Exploring the Role of Reused AT in Emergency Prep

Pass It On Center
Carolyn Phillips, Liz Persaud, Jessica Brodey
Guest Speakers – Elliot Harkavy, EGH & Associates,
George Heake, Temple University

Georgia Department of Labor – Tools for Life

www.passitoncenter.org
Agenda

- A National Perspective and how it relates to AT Reuse – Elliot Harkavy
- Examples from the field – George Heake
- Policy – Jessica Brodey
- Future Webinars on Emergency Prep
- Emergency Prep & AT Reuse – Perspectives from RSA
- Pass It On Center Initiatives
Expectations

- This webinar is Part 1 of a 3 part series
  - Initial introduction
  - Future topics selected based on feedback
  - We are asking you to fill out an evaluation and give us specific direction

- “Give and Take”
  - We need you to learn the terminology and key structures so we can delve deeply into these topics.
  - We have an expectation that you will review the resources we provide before the next session.
Emergency / Disaster Cycle

Preparedness

Response

Prevention/Mitigation

Recovery
Disasters in the United States

- All hear about the 100+ major disasters
  - In these events thousands of people are displaced and damage is over $1 Million, often much more

- May hear about the 1000+ Emergencies
  - Dozens (even hundreds) of people are displaced and damage may be significant to those people

- American Red Cross responds to over 65,000 individual disasters annually
  - Vast majority are single family home fires
  - To the impacted families, this event may be catastrophic
Why is Emergency Prep important to AT Reuse Programs?

- Need for AT in disasters
  - Individual Recovery
  - Access to Sheltering & Services
- AT Act programs have an existing national structure that can easily be leveraged to provide assistance
- AT Act Programs have a statewide infrastructure that can serve the needs of the state during an emergency
Local Incidents – Scale and Complexity

- All emergencies start locally (Fire/EMS, Police, local HHS, hospitals/health care providers, OEM, American Red Cross, VOAD)
  - As scale/complexity increase, state and federal support may be needed
  - Larger incidents require increased coordination and information flow across agencies
Managing Incidents

- Managing complex incidents requires...
  - Data to assess the evolving situation
  - Tools to analyze and interpret the data
  - Interoperability to share information/decisions across diverse agencies and IT systems
  - Resources: what, where, and how to supply
Disasters’ Impact on People with Disabilities (PWD)

- 2000 Census reports that nearly 30% of US Households have a member with a disability
- No evidence that PWD more/less likely to be involved in a disaster
- But when PWD are impacted, their needs may be greater
  - May need to replace DME or AT
  - Can be separated from caregivers
  - Schedules and treatments/therapies interrupted
Lessons Learned from Hurricane Katrina

- Prior to Hurricane Katrina:
  - Many responders and emergency managers couldn’t spell disability

- Two of the primary reasons that people did not evacuate in the path of Katrina:
  - Was PWD – with no means to evacuate
  - Had a PWD in family or HH with no means to evacuate
  - Combined to account for over 1/3 of those who didn’t evacuate
More Lessons from Katrina

- Many who evacuated lost most/all DME & AT
  - Very difficult to replace when all commerce is out
  - Few responders knew about DME, even fewer AT

- Most shelters not equipped to handle PWD
  - Many inaccessible
  - Little/no DME or AT

- Help must be coordinated through NIMS
  - Unsolicited donations & unaffiliated responders cause problems
Since Hurricane Katrina

- State/Local Emergency Managers
  - PWD now on RADAR
  - Unfortunately, much focus on Registries & Medical Needs Shelter
  - “Doesn’t the Registry take care of all the needs?”
Since Katrina (con’t)

- Red Cross has:
  - Trained volunteers to be better at serving PWD
  - Included accessibility in shelter surveys
  - My chapter in the DC area has partnered with NOD to:
    - Survey all shelters in the region, including accessibility
    - Purchase a cache of accessibility tools
    - Approximately 10% of a DHS UASI grant for preparedness
Federal Changes Since Hurricane Katrina

- FEMA has:
  - Hired a specific Disabilities Coordinator
  - A new Deputy Administrator for Grants coming from the Disability Community
  - Included accessible busses and ambulances in evacuation plans
  - Developed a go-kit of accessibility tools for shelters
  - Promoted the need for Medical Needs Sheltering
Other Federal Agencies

- DHS has an Office of Special Needs & Interagency Collaboration Council
- DOJ ruled that shelters must be accessible
- HHS has developed guidance for replacing some DME after major disasters
FEMA and AT Replacement

- FEMA has worked with HHS to replace DME lost/damaged in Disaster.. But...
  - May be limited to only the largest disasters
    - Presidentially declared “Major Disasters” with IA
  - It takes time after the disaster to set up
  - It requires a supply of new equipment to be available
  - May not cover all DME
  - Not clear if it covers any/all AT
There is a Need for Reutilization in Disasters

- Since DME and AT are not on most emergency management RADAR, it is unclear if/how DME/AT would be replaced if not covered under by FEMA/HHS
Examples from the field
Challenges:
• “Uncharted Territory” for the Institute. We had no existing plan in place.
• It was a painful journey of trial and error.
• We were not part of the Emergency Response “System” because we were not an “In Kind Agency” such as Red Cross, VOAD etc.
• We did not have transportation to pick up DME that could not be delivered
• We did not have storage space (warehouse)
• No Funding
• We did not have a donation plan in place

The Katrina/Rita Response
Lessons Learned
- You need to reach and develop contacts "outside" of your comfort zone
- You must break into the community main stream for donation requests
- Follow up with ALL EMAILS and ALL CALLS
- Think for more then 5 seconds before raising your hand to volunteer 😊
The Katrina/Rita Response

Best Practices

- Central Tracking System (Keep it simple: bar-coding and excel spreadsheet) (What comes in, What goes out)
- Follow up with donors with summary of donation efforts: (i.e. stats, numbers, descriptions etc.)
- Follow up with Thank You notes/letters
- Capture all contact information
  - All requests: Track “who you sent requests to”
  - All replies, questions, comments
  - Donors
  - Category: Non Profit, Private, Government, Consumer?
Iowa Flooding, Gustav and Ike Notes (more detail in future policy webinar)

**Best Practices** (Using Google maps as collaborative tool for donor public relations and logistic tool)

http://maps.google.com/maps/ms?hl=en&ie=UTF8&msa=0&msid=108999394158248712768.0004533d3c546ea2088f9&ll=40.038129,-75.476074&spn=0.488903,1.230469&z=10
You Need to learn the “System”
AKA: You need to know the playbook!

National Response Framework: NRF:
http://www.fema.gov/emergency/nrf/

FEMA Regional Contacts:
http://www.fema.gov/about/contact/regions.shtm

Comprehensive Preparedness Guide 301: Special Needs Planning:

Access Board: Resources on Emergency Evacuation and Disaster Preparedness: http://www.access-board.gov/evac.htm

ADA Best Practices Tool Kit for State and Local Governments:
http://www.ada.gov/pcaToolkit/toolkitmain.htm
Potential Roles for AT Reuse Programs

- Collection
- Coordination of State & National Networks
- Transportation
- Hands on the ground
  - Identifying specific needs
  - Transmitting the needs to/through the network
  - Assessing/Matching/ Servicing of GOODS
  - Arranging for distribution
Stuff vs Goods

- Adventist Disaster Services - 2 categories of IKD
  - STUFF - Surplus Trash Useless to Frantic Folk
  - GOODS - Gleanings out of Donated Stuff
  - GOODS are 5% of Stuff
Questions to Address

- Logistics For Disaster - how to:
  - Collect the items for reuse
  - Sort, clean, refurbish, store and catalog re-use items
    - Web-based catalog for easy access during emergency across affected areas
  - How to distribute reuse items
    - Staging and sorting for transport
    - Getting it to where it needs to go without interfering with other responders
  - Support items distributed
More Questions

- Regulatory issues – What to be concerned about?
- Capture Lessons Learned
  - Potential models for success
  - What is needed to meet AT needs of impacted PWD
- Messaging – How do we reach the partners and clients to let them know we’re here and can help
  - What training is required for response/recovery partners
    - to raise awareness
    - to facilitate optimal utilization
Getting Started

- Can’t help others if you are the disaster victim
  - Organizational Continuity of Operations Plan (COOP)
  - Individual/Family Plans
- Build relationships with key response groups:
  - Emergency Management
  - American Red Cross
  - Local Health/Human Services Agencies
  - VOAD (Voluntary Organizations Active in Disaster)
Getting Started (con’t)

- Work with key response groups to gain interest and develop action plans.
- If successful, expand services based on successes and capacity.
  - If not as successful, learn lessons and try again until successful.
Educate yourself!

- [http://training.fema.gov/IS/crslist.asp](http://training.fema.gov/IS/crslist.asp)

- Key courses - IS 100, 200, 788 & 800 - required for all responders to a Federally Declared Disaster

- Others to consider
  - IS-22 - *Are You Ready? An In-depth Guide to Citizen Preparedness*
  - IS197.sp *Special Needs Planning Considerations for Service and Support Providers*
  - IS-244 *Developing and Managing Volunteers*
  - IS-288 *The Role of Voluntary Agencies in Emergency Management*
  - IS 547 *Introduction to Continuity of Operations (COOP)*
Policy Concerns

- Insurance – coverage for activities you select?
  - Responding
  - Transporting
  - Collection/Transporting

- Written Policies/Procedures for Emergency Response activities
  - Roles
  - Locations
  - Individuals
  - Partners

- MOUs/contracts with key organizations
- Organizational COOP
RSA - Goal of Reuse Initiative

- To increase the availability of assistive technology (AT) through promoting and supporting the appropriate, effective reuse of AT devices at the state and local level.
What Is ‘Appropriate’ Reuse?

- Appropriate reuse:
  - Is safe for consumers and reusers
  - Results in positive outcomes for consumers
  - Is environmentally friendly
What Is ‘Effective’ Reuse?

- Effective reuse:
  - Meets the needs of consumers
  - Produces cost savings
  - Is sustainable
  - Has a positive or neutral effect on the AT field
Why focus on AT Reuse?

- Reauthorization of the Assistive Technology Act of 1998
- New Freedom Initiative
- Hurricane Katrina
Be Prepared!
The Pass It On Center is Actively -

- Providing Technical Assistance about AT Reuse

- Identifying and Educating about Successful Practices & Quality Indicators

- Establishing and Coordinating a National Collaborative
  - including a coordinated plan to respond to natural disasters
The Pass It On Center is Here to Help YOU!

The Pass It On Center is pleased to announce the National AT Reuse Knowledge Base!

This Knowledge Base will serve as a “one stop shop” for your AT Reuse needs. It is a detailed database of information for current AT Reuse Programs or anyone interested in AT Reuse. The Knowledge Base provides frameworks for policies, procedures and activities, it identifies quality indicators for AT Reuse, creates an internet venue for sharing best practices and shares resources. The Pass It On Center Knowledge Base will continue to grow and develop as AT Reuse strategies, solutions and practices continue to develop. This tool is for you as you enhance your AT Reuse programs or simply researching AT Reuse, so please share any feedback as you are using the Knowledge Base.

View Knowledge Base
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<table>
<thead>
<tr>
<th>Program Name</th>
<th>Emergency Equipment Distribution</th>
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</thead>
<tbody>
<tr>
<td>Organization Operating</td>
<td>LATAN - Louisiana Assistive Technology Access Network</td>
</tr>
<tr>
<td>Comments</td>
<td>We reassign devices in all categories, but may not always have a device in each category at any given time due to constant calls and deliveries during and after a large-scale disaster.</td>
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<tr>
<td>Specific Populations Served</td>
<td>3042 Old Forge Drive, Suite D, Baton Rouge, LA 70809</td>
</tr>
<tr>
<td>Address</td>
<td>225-926-9600</td>
</tr>
<tr>
<td>Phone</td>
<td>800-270-8195</td>
</tr>
<tr>
<td>Toll Free</td>
<td>TTY 225-926-9600</td>
</tr>
<tr>
<td>TTY</td>
<td>Fax 225-926-9600</td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.latan.org">http://www.latan.org</a></td>
</tr>
<tr>
<td>Classifieds URL</td>
<td>Jamie Karam</td>
</tr>
<tr>
<td>Contact Person</td>
<td>Contact Email <a href="mailto:itaran@latan.org">itaran@latan.org</a></td>
</tr>
<tr>
<td>Hours of Operation</td>
<td>Activated after disasters (M-F, 8 am to 5 pm CT)</td>
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</table>

<table>
<thead>
<tr>
<th>Geographic Area Served</th>
<th>Entire State</th>
<th>Multiple States</th>
<th>Specific Counties</th>
<th>Specific Locales</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specific Locations</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Is there a charge for the Device</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Is there a charge for the Services</td>
<td>No</td>
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<td>No</td>
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</tbody>
</table>
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Emergency Preparedness
AT Needs Shelter Process

The Louisiana Assistive Technology Access Network (LATAN) created a flow chart to do a needs assessment for an emergency shelter. The flow chart maps a path to get equipment to evacuees after a disaster.

LATAN is based in Baton Rouge and assists individuals with disabilities to achieve a higher quality of life and greater independence through increased access to assistive technology as part of their daily lives.

See attached flow chart. Used with permission.
Thank You LATAN!
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Emergency Response
Memorandum of Agreement

The Memorandum of Agreement is a prior arrangement between two organizations that specifies how they will work together in an emergency or disaster. This is a tool for pre-planning emergency response. For example, this could be used to contract with an occupational therapist or physical therapist to do seatings evaluations at a shelter when there is an evacuation.

Two documents are attached from the Louisiana Assistive Technology Access Network (LATAN). LATAN is based in Baton Rouge and assists individuals with disabilities to achieve a higher quality of life and greater independence through increased access to assistive technology as part of their daily lives.

One document is LATAN's bulleted version of the memorandum of agreement. This is not a finished memorandum but outlines the main points as terms and conditions. The second document is an example of the format and language of an agreement.
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Thank You LATAN!

Memorandum of Agreement
Between
Louisiana Assistive Technology Access Network (LATAN)
And
(Agency)

Terms and Conditions
1. (Agency) shelters in the North Louisiana area to house AT devices to be kept ready for use by evacuees during large-scale emergencies.
2. AT devices provided by LATAN shall remain the property of LATAN to be used by evacuees with disabilities during large-scale emergencies at the discretion of (Agency) shelter staff.
3. MOA to be reviewed annually to determine updates as needed to provide assistance to our citizens with disabilities during emergency.
4. LATAN will maintain the right to check on and perform an annual inventory of AT devices.
5. LATAN property identification stickers shall be attached to each AT device.
6. Subcontractors - Within an (Agency) contract with subcontractors, a LATAN-approved statement will address LATAN's ownership of the AT devices.
7. (Agency) will make sure all subcontractors for emergency shelters will have knowledge of LATAN services so they can make referrals.
8. (Agency) and subcontractors shall sign an indemnification agreement that holds harmless LATAN of any and all liability resulting from the use of this equipment.
9. (Agency) and subcontracted shelter personnel shall attend an in-service training on the use of standard DME equipment and AT devices that may be used in the shelters. This training will be provided by LATAN.
10. (Agency) will provide monthly data to LATAN on the use of AT devices provided by LATAN. This is required by LATAN's various funding sources.
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Using Google Earth in Wake of Natural Disaster

Disaster Preparedness
Using Google Earth in Natural Disasters

Google Earth Outreach is an innovative use of satellite imagery to aid in the delivery of resources in the aftermath of natural disasters. Formed after Hurricane Katrina, it offers a unique resource to aid in assessing the physical circumstances following a disaster.

Nonprofit organizations (with 501(c)(3) status) are eligible to participate in this program. For more information about the program, see the information at http://earth.google.com/outreach/index.html.

For an interesting article and case studies, read "Reach Out with Good Earth Outreach" at http://www.techsoup.org/learningcenter/internet/page7406.cfm.

INTERNET LINK WARNING
Please note that by selecting an Internet link you will be directed to an external site, and the Pass It On Center does not control.
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- What would help you respond effectively to Emergencies in your Community/State with AT Reuse?
- What tools do you need?
- What resources do you need?
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- How can we work together?
- How should we Communicate to respond to emergencies?
Possible Topics for future Webinars

- COOP & Individual/Family Plans
- Networking & outreach
  - Becoming a player
- Funding
- Capacity Building
  - Identifying roles
  - Building capacity to fulfill those roles
- Policies (writing a COOP, emergency response P&P, MOUs)
- Certifications and Training
- Lessons Learned & Case Studies
Thank You!
For Your Time & Interest!
We Want to Hear from You