Preparedness and Health Equity Toolkit For People with Access and Functional Needs

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Utah Department of
Health & Human
Services

Purpose

The purpose of this toolkit is to provide tools and resources to assist local public health in supporting individuals who have access and functional needs before, during, and after a public health disaster. Every community should have an understanding of their own unique demographics. In general, the individuals that this toolkit was created to support are those who, either temporarily or permanently, require assistance receiving or accessing medical care, social services, or daily living activities before, during, or after a disaster.

Considerations for Whole Community Planning

Rather than creating a separate plan or annex that is specific to at-risk individuals who have access and functional needs, your preparedness plans and efforts should be inclusive and comprehensive. This toolkit will introduce and describe the idea of a Whole Community approach to planning. Using this approach, the plans you create will be more inclusive and collaborative, thus making your community more resilient as a whole. Your community will have:

1) inclusion in preparedness

2) non-disaster or populous specific planning

3) increased community resilience, and thus preparedness

"The benefits of Whole Community include a more informed, shared understanding of community risks, needs, and capabilities; an increase in resources through the empowerment of community members; and, in the end, more resilient communities...Building community resilience in this manner requires emergency management practitioners to effectively engage with and holistically plan for the needs of the whole community. This includes but is not limited to accommodating people who speak languages other than English, those from diverse cultures or economic backgrounds, people of all ages (i.e., from children and youth to seniors), people with disabilities and

other access and functional needs, and populations traditionally underrepresented in civic governance"

"As a concept, Whole Community is a means by which residents, emergency management practitioners, organizational and community leaders, and government officials can collectively understand and assess the needs of their respective communities and determine the best ways to organize and strengthen their assets, capacities, and interests"

Key Definitions

Below are some key definitions when considering supporting people who are at risk and have access and functional needs.

At Risk

As defined by the U.S. Department of Health and Human Services Office of the Assistant Secretary for Preparedness and Response (at-risk individuals are People with Access and Functional Needs (temporary or permanent) that may interfere with their ability to access or receive medical care before, during, or after a disaster or public health emergency

HHS further states that:

"The 2019 Pandemic and All-Hazards Preparedness and Advancing Innovation Act requires taking into account the public health and medical needs of at-risk individuals. It defines at-risk individuals as children, pregnant women, older adults, individuals with disabilities, or others who may have access or functional needs in the event of a public health emergency, as determined by the Secretary of Health and Human Services. Examples of other populations may include but are not limited to individuals from diverse cultures, individuals who have limited English proficiency or are non-English speaking, individuals who are transportation disadvantaged, individuals experiencing homelessness, individuals who have chronic health conditions, who have pharmacological dependency."

Below are examples of people who are at- risk and may have access and functional needs. They include, but are not limited to, those who:

• have medical issue/s (chronic or temporary)

• meet the legal definition of a person with a disability

- are economically disadvantaged

- have limited English proficiency

- are isolated

- are over the age of 60 or under the age of 18

An at-risk individual could have temporary or permanent needs during, before, or after a disaster or emergency. Additionally, each community may have individuals who are working or visiting temporarily that could have access or functional needs.

Therefore, identifying individuals can be a challenge. Consider partnerships with community resources, organizations, and networks that already support at-risk individuals. These community resources and networks could include, but are not limited to, community health centers, centers for independent living, group homes, supportive housing, accessible housing providers, assisted living facilities, senior centers, Big Brothers Big Sisters of America, local council on aging, community health workers, parent/caregiver support programs, child and adult daycare, faith-based organizations, etc.

This is by no means an all-inclusive or exhaustive list. Many of these categories have subcategories. Additionally, individuals may span multiple categories (i.e., individuals experiencing homelessness could be included under isolated or economically disadvantaged) or could bounce in and out of categories (i.e., individuals who are independent with eyeglasses may be impaired if they lose their glasses in an emergency). Additionally, the type of emergency can also define additional individuals who are at-risk.

The Centers for Disease Control and Prevention "Public Health Workbook for At Risk Populations in an Emergency" can walk you through defining, locating, and reaching populations that could be at-risk.

Access and Functional Needs:

In their capacity-building toolkit, the National Association of County and City Health Officials states that this term

"Broadly describe[s] populations that may need assistance due to any condition (temporary or permanent) that limits their ability to take action, or may limit their ability to access or receive medical care before, during, or after an emergency"

U.S. Department of Health and Human Services Office of the Assistant Secretary for Preparedness and Response goes further by stating: "Irrespective of specific diagnosis, status, or label, the term access and functional needs is used to describe a broad set of common and crosscutting access and functional needs:

Access-based needs: All people must have access to certain resources, such as social services, accommodations, information, transportation, medications to maintain health, and so on.

Function-based needs: Function-based needs refer to restrictions or limitations an individual may have that requires assistance before, during, and/or after a disaster or public health emergency"

CMIST Framework

CMIST is an acronym that stands for Communication, Maintaining Health, Independence, Support/Services, and Transportation.

C - Communication

Individuals who speak sign language, who have limited English proficiency, or who have limited ability to speak, see, hear, or understand.

People with communication needs may have limited ability to hear announcements, see signs, understand messages, or verbalize their concerns.

M- Maintaining Health

Individuals who may require specific medications, supplies, services, durable medical equipment, electricity for life-maintaining equipment, breastfeeding and infant/childcare, or nutrition, etc.

Early identification and planning for people with access and functional needs can help to reduce the negative impacts of a disaster on individuals' health. This includes:

1. Maintaining chronic health conditions

2. Minimizing preventable medical conditions

3. Avoiding decompensation or worsening of an individual's health status

I- Independence

Individuals who function independently with assistance from mobility devices or assistive e technology, vision and communication aids, services animals, etc.

Independence is the outcome of ensuring that a person's access and functional needs are addressed as long as they are not separated from their devices, assistive technology, service animals, etc.

S- Support and Safety

Some individuals may become separated from caregivers and need additional personal care assistance; experience higher levels of distress and need support for anxiety, psychological, or behavioral health needs; or require a trauma-informed approach or support for personal safety.

Early identification and planning for access and functional needs can help to reduce the negative impacts of a disaster on individuals' wellbeing. Some people may have lost caregiver assistance and require additional support; some individuals may find it difficult to cope in a new or strange environment or have difficulty understanding or remembering; and some individuals may have experienced trauma or be victims of abuse.

T- Transportation

Individuals who lack access to personal transportation are unable to drive due to decreased or impaired mobility that may come with age and/or disability, temporary conditions, injury, or legal restriction. Disasters can significantly reduce transportation options, inhibiting individuals from accessing services, staying connected, etc. Disaster planning requires coordination with mass transit and accessible transportation services providers.

The CMIST Framework is referenced in many of our federal partners' resources. It helps operationalize access and functional needs during planning efforts to support individuals

during, before, or after an emergency or disaster. Consider using the CMIST Framework as a tool to drive thinking through preparedness, response, and recovery planning efforts.

CMIST Planning Concepts

The following sections are organized using the CMIST Framework and include questions for you to consider during the planning phase of creating, revising, or updating your emergency plans, and resources to use when doing so. While not every question will apply to each plan, the goal is to start thinking about the CMIST Framework (by category), and including it in your plans.

Communication Considerations

A central theme of Whole Community planning is building relationships within the community, and ensuring that support also comes from the community. The CDC workbook details how to build a Community Outreach Information Network at the local level. This concept is also included in the National Association of County and City Health Officials toolkit. Regardless of terminology, trust plays a critical role in reaching at-risk populations. Reaching people through trusted channels has shown to be much more effective than through mainstream channels. For some people, trusted information comes more readily from within their communities than from external sources.

Does your plan include outreach to local community networks that support at-risk individuals (such as those you may have used to assist in identifying who is at-risk)?

Does your plan include communication paths that reach individuals who have limited English proficiency, are deaf or hard of hearing, and are blind or have low vision? These communication channels should be used before, during, and after an emergency.

Does your plan include multiple delivery channels for emergency/alert messaging (such as television, radio, social media, internet pages, texting, reverse 911, ethnic media, HAM radio networks, etc.)?

Maintaining Health Considerations

Does your plan include considerations for those who need assistance to maintain activities of daily living (such as toileting, eating, or dressing)?

Depending on the type of plan, do you have appropriate supplies (or a plan for obtaining them) that support daily living to assist individuals who might not have been able to bring supplies with them (such as extra feeding tubes, diapers, formula, bandages, etc.)?

Does your plan include resources to find the availability of open pharmacies that individuals can use to obtain daily medication, if applicable?

Does your plan encourage individuals receiving recurring medical services to prepare with their care team (such as dialysis or medication assisted treatment, or other ongoing treatment for behavior health and/or substance use disorder)?

Does your plan include considerations for medical conditions individuals of any age may have (such as infants or older adults)? For example, do you have common durable medical equipment that could support your at-risk population?

Independence Considerations

Does your plan appropriately support individuals who use mobility devices or assistive technology in daily living (such as wheelchairs or walkers, vision and communication aids, etc.)? Does your plan take into account support or access for service animals (such as clarifying for volunteers/staff the definition of a service animal, and the difference between a service and an assistance animal)?

Service and Support Considerations

Does your plan include providing behavioral health support for those who are affected by an emergency? This could include supporting existing needs, such as a diagnosed condition, or new needs as a result of an emergency.

Does your plan include information on where or how individuals can receive behavioral health support?

Does your plan include processes to support the needs of pregnant women, nursing mothers and infants, or children (such as a location to care for infants/children, or a location to pump/nurse, etc.)?

Transportation Considerations

Does your plan incorporate mass transit needs or considerations?

Does your plan outline contracts or have a memorandum of understanding in place for transportation resources in the case of an emergency?

Does your plan include alternate transportation resources should primary resources be affected or unavailable due to the emergency?

Available Resources

Base Courses

1. https://training.fema.gov/is/courseoverview.aspx?code=is-100.c
2. https://training.fema.gov/is/courseoverview.aspx?code=IS-200.c
3. https://training.fema.gov/is/courseoverview.aspx?code=is-700.b

4. https://training.fema.gov/is/courseoverview.aspx?code=IS-800.d

Preparedness (those bolded should be required the rest can be optional).

Inclusive Planning Strategies for People with Access and Functional Needs
Length: 8+ hours

Training Introduction to highlight the People-Focused Emergencies: Inclusive Planning for Access & Function Needs:

- A Culturally Competent Preparedness Model for Reaching Limited English Proficient Communities (1.5 hours)
- HHS/ASPR: Access and Functional Needs Training train.org (2.5 hours) Web ID 1083869
- All Hazards Preparedness For Animals In Disasters (AWR 328) (8 hours)
- Core Competencies for Public Health Professionals Training Slides (1.5 hours)
- Community Based Response to All-Hazards Threats in Tribal Communities (MGT 449) (12 hours)
- The CMIST Framework Review (This is part of the Prepared 4all coursework)
- DelValle Institute for Emergency Preparedness, Individuals Requiring Additional Assistance (IRRA) Course (you will need to create an account) (5 hours)
- Mass Fatalities Planning & Response for Rural Communities (AWR 232-V) (8 hours)
- Prepared for ALL-This course contains 8 lessons free of charge (8-hours) this is delivered in two-four hour Zoom session over two consecutive days for a total of 8-hours, you will need to have an account on the RDPC site to take this training
- Working with the Media: A Course for Rural First Responders (AWR 209) - (7 hrs) (no training has been posted for FY22) Course is provided by the Center for Rural Development: Rural Domestic Preparedness Consortium (RDPC)

People-Focused Emergencies: Inclusive Planning for Access & Functional Needs Length: 4-6 hours

- Training Outcomes

- Participants become familiar with access & functional needs foundations and frameworks for emergency planning
- Participants share and brainstorm strategies for integrating access & functional needs throughout the emergency planning cycle
- Participants identify resources for addressing access & functional needs in their communities
- The following courses are free from the Northwest Center from Public Health Practice (you may need to create an account https://phlearnlink.nwcphp.org/login/index.php):
  - Communicating Effectively (1.5 hours)
  - Communicating with Limited English Proficiency Populations (1.5 hours)

  - Decision-Making in Emergency Preparedness (1 hour)

  - MGT 403: Access and Functional Needs Preparedness Planning for Rural Communities (8 hours) This eight-hour planning and the management-level course will assist in preparing communities to meet the assistance and safety needs of older adults, and people with access and functional needs during a crisis event in rural communities using an approach with the Department of Homeland Security's (DHS) Whole Community initiative. Due to the expected diverse student population, general information regarding crisis planning and response (incident command system (ICS), National Incident Management System (NIMS), etc.) will be discussed, flowing into a narrower discussion regarding the needs and care issues of older adults. Included in the discussion are short- and long-term care, pet care, medication, and the need for durable medical equipment and healthcare. The issue of individuals from assisted-living and nursing homes will be emphasized in lessons learned from various disasters.
    - https://www.ruraltraining.org/training/courses/mgt-403/
    - This YouTube course (not the full course) https://www.youtube.com/watch?v=6VsuRD1GfCU
    - Prerequisites for the MGT 403 Course
      - IS-0200.b—ICS for Single Resources and Initial Action Incidents
      - IS-200.C: Basic Incident Command System for Initial Response, ICS-200

How to Prepare for Everything (Emphasis on the inclusion of People with Access and Functional Needs)

- Purpose & Guiding Principles
- By preparing for a few disruptions, you will be prepared for any disaster. Focus on disruptions rather than disasters.

- Empower individuals and families to know how to prepare for all sorts of disruptions.

Response

Communication:

- [ADA National Network Learning Session: Inclusive Disaster Preparedness, Response, and Recovery - Getting It Right](#) (2 hours)
- [Creating Safe Scenes Training Course](#) (2 hours) you will need to create an account to take this course.
- [Cultural Competency Program for Disaster Preparedness and Crisis Response](#) (4 courses/9 hours)
- [Evacuating Populations With Special Needs](#)- (DOT Publication that discuss the evacuation and planning need for AFN populations (1.5 hours)
- [Cultural Competency Deployment Refresher Training](#)- (30 minutes)
- [IS-505: Concepts of Religious Literacy for Emergency Management](#) (4 hours)
- [IS-366: Planning for the Needs of Children in Disasters](#) (6 hours)
- [IS-368: Including People With Disabilities & Others With Access & Functional Needs in Disaster Operations](#) (2hours)p
- [NACCHO: Health and Disability 101 Training for Health Department Employees](#) (1 hour)

Recovery

The Psychological First Aid and Psychological Recovery courses can be taken in English and Spanish from The National   Child Traumatic Stress Network, they were developed as promising practices for disaster behavioral health response and recovery.
- [Disaster Recovery in Rural Communities](#) ([MGT 415](#)): This course teaches community leaders and emergency managers in rural communities how to plan for and execute disaster recovery efforts. This course is 8 hours direct delivery.
- Course Prerequisites • IS 100 – Introduction to the Incident Command System (ICS) • IS 700 – National Incident Management System (NIMS), An Introduction
- [Disaster Technical Assistance Center Training Course](#)s (4.5 hours/ free). There are four courses that you will need to take and then you can choose courses from the Crisis Counseling Assistance and Training Program (CCP) Trainings: https://www.samhsa.gov/dtac/education-training (CCP Trainings): https://www.samhsa.gov/dtac/ccp-toolkit/train-your-ccp-staff
- [Psychological First Aid (PFA) and Skills for Psychological Recovery (SPR) - In maintenance mode](#)
- [Local Public Health Disaster Recovery Training](#) (2 hours)

- [Short and Long Term Consideration for Recovery](#) (2 hours)
- [Trauma Treatment Needs of Children and Families in Rural Communities](#)
(2hours), you will need to create an account to get access to this course.

Additional Trainings:

- Access and Functional Needs in a Disaster-What you NEED to Know!
  https://www.youtube.com/watch?v=IHLNn5xU1G8

Emergencies and disasters can happen anywhere and at any time in California. Along with disasters come challenges and that rings even more true for individuals with access and functional needs. "The key here is planning - proper planning," said Vance Taylor, Chief of the Cal OES Office of Access and Functional Needs. "Plan what I would do in an emergency situation and have that worked out before an emergency happens. It is preparedness month, this is the perfect time to look at that. We've got fires burning, they're moving quickly and if you don't know what you are going to do, chances are you are going to find yourself in a tough spot." Cal OES is committed to working on important issues affecting individuals with disabilities. The Cal OES Office of Access and Functional Needs works to identify the needs of people with disabilities and others with access and functional needs before, during, and after a disaster and to integrate disability needs and resources into emergency management systems.

- When it comes to surviving disaster with Access and Functional Needs, it's not luck https://www.youtube.com/watch?v=I1bj3JKj5OU

For individuals with an access or functional need and their families, it's important to consider individual circumstances and needs to effectively prepare for emergencies by, building an emergency kit that will meet your individual needs, creating a support network of people to help you during an emergency, have a plan if you rely on electricity for medical needs when the power goes out.

Additional Readings and Resources

Access and Functional Needs Guidance
- [2017-2022 Health Care Preparedness and Response Capabilities](#) (pdf)
- [Access and Functional Needs Resource Guide](#) (pdf)
- [Access and Functional Needs Toolkit: Integrating a Community Partner Network to Inform Risk Communication Strategies](#) (pdf)
- [Emergency Prescription Assistance Program (EPAP): Overview Fact Sheet](#)(pdf)
- [Emergency Preparedness and Response for Special Groups | CDC](#)(website)
- [Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelters](#) (pdf)
- [Including Outreach Workers and Community Health Workers in Health Center Emergency Preparedness and Management](#) (pdf)

- Moving Beyond "Special Needs"-*A Function-Based Framework for Emergency Management and Planning*
- Planning for an Emergency: Strategies for Identifying and Engaging At-Risk Groups (pdf)
- Public Health Emergency Preparedness and Response Capabilities: National Standards for State, Local, Tribal, and Territorial Pub (pdf)
- Public Health Workbook To Define, Locate, and Reach Special, Vulnerable, and At-risk Populations in an Emergency
- Topic Collection: Access and Functional Needs

Aging

- Continuum of Care Model: Caring for Elders during Disasters A Guide for Community-Based Planning
- Disaster Preparedness - SeniorLiving.org (website)
- Emergency Preparedness for Older (website)
- Emergency Readiness for Older Adults and People with Disabilities | ACL Administration for Community Living (website)
- Older Adults Emergency Preparedness | American Red Cross (website)
- Tip Sheet: Emergency Preparedness for Older Adults | HealthInAging.org (website)

Chronic Disease

- Disaster Preparedness for Persons with Chronic Disease (pdf)
- Emergency and disaster preparedness for chronically ill patients: a review of recommendations (pdf)
- Information for People With Chronic Conditions and Disabilities|Natural Disasters and Severe Weather (website)
- Insuring continuity of care for chronic disease patients after a disaster: key preparedness elements (pdf)
- Planning Considerations for the Extremely Obese in Disasters and Public Health Emergencies (pdf)

Disabilities

- ADA Checklist for Emergency Shelters (pdf)(pdf)
- A Guide for Including People with Disabilities in Disaster Preparedness Planning (pdf)
- A Guide to Interacting with People who have Disabilities (pdf)
- Communicating With and About People with Disabilities (pdf)
- Emergency Evacuation Planning Guide for People with Disabilities

Homeless

- Early Childhood Homelessness State Profiles 2019 (pdf)

- [Disaster Planning for People Experiencing Homelessness](#) (pdf)
- [Integrating Homeless Service Providers and Clients in Disaster Preparedness, Response, and Recovery](#) (pdf)
- [Information and Tools for Homeless Service Providers and Disaster Professiona](#)l (pdf)

Limited English Proficient
- [CT Ready! Personal Preparedness Guide](#) (website/pdf)
- [Federal Agencies Issue Joint Guidance to Help Emergency Preparedness, Response and Recovery Providers Comply with Title VI of the Civil Rights Act](#)

LGBT+ Community

- [Emergency Preparedness and Lesbian, Gay, Bisexual & Transgender (LGBT) People: What Health Centers Need to Know](#) (pdf)
- [How to Include the LGBT Community in Disaster Preparedness](#) (website)
- [LGBTQ+ Communities and Disasters](#) (website)
- [LGBTQ People Are at Higher Risk in Disasters: A federal report about vulnerability focuses on historically disadvantaged people for the first time](#)(website)
- [Meeting the Needs of Transgender People in Disaster Situations](#) (pdf)
- [Working With The Lesbian, Gay, Bisexual And Transgender Community: A Cultural Competence Guide for Emergency Responders and Volunteers](#) (pdf)

Mental Health Program
- [Developing Cultural Competence in Disaster Mental Health Programs](#) (pdf)
- [SAMHSA Disaster Behavioral Health Preparedness and Response Resources](#) (pdf)
- [Mental Health All-Hazards Disaster Planning Guidance](#) (pdf)
- [Mental Health Response To Mass Violence And Terrorism - A Training Manual](#)
- [Mental Health Response to Mass Violence and Terrorism: A Field Guide](#) (pdf)

Parents

- [Disaster Safety for Expecting and New Parents](#)(website)-
- [Emergency Preparedness for Children with Access and Functional Needs](#)(website)
- [Psychosocial Issues for Children and Adolescents in Disasters](#)

Pets
- Make a disaster plan for your pets (website)-
https://www.humanesociety.org/resources/make-disaster-plan-your-pets
- [Pet Disaster Preparedness - RedRover](#)
- [Pet Disaster Kit Checklist](#)

- Pet Safety in Emergencies (website)-
https://www.cdc.gov/healthypets/keeping-pets-and-people-healthy/emergencies.html

Tribal Resources
- A Guide to Build Cultural Awareness - American Indian and Alaska Native (pdf)
- Cultural Awareness When Working in Indian Country Post Disaster (pdf)
- Getting Ready in Indian Country: Emergency Preparedness and Response for Native American Cultural Resources (pdf)
- Public Health Legal Preparedness in Indian Country (pdf)
- Understanding Historical Trauma When Responding to an Event in Indian Country

Maternal Child Health

- Caring for Patients Who Have Experienced Trauma | ACOG (website)
- Communicating vulnerabilities to climate change: Pregnant Women (website)
- Emergency Preparedness and Response with Focus on Maternal and Child Health Populations (video)
- Emergency preparedness for pregnant women and families with infants (March of Dimes: Are You Ready campaign
- Health Indicators for Disaster-Affected Pregnant Women, Postpartum Women, and Infants (pdf)
- Hospital Disaster Preparedness for Obstetricians and Facilities Providing Maternity Care (website)
- Maternal Health Consideration During Disaster Relief (pdf)
- Pregnancy and Natural Disasters (website)
- Preparedness for Moms-Packing and Planning for Disasters while Pregnant Infographic (website/infographic)
- Reproductive Health in Emergency Preparedness and Response (website