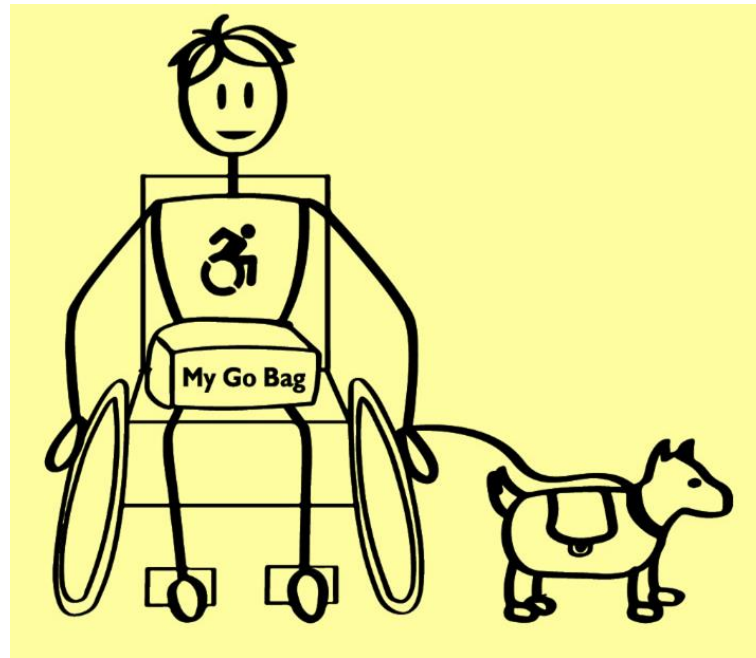


# Be Prepared, Have a Plan: Emergency Preparedness



**COUNCIL ON  
PHYSICAL DISABILITIES**



For Persons with Disabilities and AnyBODY Else  
Adapted and Endorsed by the  
Wisconsin Council on Physical Disabilities

# Show of Hands

1. How many of you have worked with any individuals with disabilities?
2. How many of you have worked with individuals with disabilities during a natural disaster or an emergency situation?

# Wisconsin Council on Physical Disabilities

- Created by the state legislature in 1989.
- CPD is a Governor-appointed Council that specifically focuses on funding, policies, programs, and legislation that impact people with disabilities.
- Vision: The Council envisions a world where all person with physical disabilities have access to same opportunities and life choices as any other Wisconsin resident.



# History on CPD's Involvement in Emergency Preparedness

- CPD developed an **Emergency Preparedness Toolkit** which serves as a resource tool providing all people, particularly those individuals with physical or other disabilities, emergency preparedness information including tips, checklists, wallet card, visual communications tool, and other resources to be prepared and have a plan for emergencies and natural disasters.



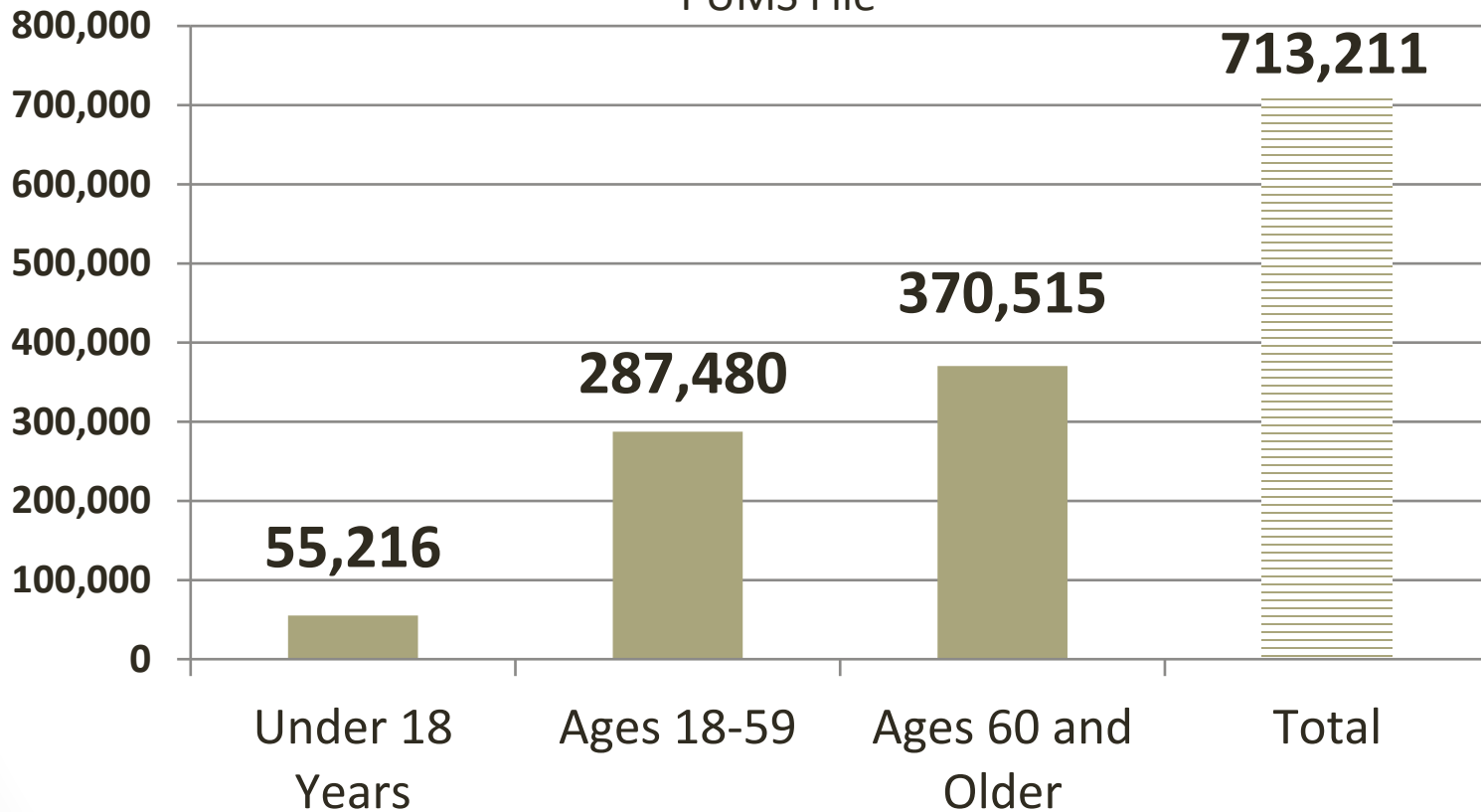
# Context for this Presentation

- CDC (Centers for Disease Control and Prevention) estimates 1 in 4 adults (62 millions) people in the United States are living with disability.
- CDC disability data shows:
  - 1 in 5 adults 65 years old and older have a disability.
  - 1 in 4 women have a disability.
  - 2 in 5 non-Hispanic American Indians/Alaska Natives have a disability.

# Wisconsin Household Population Reporting Disability by Age Group, 2013-17

## Wisconsin Household Population Reporting Disability by Age Group, 2013-17

Source: U.S. Census, 2013-17 American Community Survey, PUMS File



# Definitions of Reasonable Accommodation

- Title II of the American with Disabilities Act (ADA) requires state/local governments to give people with disabilities equal opportunity to benefit from all of their programs, services, and activities.
- FEMA defines a reasonable accommodation as a modification (change, exception, or adjustment) to a rule, policy, practice, service, or procedure that is necessary to allow individuals with disabilities equal access and opportunity to FEMA and FEMA funded programs, information, services, and facilities.



# Who May Request Reasonable Accommodations?

- People who use durable medical equipment, assistive technology, or augmentative communication devices.
- People with chronic, controlled illnesses, or communicable diseases.
- Persons with Personal Assistant or Caregiver(s) (paid or unpaid).
- People on special diets.
- People with behavioral or mental health conditions.
- People with Disabilities.
- People with service animals.





# EMERGENCY PREPAREDNESS TOOLKIT



# Emergency Preparedness Toolkit (2)



“Be Prepared, Have a Plan: Emergency Preparedness Toolkit for Persons with Disabilities.....and AnyBODY Else”

- The Toolkit is available online on [CPD's website](#), or hard copies can be requested from DHS staff.
- The toolkit is also available in Spanish, braille, and an audio format.



# Emergency Preparedness Toolkit Online

Electronic copies of the following:

- Emergency Preparedness Toolkit (Manual)
- General Checklist
- Disability Checklist
- Car Checklist
- Important Documents Checklist
- Medical Emergency Wallet Card
- Family Emergency Planning Form
- Visual Communication Tool
- How to make a Home Fire Escape Plan
- Medical Information and Emergency Health Care Plan



# What is a **GO BAG**?

- The GO BAG contains all the things a person would need to grab if they had 5 minutes to evacuate their home, office, or school.
- Go Bag can include items such as medications, important documents, IDs, Phone and Chargers, Medical Supplies, Assistive Technology and Mobility Devices.
- The Go Bag should be with you at all times.



# GO BAG OR Kit Items



# Disability Etiquette (1)

- Important to Remember:
  - Not all disabilities are visible
    - Heart disease
    - Depression
    - Asthma.
  - Temporary disabilities (injury or illness) are equally limiting.
  - Not everyone with a disability wishes to discuss it.
  - People who have experienced something that is psychologically traumatic may display similar signs to someone who has a disability. These signs could include confusion, shock, and stuttering. It important to work with individuals to identify their needs.



# Disability Etiquette (2)

- Blindness or Visual Impairment
- Cognitive
- Chronic or Acute Health
- Deaf or Hard-of-Hearing
- Learning Disability or ADHD
- Neurological
- Psychological
- Speech and Language
- Wheelchair Users and Other Mobility Device Users



# Disability Etiquette (3)

There are some great resources available on how to communicate with people with various disabilities.

- [Tips for Engaging with Different Disabilities](#) —This resource from the University of Washington includes tips for engaging with people with various disabilities and when to use people-first language.
- [TIPS for First Responders](#) —This resource from Texas A&M University includes tips for engaging with people with disabilities and service animals.





# Tips for Effective Communication (1)

- Get the person's attention first. Speak to them at eye level.
- Use short, familiar words, such as "What do you need?"
- Ask questions that can be answered with a yes or no, if possible.
- Ask one question at a time. Also give directions one at a time.



# Tips for Effective Communication (2)

- Give the person time to respond to your question or follow directions.
- Repeat, rephrase, or write your message if necessary.
- Ask permission first, before touching the person.
- Ask before moving a person or a person's wheelchair or mobility device.



# Tips for Effective Communication (3)

- Try to include the person in conversations as much as possible. Don't talk to other people about a person who is in front of them.
- If a person does not use words to speak, look for gestures or other behaviors that communicate what the person wants to express.
- Don't assume a person does not understand if they don't use words to communicate.



# Visual Communications Tool (1)

EMERGENCY PREPAREDNESS TOOLKIT  
**VISUAL COMMUNICATIONS TOOL**

- I have a physical disability
- I am Deaf or hard of hearing
- I am blind or visually impaired
- I have a cognitive disability
- I have a speech disability
- Other

**Quick Communication Tips for Emergency Responders:**

- Get the person's attention first.
- Speak to them at eye level.
- Look at the person when you speak. He or she may be able to read your lips.
- Speak slowly with a low-pitched and calm voice.
- Use short, familiar words, such as "What do you need?"
- Ask one question at a time. Also give directions one at a time. Check for understanding after each step.
- Give the person time to respond to your question or follow directions.
- Repeat, rephrase or write your message if necessary.
- Ask permission first, before touching the person.
- Ask before moving a person or their wheelchair/mobility device.



The Visual Communications Tool is part of the Wisconsin Council on Physical Disabilities Be Prepared, Have a Plan, Emergency Preparedness Toolkit. To view the entire toolkit and other materials, visit <https://cpd.wisconsin.gov>

**COMMUNICATION METHODS**

The best way to communicate with me is:



List your unique communication equipment needs on your **MEDICAL EMERGENCY WALLET CARD**, available at <https://cpd.wisconsin.gov>.



1	2	3	4	5
6	7	8	9	0

**PAIN**

Where is the pain located?

FRONT BACK

R L L R

**LEVEL OF PAIN**

0 1 2 3 4 5 6 7 8 9 10

NO PAIN MILD PAIN MODERATE PAIN SEVERE PAIN VERY SEVERE PAIN WORST POSSIBLE PAIN

**IMPORTANT PEOPLE OR SERVICES**

I need help with ...



**TRANSPORTATION**



COUNCIL ON PHYSICAL DISABILITIES

# Visual Communications Tool (2)

- Used for quick and easy two-way communication during an emergency.
  - To tell others what you need.
  - To tell you what is going on.
- The **VISUAL COMMUNICATIONS TOOL DOES NOT** substitute for accommodations required by the Americans with Disabilities Act (ADA). Shelters and federal aid programs must provide interpreting services and other public accommodations as required by the ADA.



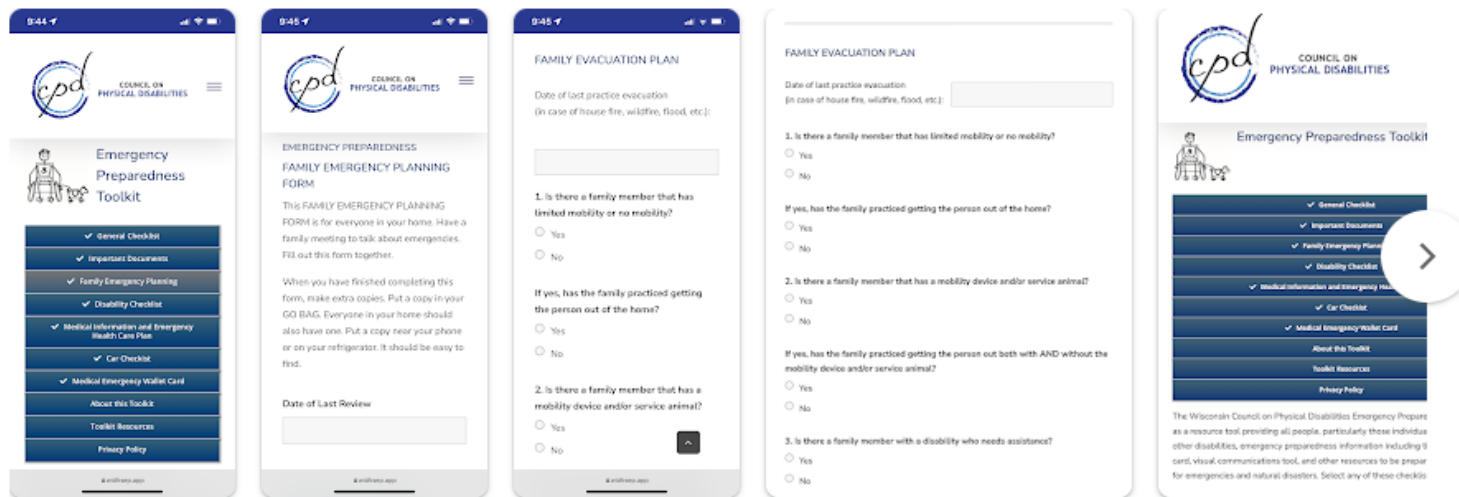
# On-line Toolkit has Fillable Forms

- The Toolkit, Checklists, Forms, and other Resources are available at <https://dhs.wisconsin.gov/cpd/toolkit.htm>.
- The Toolkit Manual, “**Be Prepared, Have a Plan: Emergency Preparedness Toolkit**,” can be accessed directly at <https://dhs.wisconsin.gov/cpd/ep-manual.pdf>.
- NOTE: You can search the toolkit text using **FIND (i.e. CTRL key and the letter “F”)**. Enter the word or phrase you want to find in the dropdown box (i.e., winter, service animal). Hit the down or up arrow to search forward or back.
- **FORMS are fillable.** They can be downloaded and printed – OR filled in before they are downloaded to be printed.
- **CHECKLISTS** can also be downloaded and printed.



# Emergency Toolkit App

- The Emergency Preparedness app is available on Apple and Android platforms.
- The app includes all the forms and checklists from the Emergency Preparedness Toolkit in a fillable format, which can be saved to a smart device or sent to a printer.



# Emergency Toolkit App (2)

- Android version: <https://play.google.com/store/apps/details?id=appwithhsepapp.wpapp>
- Apple version: <https://apps.apple.com/us/app/emergency-preparedness-toolkit/id1590957385>





# INCLUSIVE EMERGENCY DRILLS

# Engaging People with Disabilities in Emergency Planning (1)

- Make tabletop and in-person emergency preparedness drills inclusive.
- Engage people with disabilities in the planning process. Reach out to disability organizations and form an Accessible Function Needs Planning Committee. Members of this committee can include:
  - Emergency Planners
  - First Responders
  - Community members with disabilities and their caregivers
  - Representatives of disability organizations.



# Engaging People with Disabilities in Emergency Planning (2)

- To ensure maximum participation in Accessible Function Needs and Planning Committee, meetings should be fully accessible. Make sure to:
  - Ask if committee members need any accommodation to fully participate.
  - Hold meetings in ADA compliant building.
  - Have alternative formats of meeting materials available, if requested.
  - Use person-first language.



# Engaging People with Disabilities in Emergency Planning (3)

- Educate citizens with disabilities about realistic expectation of service during and after an emergency.
- Learn and gain from the knowledge, experiences, and non-traditional resources.
  - Disability can bring partnership effort with emergency professional.
- Work with institutional and industry-specific and disability service providers.
  - These are not considered to be emergency service resources, but that can offer valuable and timely support during emergencies.



# Things to Consider When Planning Inclusive Exercises and Drills

When engaging the disability community in Emergency Training and Exercises remember to:

- Provide equal access to community training opportunities. Be prepared to identify and address functional needs.
- Provide training materials in accessible and alternative formats, as requested.
- Ensure reasonable accommodations such as sight guides, captioning, or American Sign Language Interpreters are available as requested to ensure adequate communication before, during, and after training drills and exercises.
- Create strong partnerships with organizations and individuals in the disability community.



# Things to Consider When Planning Inclusive Exercises and Drills (2)

People with disabilities may require additional care and communication when evacuating, being placed in emergency shelters, or when participating in exercises and drills. Special consideration should be given to:

- Mobility impairments
- Sensory changes
- Heat and cold temperature changes
- Chronic illness and medications
- Service animals



# Communication Considerations

There are additional factors which may also impact a person's ability to communicate effectively, including, but not limited to:

- Delayed response syndrome.
- Dementias.
- Autism spectrum.
- Transfer trauma.
- Fear of institutionalization.
  - 59% of Deaf evacuees reported they never went back home. This is more than quadruple the displacement rate compared to people who can hear.
  - 73% of people who are blind never returned home after being displaced in a disaster compared to 6% of sighted people who never returned home.



# Connecting with People with Disabilities and Caregivers (1)

- [Aging and Disability Resource Centers \(ADRCs\)](#)—Connect you with local resources, including caregiver support, dementia care services, and Wisconsin’s long-term care programs
- [Greater Wisconsin Agency on Aging Resources \(GWAAR\)](#)—A non-profit agency that serves as the Area Agency on Aging (AAA) for 70 counties and 11 tribes. AAAs provide services that support older person age 60+ living in the community
- [Independent Living Centers \(ILCs\)](#)—Empower people with disabilities to live the way they choose. ILCs promote choice, equal access, and full inclusion of people with disabilities in Wisconsin.





# Connecting with People with Disabilities and Caregivers (2)

- [Office for Blind and Visually Impaired](#) —Help individuals who are blind or visually impaired to achieve their own goals of independent living.
- [Wisconsin Council of the Blind & Visually Impaired](#)— Promotes the dignity and empowerment of the people of Wisconsin who live with vision loss through advocacy, education, and vision services.
- [Office for Deaf and Hard of Hearing](#)— Provides information and referral services on a variety of topics tailored to the unique needs of Deaf, Deaf-Blind, or hard of hearing residents.



# Connecting with People with Disabilities and Caregivers (3)

- [Wisconsin's Family Caregiver Support Program](#)—Located in every county and tribe in the state, provides information and assistance to help people better care for their loved ones – and themselves.

# EMERGENCY PREPAREDNESS COMMUNICATION FOLDER

# Disability Data

- 61 million adults in the United States live with a disability
  - 26 percent (one in 4) of adults in the United States have some type of disability.
- Disability is especially common in these groups: older adults, women, and minorities.
- Adults living with disabilities are more likely to be obese, smoke, have heart disease and diabetes.
- Health care access barriers for working-age adults include:
  - 1 in 3 adults with disabilities 18 to 44 years do not have a usual health care provider.
  - 1 in 3 adults with disabilities 18 to 44 years have an unmet health care need because of cost in the past year.
  - 1 in 4 adults with disabilities 45 to 64 years did not have a routine check-up in the past year.
- Source: <https://www.cdc.gov/ncbddd/disabilityandhealth/infographic-disability-impacts-all.html#:~:text=61%20million%20adults%20in%20the,is%20highest%20in%20the%20South.>



## RESEARCH SHOWS:

“More than 80% of U.S. physicians report that people with significant disabilities have worse quality of life than nondisabled people, an attitude that may contribute to health care disparities experienced among people with disability.”

Source: <https://news.harvard.edu/gazette/story/2021/02/survey-finds-doctors-have-negative-perception-of-patients-with-disability>

# About the Emergency Preparedness Communications Folder (1)

This folder was designed as a resource for health care providers and people with disabilities to address communication and access barriers. Accessibility applies to both communication and physical access.

- **How to be Used by Health Care Providers:**
  - Utilize the information and communication tools in this folder to increase access to health care.
  - Use information to educate staff about reasonable accommodations and about the civil rights of people with disabilities.
  - Use communication tools to raise awareness of how to effectively communicate with patients who have a range of disabilities
  - Review information on how to ensure that accessible medical equipment is available for people with disabilities.



# About the Emergency Preparedness Communications Folder (2)

- **How to be Used by People with Disabilities:**
  - Learn about your rights and how to request a reasonable accommodation in a health care setting, and what to do if this request is denied.
  - Use communication tools to communicate in a health care or emergency situation when urgent communication is needed. This can be used when resources to grant a reasonable accommodation are being secured or when a reasonable accommodation has been denied.



# About the Emergency Preparedness Communications Folder (3)

- This folder includes several documents including:
  - Know Your Rights
  - Health Care and the Americans with Disabilities Act
  - Emergency Preparedness Visual Communication Tool
  - Getting a COVID-19 Vaccine Infographic
  - Office for Deaf or Hard of Hearing COVID-19 Communication Card
  - **Please Note:** Communication tools are not a substitute for accommodations required by the Americans with Disabilities Act (ADA). Shelters and federal aid programs must provide interpreting services and other public accommodations as required by the ADA.





# Know Your Rights

EMERGENCY PREPAREDNESS TOOLKIT

## KNOW YOUR RIGHTS



### Federal Laws

There are federal and state laws that protect people's civil rights and prohibit discrimination against people with disabilities.

- **Americans with Disabilities Act (ADA):** Health care agencies run by state and local governments are covered under Title II of the ADA. Health care organizations run by private businesses or nonprofit organizations are covered under Title III of the ADA. All places covered by the ADA must provide access to their facilities and programs for people with disabilities.

The ADA requires that health care entities provide full and equal access for people with disabilities. This can be done through:



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PHYSICAL DISABILITIES

# Health Care and the ADA



## National Network

Information, Guidance and Training on the  
Americans with Disabilities Act

Call us toll-free  
1-800-949-4232 V/TTY  
Find your regional center at  
[www.adata.org](http://www.adata.org)

For the most current and accessible version, please visit  
<https://adainfo.us/healthcare>

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## Health Care and the Americans with Disabilities Act

The Americans with Disabilities Act (ADA) is a federal civil rights law that prohibits discrimination against people with disabilities. **Health care organizations that provide services to the public are covered by the ADA.**

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The ADA requires that health care entities provide full and equal access for people with disabilities.

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This can be done through:



COUNCIL ON  
PHYSICAL DISABILITIES

# Now Be Prepared, Have a Plan! – For Individuals

- Fill out and carry your Medical Emergency Wallet Card with you.
- Pack a GO BAG (take with you everywhere).
- Share emergency plan with family and caregivers.
- Have drills for emergencies and natural disasters.
- Check GO BAG and emergency kits when time change occurs.



# Now Be Prepared, Have a Plan! – As An Agency/Partner

- Create a plan to share this information with all interested staff, community partners, and stakeholders.
- Educate members of the public about having an emergency plan with family and caregivers.
- Encourage volunteer or first responder agencies to have drills for emergencies and natural disasters and how to respond.
- Teach people about the importance of having a GO BAG and remind people to check their GO BAGs and emergency kit supplies when time change occurs.



## For More Information Contact us



Picture of Council Members (from left to right Jeff Fox, Ben Barrett, and Karen Secor) staffing an emergency preparedness outreach booth.



**Website**

[dhs.wisconsin.gov/cpd](https://dhs.wisconsin.gov/cpd)



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