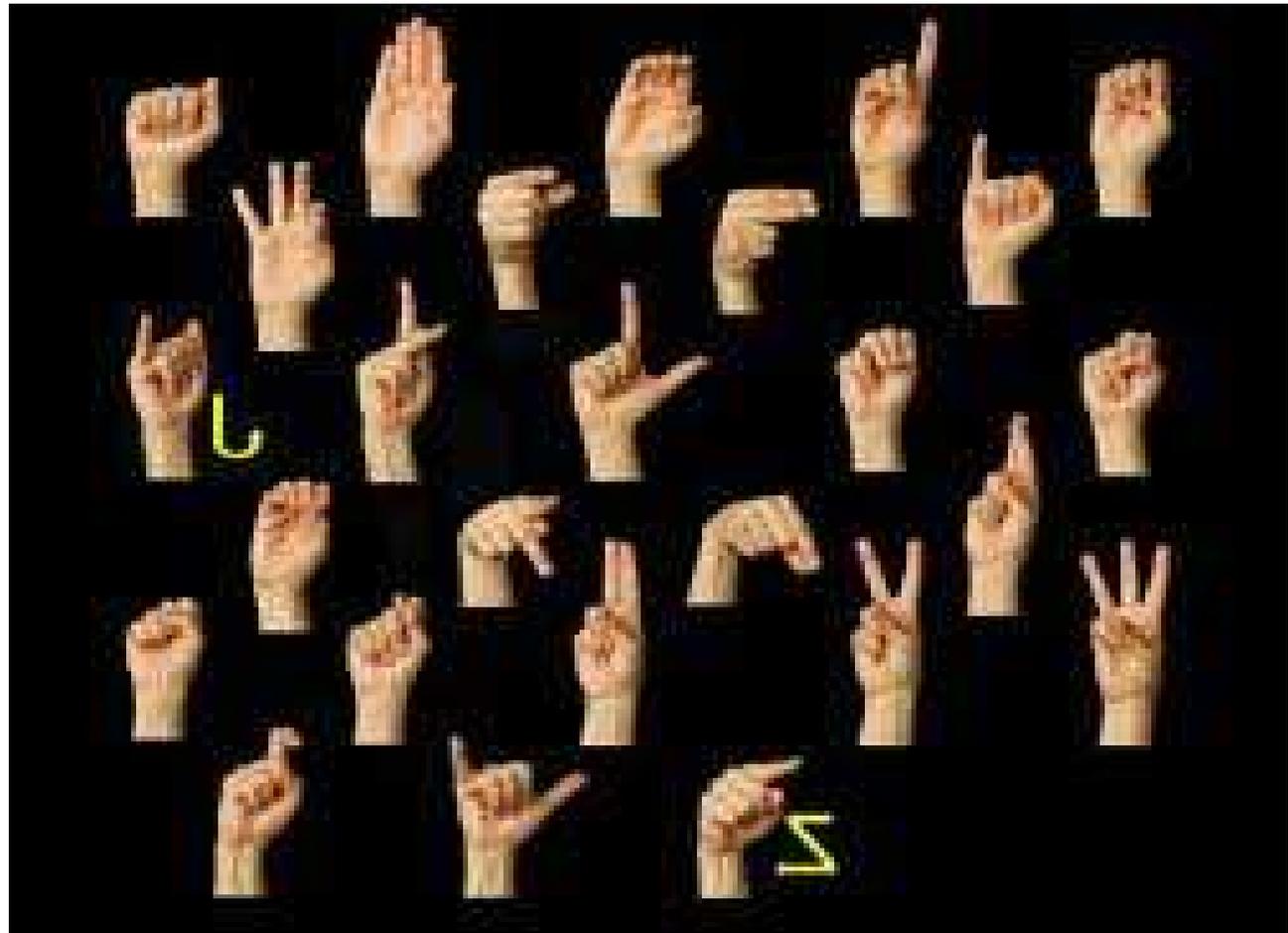
- **Effective communication**
 - Information must be available in format that is accessible and understandable
- **Program modifications**
 - Services must be changed to allow access
- **No charge**
 - People with functional needs may not be charged for the cost of adaptations.



Defining functional needs C-MIST

- Populations whose members may have additional needs before, during, and after an incident in functional areas, including but not limited to:
 - Communication
 - Medical care
 - Independence
 - Supervision
 - Transportation

Communication





Communication

- Limitations interfering with the receipt of and response to information
- Assistance needed due to limitations of:
 - Hearing
 - Vision
 - Speech
 - Cognitive or intellectual capacity
 - Limited English proficiency



Communication resources

Know your community

- What languages other than English are spoken?
- Modern Language Association (Language Map, then Census data)



Communication resources

- ISpeak Cards
- Interpretation and translation
 - Sign language and foreign language interpreters
 - Avoid using family members
 - Consider high school or college instructors
 - Check with coordinating agency for phone interpretation or in-person interpreter
- Interpreter etiquette
 - Speak to the person, not the interpreter
 - Everything you say will be interpreted



Communication resources

- People who are blind or have limited vision
 - Printed information available in large print
 - Access written information on a computer using a screen reader
 - Computers equipped with JAWS possibly available from Cleveland VA (request through lead agency)



Medical Care

- Most people managed at home can be managed in a shelter
- Ideally arrives at shelter with knowledgeable caregiver or can manage own care



Medical Care

- Support of trained medical professionals.
- Managing conditions requiring observation and ongoing treatment
- Managing intravenous therapy, tube feeding, and vital signs
 - Ideally arriving with necessary supplies



Medical Care (continued)

- Dialysis treatment
 - One-pager
- Oxygen administration and/or need of suctioning
 - Oxygen concentrator needs electrical outlet
- Wound management
 - Needs supplies
- Needing power dependent equipment to sustain life

Independence





Independence

- Needs support to be independent in daily activities
 - Consumable medical supplies (diapers, formula, bandages, ostomy supplies, etc.),
 - Durable medical equipment (wheelchairs, walkers, scooters, etc.),
 - Service animals
 - Attendants or caregivers.
- Reasonable modification to policies, practices, and procedures.

Service Animals





Service animals

Only two questions may be asked of someone with a service animal and only if it is not obvious why the person needs a service animal.

- “Do you need this animal because of a disability?”
- “What tasks or work has the animal been trained to perform?”



Service animals continued

- Service animals allowed in shelters
- Suggest locating owner near an exit – will be expected to “toilet” service animal
- Ensure food and water for service animal
 - Ideally arrives at shelter with usual food



Supervision

Loss of support of caregivers, family, or friends

- Young children
 - unable to identify themselves
 - lack the cognitive ability to assess the situation and react appropriately.
- People with dementia or psychiatric conditions such as schizophrenia or intense anxiety



Supervision

- Suggestion for unaccompanied young children or adults with dementia
 - Take a picture of the person daily
 - May be needed if they wander from shelter

Transportation





Transportation

During an evacuation:

- Needs accessible vehicles (e.g., lift-equipped or vehicles suitable for transporting individuals who use oxygen)
- Cannot drive or no vehicle
 - Needs information about how and where to access mass transportation during an evacuation.



Evacuating people with functional needs

- Recognize hazard
- Identify vulnerable population
- Develop plan
- Communicate plan to community residents
- Provide resources for evacuation
- Identify an evacuation center
 - Red Cross or community



Characteristics of Evacuation

Hazard Characteristics

- Magnitude
- Intensity
- Speed of onset
- Duration
- Impact on community

Scope of Evacuation

- How many people
- Time available
- Time and distance of travel to areas of safety
- *How many people needing specialized transportation*

Adapted from FEMA G358



Issues related to evacuation

Communication/notification

- What languages other than English are spoken in your community?
 - For people with LEP, what is their capacity to speak and understand English?
- Other communication needs in your community?
- Community should use multiple ways to communicate (audible, visual, etc.)



Issues related to evacuation

Transport

- Transportation during evacuation
 - How would a person needing specialized transportation make a request?
 - How would the person be matched with the appropriate vehicle?



Issues related to evacuation

Transport

- What transportation resources are available in your community?
- How will the time of day or the day of the week affect availability of transport?
- Other options?



Sheltering

Red Cross is the lead agency for sheltering in Cuyahoga County

- Red Cross has shelter equipment, trained volunteers, MOUs with vendors, etc.
- Red Cross maintains a list of potential shelters in the area
 - Potential shelter sites are surveyed every 3 years
 - Potential shelter sites surveyed within the past 2 years have been evaluated by Red Cross guidelines consistent with ADA



Sheltering

Services within shelter

- People with functional needs should be accommodated in a general population shelter.
- People with urgent medical needs should be managed in a hospital.
- Some communities use special needs shelters or medical shelters



Sheltering

- Accessible for people with wheelchairs and other mobility equipment
- Access to electrical outlets – usually along outer walls
- Accessible cots –
 - increased weight capacity
 - easy to transfer from wheelchair
 - side rails



Sheltering

- Accessible restrooms
 - Space to maneuver a wheelchair
 - Toilet risers
- Menus to accommodate medically prescribed diets
- Access to refrigeration for medication storage
- Access to refrigeration for snacks and other foods consistent with medically prescribed diet
- Signage in graphic form
- Accommodations allowing families to remain together



Sheltering

- **Communication Adaptations**
 - People with LEP may need
 - Interpreter for registration and other situations
 - Assistance with forms completion
 - Information printed in native language



Sheltering

- **Communication Adaptations**
 - People with limited vision or who are blind may need
 - Assistance orienting to shelter
 - Assistance with forms completion
 - Transportation to appointments or to return home
 - Assistive technology replacements



Sheltering

- **Communication Adaptations**
 - People who are deaf may need
 - An ASL interpreter
 - Assistance understanding shelter announcements
 - Access to TTY system
 - Assistive technology replacements



Sheltering

- **Communication Adaptations**
 - People with developmental disabilities may need:
 - Patience while they express needs
 - Presence of usual caregiver



Recovery services

- All people should have equal access to recovery services
 - Adaptations may be necessary
 - If returning to their home, repairs should ensure access is equal to previous level
 - If not returning to their home, locate housing that accommodates their needs.



Issues related to PODs

- Communication
 - Notification in various forms – most likely to come from local health department
 - Educational materials available in languages reflected by population served
 - MLA language map
 - Interpreters as needed
- Transportation to POD
- Functional needs area
- Consider delivery to congregate living facilities/senior apartment buildings, etc.



Using an interpreter

- When to use an interpreter
 - For people with LEP
 - For people who are deaf
 - Especially for complex information and/or when confidentiality is an issue
 - Ask them!
 - Avoid using family, friends
 - Use a professional interpreter if possible – in-person or by phone
- How to request an interpreter (PH Liaison)



Using an interpreter

- **Interpreter etiquette**
 - If using a sign language interpreter, position yourself so the light is hitting your face
 - Speak to the person, not the interpreter
 - Everything you say will be interpreted



Etiquette

- Ask before you help
- Be sensitive about physical contact
- Speak directly to the person with the disability
- Don't make assumptions
- Respond graciously to requests
- Put the person first



Training sessions for volunteers

Offered for CERT, MRC and Red Cross volunteers

- Introduction to functional needs / etiquette
- People who are blind and people who are deaf
- People with developmental disabilities*
- People with mental health diagnoses*

Note - * indicates available on CCBH website



Training sessions for volunteers

Offered for CERT, MRC and Red Cross volunteers (continued)

- People with renal failure (dialysis)*
- Refugees and immigrants
- People with diabetes*
- People with respiratory diseases*
- Children in disasters*
- People with dementia*



Recommended reading

- Good Kings, Bad Kings – Susan Nussbaum