



2007 Interagency Action Plan for the Emergency Preparedness of People with Disabilities and Special Health Needs in Hawaii

October Forums Report

Sponsored by:
Disability and Communication Access Board

Compiled by:
Pacific Basin Rehabilitation Resource and Training Center

January 2008

October 2007 Forums

Acknowledgments

Mahalo nui loa to all the individuals and agency representatives who participated in the October 2007 Forums. Your contributions are greatly appreciated!

Sponsors

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Planners

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- State Council on Developmental Disabilities

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- American Red Cross
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- County of Maui, Department of Transportation
- Larry Scadden, Past Chair, County of Hawaii, Office of the Mayor, Mayor's Committee on Persons with Disabilities
- County of Hawaii, Hawaii County Civil Defense Agency
- American Samoa Developmental Disabilities Council
- American Samoa Protection and Advocacy Agency
- Guam Developmental Disabilities Council
- Pacific Basin Rehabilitation Research and Training Center
- All citizens who attended the October 2007 forums

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Executive Summary

Purpose and Background

The purpose of the Action Plan is to recognize the concerns of people with disabilities and special health needs relating to the “2007 Interagency Action Plan for the Emergency Preparedness of Persons with Disabilities and Special Health Needs”. It is also intended to be used as a guide to ensure that other legislative, administrative, or programmatic efforts are inclusive of the issues of people with disabilities or special health needs.

In October 2005 a Working Group, consisting of mainly state agencies, was convened to address this issue. The Working Group’s membership expanded in 2006 and incorporated representatives from disability groups statewide. Thus far, the Working Group did not include input from the broader population of those dealing with individuals who have disabilities or special health needs. In 2007, an updated Action Plan was presented at community forums and input solicited in order to obtain “real life” feedback.

Community Forums

The number of those who participated in the community forums totaled 244 people. They represented those from government agencies, agencies serving people with disabilities, private business or religious groups and people with disabilities.

- 59 people participated on Kaua’i (10/04/2007)
- 43 people participated on Maui (10/12/2007)
- 70 people participated on Hawai’i: Kona (10/16/2007) and Hilo (10/18/2007)
- 72 people O’ahu (10/22/2007)

2007 Action Plan Major Issues

The intent of the forums was to acquire community feedback for any additions or deletions to the current goals and objectives of the 2007 Action plan. The community forums aim was also meant to obtain suggestions on changes to the language and wording on the goals and objectives. However, community input tended to offer information on strategy and tactics to employ the Action Plan.

Over the course of conducting the community forums, a theme emerged. It became apparent that the entire community (i.e., general population) would also benefit from the emergency preparedness information passed on at these community forums.

The following information, acquired from the community forums, includes the major issues for the 2007 Action Plan along with similarities and differences on principal issues and concerns that were found between counties.

Language and Wording

- Keep wording simple (i.e., use “in, out, entrance, exit” instead of “ingress, egress”)
- Use consistent language
- Label shelter types but not individuals (e.g., use “people first language”)
- Lack of dates and timeline due to annual review of the Action Plan

Similarities between Counties

- Accessible formats for those requiring alternative forms of communication (e.g., use of simple language and identifiable graphics, multilingual and alternative formats for those who are blind or deaf).
- Need for public awareness and education on emergency preparedness to include:
 - Shelter locations
 - Emphasis on sheltering in place
 - Personal responsibility to have individual readiness plans
 - Role of provider agencies, parents or caregivers of person with disabilities or special health needs, in assisting to prepare those individuals
 - Block watch programs – "Help Your Neighbor Campaign"
- Emergency Notification
 - Layer notification level form: no-tech, low-tech, hi-tech
 - Adapt to changes in technology
 - Ensure all sirens are functional
- Financial Support
 - Lack of funding to support shelters needs (e.g., physical structures that are accessible, trained staff, medical equipment including back-up generator and refrigerator)
 - Tax incentives on emergency preparedness retrofits (e.g., hardened rooms or facilities); tax incentive for builders, developers to plan to use potential shelters
 - Grants to offset costs to private owners or private facilities
 - Rebates for emergency preparedness purchases on HAM radios or flashlights which do not require batteries
- Prescription medication – currently limited to 30 day supply
- Communication disconnect at various stages of government (i.e., city, county, state) and often exclude persons with disabilities

Differences between Counties

- Limited transportation on neighbor islands
- Rural areas have a longer wait for service

- Infrastructure missing (e.g., lack of building inspectors). No registry of building inspectors.
- Neighbor island's communication needs
 - Need a backup plan for a communication system – if no power for cell phones (e.g., develop HAM radio program)
 - Radio in Kona only caught Maui. If emergency on one island, all islands should broadcast.
 - No Amber Alert on Maui
- Big Island has many different kinds of emergencies

Introduction

Purpose

The Action Plan is a roadmap to ensure that other legislative, administrative, or programmatic efforts are inclusive of the issues of people with disabilities or special health needs. It is not a comprehensive emergency preparedness document, nor is it a special health needs response plan. It is an acknowledgment that the interests of people with disabilities and special health needs must be made a part of overall community efforts. Lastly, the Action Plan is in recognition of the fact that people with disabilities and their caregivers have as much responsibility as any other citizen to prepare for surviving an emergency.

Background

In the wake of the September 11th terrorist attacks and the more recent disasters of Hurricanes Katrina, Rita and Wilma of 2005, the inability of the system to respond to the needs of persons with disabilities or other special health needs became more apparent as a major deficiency in our overall community emergency preparedness and response system. The State of Hawaii and its jurisdictions would fare no better than mainland locations in meeting the needs of persons with disabilities were similar events to occur tomorrow. The disasters, coupled with the growing recognition that people with disabilities or special health needs are a more vulnerable population in an emergency or natural disaster when their daily survival mechanism, coping skills, and support systems are interrupted, have emphasized the need to prepare a strategic plan which addresses the unique circumstances of persons with disabilities and special health needs in disaster preparedness planning.

A Harris Poll commissioned by the National Organization on Disability in November 2001 discovered that 58% of people with disabilities did not know whom to contact about emergency plans in their community. Some 61% of those surveyed had not made plans to quickly and safely evacuate their homes. And, among those individuals with disabilities who were employed, 50% said that no plans had been made to safely evacuate their workplace. All of these percentages were higher than the percentages for people without disabilities.

A Working Group was originally convened in October 2005 to address this issue. Participants consisted of the Disability and Communication Access Board, State Department of Health, State Civil Defense, State Department of Human Services, State Department of Education, State Council on Developmental Disabilities, County Civil Defense Agencies, American Red Cross, Executive Office on Aging and Healthcare Association of Hawaii. In 2006, the Working Group's membership expanded to incorporate representatives from disability groups statewide: County Mayor's

Committees/Commissions on Persons with Disabilities, Hawaii Association of the Blind, and Hawaii Services on Deafness.

Action Plan and Community Forums

A 2006 Action Plan was issued in February 2006 from the Working Group. Since the 2006 Action Plan did not include input from the broader population of those dealing with individuals who have disabilities or special health needs, community forums were planned for 2007. In August 2007, the Centers for Disease Control, U.S. Department of Health and Human Services through the Public Health Emergency Preparedness Cooperative agreement awarded funding to the Disability and Communication Access Board to conduct statewide community forums.

The Disability and Communication Access Board (DCAB) first sent invitations to a specific list of people and agency representatives. Later, in order to increase participation, invitations and registration flyers (Appendix A: Sample Invitation letter and Registration Flyer) were sent to electronic lists and the same information was posted in local newspapers. As a result, 244 people participated in the community forums. Table 1 list the number of participants at each location and the agency or group they represented.

Table 1: Emergency Preparedness Forums Attendance

Location / Type	Government Agency	Agency serving PWD Rep	Private Business / Religious	PWD	Totals
Kaua'i (10/04/2007)	42	5	8	4	59
Maui (10/12/2007)	18	16	3	6	43
Kona (10/16/2007)	10	5	5	2	22
Hilo (10/18/2007)	22	16	2	8	48
O'ahu (10/22/2007)	24	24	3	21	72
Totals	116	66	21	41	244

Public Forum Process

The updated 2007 Action Plan was taken to the community to seek and incorporate feedback on the goals and objectives (Appendix B: Glossary of Acronyms and Terminology and Appendix C: Community Forum Comments). The forum was a full day (9:00 a.m. to 3:00 p.m.) with lunch provided (Appendix D: Sample Community Forum Agenda).

At the forum, a brief summary of the 2007 Interagency Action Plan was presented followed by an overview on the types of emergency shelters and the level of care that would be provided at each type of site (Appendix E: Power Point Presentation – 2007 Interagency Action Plan for the Emergency Preparedness of People with Disabilities and Special Health Needs). The seven goals of the 2007 Interagency Action

Plan along with its perspective objectives were also shared. In order to solicit input on each of the goals, the large group was divided into three breakout-groups:

- Group 1 – Goals 1, 2, and 3 – Evacuation shelters
- Group 2 – Goals 4 and 5 – Public Education / Educating Health Care Providers
- Group 3 – Goals 6 and 7 – Emergency Notification / Transportation

Three breakout-group sessions were held in order for the groups to rotate through each of the facilitators that lead the discussion for each set of goals. During the complementary lunch, various guest speakers were able to share their insights. The community forum closed with a summary, next step plans and acknowledgments.

Public Access to Results

Participants of the October 2007 forums were encouraged to visit the blog site <http://hawaiiemergency1.wordpress.com/> to read comments made at each of the October 2007 forums or to submit any additional comments they might have, although few did (3). Since the blog was not restricted, all who were interested could access the results whether they attended a session or not. To date there have been 387 hits to the site.

Community Forum Evaluation

At the close of each session, participants were invited to provide feedback about the community forum they attended (Appendix F: Sample Evaluation Form). Participants were asked to rate the facilitators on three areas: 1) knowledge on the subject matter, 2) clarity and articulation and 3) whether or not input was allowed and encouraged. Participants were also asked to rate: the usefulness of materials distributed, site arrangements and overall forum expectations. Lastly, they were asked to share two 'new bits of information' learned from the session and how the information would be used. The completed evaluation form could be returned to the speaker or mailed back to the Disability and Communication Access Board.

Major Community Comments Highlighted

The following are the major results shared at the October 2007 Community Forums.

Results

Goal 1: Shelter Access

All pre-designated locations used and managed as emergency evacuation shelters shall meet minimum requirements for facility access in the area of ingress and use of restroom (toilet) facilities to meet the needs of Level I individuals.

- Efforts to have hardened facilities that follow American with Disability Act (ADA) compliance have been limited due to lack of funding.

Goal 2: Shelter in place

The capacity of the community to “shelter in place” shall be increased.

- Given a lack of appropriate shelter structures, greater public awareness of sheltering-in-place is needed. Awareness on importance and reasons to shelter in place should be emphasized.
- In order to assist individuals to properly shelter in place, awareness and availability of tax credits and grants for private facilities (e.g., builders, developers, residential home owners) for retrofitting or hardening of rooms, private care facilities or other structures intending for use as potential shelters. This might also include rebates for purchase on HAM radios and flashlights which are not dependent on electricity / battery.

Goal 3: Shelter support for Level II individuals

The number and dispersion of community emergency shelters as centers to provide augmented health support for Level II individuals shall be increased, with the long-term goal of having ALL community shelters able to support Level II individuals.

- Level II shelters are deficient in the amount of trained personnel that would be able to properly respond to persons with disabilities or special health needs. Additionally, in order to properly support individuals who require Level II care, supplementary provisions would be needed to support medial equipment including back-up generators and refrigerators for storing certain medicines.

- Prescription medication is limited to a 30 day supply. Look into possible partnering with pharmacists or other means to obtain an emergency supply of medication.
- The Action Plan is an evolving document. Therefore, dates or timelines are absent from the Action Plan due to a schedule of annual reviews and updates to the plan.

Goal 4: Emergency Readiness Campaign

An accessible public and professional personal emergency readiness campaign shall be developed to assist everyone to make plans for themselves and their families in the event of an emergency. Individuals with disabilities or special health needs shall have an emergency evacuation plan in place developed by themselves or by their caregivers to implement in the event of a notification of evacuation.

- Accessible communication needs to include as many forms as possible.
 - Accessibility should take into account those requiring other physical senses to obtain needed knowledge. Information should be accessible to those who are blind (e.g., Braille, large print, electronic format) and / or deaf (e.g., interpreters, public familiarity of notifying deaf-blind individuals of an emergency – draw an “x” on the person’s back).
 - Accessible formats should also include availability of information in to those who are visual or are unable to read or comprehend written text. That is, the use of simple language and graphics should be used for information to be accessible to such individuals.
 - Information needs to be multi-language and culturally appropriate.
- Greater public awareness and understanding of emergency preparedness is needed.
 - Public understanding on need for taking personal responsibility in preparing for an emergency or during an emergency situation to include: receiving emergency information including emergency notification, knowing when to evacuate or shelter in place, having a personal plan for evacuation, having a personalized emergency kit, knowing where the closest shelters are (if needed Level II shelters).
 - Public awareness and emphasis on sheltering-in-place. Shelter space will most likely be limited, noisy and less comfortable than a home environment. Due to crowding, there is a greater risk of infections and sickness. Shelter in place needs include having the following: stove, water – purification / catchments, medication, refrigeration.
 - Shelter locations, with differentiations between Level I and Level II shelters, should be made easily available to the public.
 - During an emergency situation, one should have the mindset to help those around them. Increase public awareness through block-watch

- programs or a “Help your Neighbor” campaign which emphasizes assisting each other during crisis times.
 - Provider agencies, parents or caregivers of person with disabilities or special health needs, play a crucial role in assisting and preparing such individuals. Education and training on emergency preparedness should start from school age and continue through adulthood and should also include families or care providers of individuals with disabilities or special health needs.
- Communication between the government liaison (city and state) systems needs to improve. There is a need to identify these breakdowns in responsibility and where to create change. For example, Hawai`i Disability Rights Center developed forms in isolation.

Goal 5: Education – Health Care Providers

Education shall be provided to all health care providers in order that appropriate emergency evacuation plans for health care facilities and/or settings are in place.

- Proper infrastructure is missing with a shortage of building inspectors causing rural areas need to wait longer for services. Currently there is no known registry of building inspectors.
- Better monitoring and inspection of care facilities is needed to ensure accessibility and if applicable, hardening of structures.

Goal 6: Notification

Individuals with disabilities or special health needs shall receive notification of an evacuation through the State Civil Defense mechanisms in accessible formats

- Accessible communication needs to include as many forms as possible.
 - Accessibility should take into account those requiring other physical senses to obtain needed knowledge. Information should be accessible to those who are blind (e.g., Braille, large print, electronic format) and / or deaf (e.g., interpreters, public familiarity of notifying deaf-blind individuals of an emergency – draw an “x” on the person’s back).
 - Accessible formats should also include availability of information in to those who are visual or are unable to read or comprehend written text. That is, the use of simple language and graphics should be used for information to be accessible to such individuals.
 - Information needs to be multi-language and culturally appropriate.

- Adaptation to changes in technology should be supported and up to date. For example, Text Telephone's (TTY) for the deaf are becoming obsolete.
- There is a need to ensure that all sirens are functioning and are working properly.
- Since no one notification style will work for everyone, multiple levels or layers of technology (e.g., no-tech, low-tech, hi-tech) should be used to alert individuals. Additionally, repetition and duplication of notification is important, because people may not pay attention until they hear the message the third or fourth time.

Goal 7: Transportation

Each County shall have a plan for providing accessible transportation for individuals with disabilities and special health needs who have no transportation options or means to get to and from an emergency shelter.

- Transportation to and from a public emergency evacuation shelter is first and foremost a personal responsibility and should be included as part of the individual with a disability's personal evacuation plan. If an individual is unable to drive, a plan needs to be developed regarding how the person will get to and from the shelter during a disaster.
- Transportation during non-emergency times is often limited on the neighbor islands with the circumstances ballooned by an emergency situation. For example, on Maui, Maui Economic Opportunity (MEO) and Roberts are both in an inundation zone and need move their assets in case of a tsunami. In rural Kona it would very difficult to get in and out of client's home due to isolation and poor road or travel conditions. Therefore, sheltering-in-place might be a better option. In the case of a tsunami, there can be no evacuation for isolated or hard to reach areas (Ha`ena to Hanalei, as example) due to lack of time. Evacuation with transportation is only realistic with a hurricane due to advanced notice.
- To assist with transportation needs, one idea would be to have a tax incentive to trucking companies whose drivers would be activated in emergency. Another solution might be to activate school buses and develop a registry of drivers who are able to drive a bus or van and an incentive for those with Commercial Drivers License (CDL) to be activated could be created.

Summary

The intent of the forums was to acquire community feedback on any additions or deletions to the current goals and objectives of the 2007 Action plan. The community

forums aim was also meant to obtain suggestions on any changes to the language and wording on the goals and objectives. However, community input tended to offer information on strategy and tactics to employ the Action Plan.

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The above information, acquired from the community forums, included the major issues for the 2007 Action Plan along with similarities and differences on principal issues and concerns that were found between counties.

Next Steps

After the October 2007 forums, two meetings with the Working Group were held to review and to revise changes from comments provided at the October 2007 community forums. Given the length of time needed to discuss the revised Action Plan, the meetings were broken into two sessions:

- November 2, 2007 – Goals 1, 2, and 3
- December 10, 2007 – Goals 4, 5, 6, and 7

Within a month of the December 10th session, a draft copy of the 2008 Interagency Action Plan (revised 2007 Interagency Action Plan) was emailed to the Working Group for further comments and changes.

Dissemination of the revised plan will occur in two phases. First the 2008 Interagency Action Plan will be submitted to the legislature and then it will be put onto DCAB's website.

The process for reviewing and updating the 2008 Action Plan will be repeated beginning in the summer or fall of 2008.

Appendix A: Sample Invitation Letter and Registration Flyer

Sample Invitation Letter



DISABILITY AND COMMUNICATION ACCESS BOARD

919 Ala Moana Boulevard, Room 101 • Honolulu, Hawaii 96814
Ph. (808) 586-8121 (V/TDD) • Fax (808) 586-8129

September 4, 2007

MEMORANDUM

TO: Agency Representative, Service Provider or Interested Person with a Disability

FROM: Francine Wai
Executive Director

SUBJECT: Oahu Emergency Preparedness Workshop

On behalf of the Interagency Action Plan Work Group, you are cordially invited to attend the "Emergency Preparedness of Persons with Disabilities and Special Health Needs Workshop" at the Japanese Cultural Center of Hawaii on October 22, 2007. This workshop is underwritten by a grant from the Centers for Disease Control, U.S. Department of Health and Human Services through the Public Health Emergency Preparedness Cooperative Agreement and is being conducted at no cost to participants. It brings together key representatives from each county to provide feedback regarding statewide needs of a wide variety of persons with disabilities and special health needs. The feedback will assist in revising the "2007 Interagency Action Plan on Emergency Preparedness for Persons with Disabilities and Special Health Needs" so it will reflect needs expressed by those impacted by the Plan. Please review the current plan posted on the DCAB web site at www.hawaii.gov/health/dcab/interagencyplan/index.htm. A hard copy will be provided at the meeting on October 22nd.

Due to limited space, this is an invitation only event. Attached is a flyer and registration form. Please indicate on the registration form under "Affiliation" if you represent an agency or organization. In order to ensure as broad a range of representation of disability groups as possible, we ask that organizations limit registration to one person. If space is available for additional participants from your organization, you will be notified before the event for other individuals to register. If you are an individual, please indicate the disability group for which you have a particular interest as an advocate in this space. Your registration will be confirmed by mail or e-mail.

For more information, contact Debbra Jackson, DCAB Planner at 586-8121 or e-mail at debbra.jackson@doh.hawaii.gov.

Thank you for your interest in improving emergency preparedness for persons with disabilities and special health needs in Hawaii. I look forward to seeing you at the workshop.

Attachment

Sample Registration Form

You are cordially invited to:

- What:** Emergency Preparedness of Persons with Disabilities and Special Health Needs Workshop
- When:** Monday, October 22, 2007 9:00 a.m. to 3:00 p.m.
- Where:** Japanese Cultural Center of Hawaii – Manoa Grand Ballroom
- Why:** To review and identify emergency preparedness needs for people with disabilities and special health needs specific to each county in the State
- Who:** Key representatives from each county, to provide feedback about how to encompass statewide needs of persons with disabilities and special health needs into an updated Interagency Action Plan on Emergency Preparedness
- Cost:** None*

The current Plan is found on the home page of the Disability and Communication Access Board at www.hawaii.gov/health/dcab/interagencyplan/index.htm. Please review the information before attending the workshop.



Workshop sponsors and planners:
Centers for Disease Control, U.S. Department of Health and Human Services
through the Public Health Emergency Preparedness Cooperative Agreement*
State Department of Health
State Disability and Communication Access Board
State Council on Developmental Disabilities
State Civil Defense
American Red Cross



*Provided Funding Sponsorship to Cover Cost of Workshop

REGISTRATION FORM

Emergency Preparedness for People with Disabilities and Special Health Needs Oahu Workshop October 22, 2007

USE ONE FORM PER PERSON. Please print or type.

Name: _____
Last First

Affiliation: _____

Mailing Address: _____

City/State/Zip Code: _____

Phone: _____ Fax: _____ E-mail: _____

If you require an auxiliary aid or service (sign language interpreter, material in alternate format, etc.) due to disability, please describe, _____

Deadline for request is October 5, 2007

Send registration form to:
UH Conference Center
2530 Dole St., Sakamaki C403, Honolulu HI 96822
(808) 956-8204 [phone]; (808) 956-3364 [fax]
REGISTRATION DEADLINE: October 5, 2007
Space limited to 125 registrants

Appendix B: Glossary of Acronyms and Terminology

Acronym	What it means	Definition, if needed
AAA	Area Agency on Aging	County agencies focusing on the needs of people who are elderly
ABR	Architectural Barrier Removal	Removal of physical barriers in an existing building that restricts access to the building for a person with a disability.
Access or Accessibility	During readiness and notification of a disaster or emergency	People with various types of disabilities are included (instructed when needed), in planning for an emergency or disaster, and responsible agencies are familiar with and provide accessible alerts to the public, in order to ensure everyone is aware of the situation. Planning also includes ensuring that people with disabilities can enter, exit and receive services at designated public emergency evacuation shelters.
Accommodation	During readiness and notification of a disaster or emergency	In terms of emergencies and disaster, agencies responsible to assist people with disabilities in personal preparedness and notification are also responsible to ensure effective communication (i.e., provision of interpreters, print materials in alternate format, etc.) is occurring. Notifications on television stations should be captioned (and interpreted, if possible), and any crawl messages should be narrated. Making public emergency evacuation shelters accessible is also a government responsibility, and plans are being made and implemented. Accommodations for individuals to have equal access to services available at a public shelter are also being made, but are not yet operational. County transportation providers are currently working on plans regarding getting people with disabilities to and from public emergency evacuation shelters.

Acronym	What it means	Definition, if needed
Action Plan	Interagency Action Plan for the Emergency Preparedness of People with Disabilities and Special Health Needs	A coalition of State, county and private agency representatives that convened in October 2005 to draft the "2006 Interagency Action Plan" to acknowledge the interests of people with disabilities or special health needs, and make it part of overall community efforts in planning, developing and responding to the entire community during an emergency or a disaster. The plan is updated annually.
ADA	Americans with Disabilities Act	Civil rights law passed in 1990 to protect people with disabilities from discrimination in employment, state and county government services, transportation, services from private businesses, and telecommunication.
ARC of Hawaii	Formerly known as the Association of Retarded Citizens of Hawaii	A private not-for profit agency that is part of a national, grassroots organization of and for people with intellectual and related developmental disabilities. Through advocacy, it ensures that individuals with developmental disabilities have access to the services and supports needed to develop and participate in the local community.
ARCH	Adult Residential Care Home	Residences licensed by the State of Hawaii's Department of Health, Office of Health Care Assurance. Licensed homes can accept and care for adults with special needs.
Bobby Approved website	Provides for minimal accessibility of websites	A free piece of software available online or to download. It assists web page authors to identify obstacles to access by individuals with disabilities. Bobby's analysis of accessibility is based on the W3C Web Accessibility Initiative (WAI) guidelines. To become "Bobby Approved" and display the Bobby Approved icon, a web site must successfully address all of the Priority 1 WAI issues that Bobby identifies.

Acronym	What it means	Definition, if needed
CDC	Centers for Disease Control and Prevention	An agency of the U.S. Department of Health and Human Services that provided funds through their Public Health Emergency Preparedness Cooperative Agreement to support the statewide Emergency Preparedness Forums for persons with disabilities and special health needs. The CDC works to protect public health and the safety of people, by providing information to enhance health decisions, and promotes health through partnerships with state health departments and other organizations.
CDL	Commercial Driver's License	Required in the United States to operate any type of vehicle with a weight over 26,000 lb (11,793 kg) including (but not limited to) tow trucks, tractor trailers and buses.
CERT	Community Emergency Response Team	The CERT Program educates people about disaster preparedness for hazards that may impact their area and trains them in basic disaster response skills, such as fire safety, light search and rescue, team organization, and disaster medical operations. Using the training learned in the classroom and during exercises, CERT members can assist others in their neighborhood or workplace following an event when professional responders are not immediately available to help. CERT members also are encouraged to support emergency response agencies by taking a more active role in emergency preparedness projects in their community. (Taken from the CERT Home Page at http://www.citizencorps.gov/cert/).
CIL	Center for Independent Living	A consumer-controlled, community-based, cross-disability, nonresidential private nonprofit agency that is designed and operated within a local community by individuals with disabilities; and provides an array of independent living services.

Acronym	What it means	Definition, if needed
CIP	Capital Improvement Program	The addition of a permanent structural improvement or the restoration of some aspect of a property that will either enhance the property's overall value or increases its useful life.
CNA	Certified Nurse Aide	A person who has completed a brief health-care training program, and who provides support services for RNs and LPNs. Also known as an orderly or, when certified by a state agency, a certified nurse aide.
Comfort animal	An animal that is similar to a pet. A comfort animal provides love, reassurance, social interaction and other emotional benefits for the owner / handler. The animal does not have to be trained to provide comforting since its function is to be there, not to do a task.	The ADA does not include "comfort animals" under the definition of "service animals". Service animals are individually trained to assist persons with disabilities with daily activities. Comfort animals are not trained. The Federal Fair Housing Act does recognize comfort / therapy animals and permits landlords and condominium associations to require medical documentation of the person's disability while the ADA does not.
CPR	Cardiopulmonary Resuscitation	An emergency procedure for reviving heart and lung functions.
DAGS	Department of Accounting and General Services	A state department in the Executive Branch of government that is responsible for managing and supervising a wide range of State programs and activities (e.g. purchasing, Elections, King Kamehameha Day Celebration, Aloha Stadium, Culture and the Arts, etc.).
DCCA	Department of Commerce and Consumer Affairs	A state department in the Executive Branch of government that is responsible for regulating business fairly and reasonably, while protecting consumers from fraud and unfair business practices.
DDD	Developmental Disability Division	An agency within the State of Hawaii's Department of Health.

Acronym	What it means	Definition, if needed
Declaration	The President or Governor states that an emergency exists.	The declaration of an emergency assists to coordinate all disaster relief efforts which have the purpose of alleviating the hardship and suffering caused by the emergency on the local population, and to provide appropriate assistance for required emergency measures, authorized under Title V of the Stafford Act, to save lives, protect property and public health and safety, or to lessen or avert the threat of a catastrophe in a specific area or location.
DLNR	Department of Land and Natural Resources	A state department in the Executive Branch of government that is responsible to protect the natural and cultural resources of the State.
DOT	Department of Transportation	A state department in the Executive Branch of government that is responsible to plan, design, construct, operate, and maintain State facilities in all modes of transportation, including air, water, and land. The Department currently provides, operates, and maintains eleven (11) commercial service airports, four (4) general aviation airports; nine (9) commercial harbors; and two thousand four hundred fifty (2,450) lane miles of highway.
EBS	Emergency Broadcasting System	A system designed to permit government officials to issue up-to-date and continuous emergency information and instructions to the public in a threatened or actual emergency.
EOC	Emergency Operations Center	The county facility that serves as a central location for the coordination and control of all emergency preparedness and response.
Evacuee	Someone who goes to an emergency shelter during a disaster or emergency situation.	A person who is removed from a place of danger.

Acronym	What it means	Definition, if needed
FEMA	Federal Emergency Management Agency	A federal agency that is part of the U.S. Department of Homeland Security responsible for the reduction of the loss of life and property and protect the Nation from all hazards, including an established location/facility in which local and State staff and officials can receive information pertaining to an incident and from which they can provide direction, coordination, and support to emergency operations. natural disasters, acts of terrorism, and other man-made disasters, by leading and supporting the Nation in a risk-based, comprehensive emergency management system of preparedness, protection, response, recovery, and mitigation.
FRS	Family Radio Service	One of the Citizens Band Radio Services. It is used by family, friends and associates to communicate within a neighborhood and while on group outings and has a communications range of less than one mile.
GIS	Geographic Information Systems	An information system used to input, store, retrieve, manipulate, analyze and map geographically referenced data or geospatial data. Can be used in planning and decision making for scientific investigation, resource management, and development planning.
GPS	Global Positioning System	A series of satellites used to compare and identify your position on Earth. Accurate to within one meter.
HAR	Hawaii Administrative Rules	Implements Hawaii laws and establishes operating procedures for State agencies. Administrative rules, "fill in the details" for Departments that are given discretion in applying specific Hawaii laws. The law that controls administrative rule making is Chapter 91, Hawaii Revised Statutes.
Harden	"to harden a facility"	To reinforce a home or facility to protect it against hurricane force winds.
HOH	hard of hearing	A person who had a difficult time understanding normal modulated speech.

Acronym	What it means	Definition, if needed
HOVRS	Hands On Video Relay Service	A new communication tool that allows the Deaf and hard of hearing community to communicate effectively and naturally with the hearing world through American Sign Language (ASL). HOVRS uses the Internet to provide an audio/video link to a qualified, certified Video Interpreter (VI) who interprets between the visual language of ASL and the auditory language of a hearing person.
ID	Identification	Any picture identification card to assist with the verification of the person's identity.
MH	Mental Health	Describes either a level of cognitive or emotional wellbeing or an absence of a mental disorder.
MOA or MOU	Memorandum of Agreement or Memorandum of Understanding	A cooperative agreement in the form of a written document between parties to cooperatively work together on an agreed upon project or meet an agreed upon objective. May include money payment from one party to another.
MREs	Meals Ready to Eat	A self-contained, individual field ration in lightweight packaging procured by the United States military for its service-members for use in combat or other field conditions where organized food facilities are not available.
Notification	Systems used to alert the public of impending disasters or emergencies such as, sirens, television and radio announcements, text messages, pagers, digital signage, and the Internet.	Systems used to rapidly disseminate accurate emergency information before, during and after a disaster to protect life, to prevent or limit casualties and minimize chaos.
Pet	Pets provide companionship to many people, and are dependent on their owners for safety and wellbeing. Recent disasters have shown that many pet owners will not seek proper shelter if it means abandoning their pets.	Any domesticated animal (cat, dog, etc.) that is kept as a companion.

Acronym	What it means	Definition, if needed
Pet friendly shelter	Act 117 from the 2006 Hawaii State Legislature requires the director of State Civil Defense to operate and maintain emergency shelters during disasters to make suitable arrangements and accommodations for pets.	Administrative rules shall be promulgated, pursuant to Section 128-27, HRS, to establish criteria, requirements conditions, and limitations for providing suitable arrangements and accommodations for the sheltering of pets in public shelters.
PSA	Public Service Announcement	An unpaid announcement that promotes the programs of government or voluntary agencies or that serves the public interest. PSAs can be produced for television and radio broadcast.
PTA / PTSA	Parent Teacher Association / Parent Teacher Student Association	A voluntary organization bringing together parents and teachers of pupils in a particular school or school district, usually for fund-raising, building parental involvement at school and other activities relating to the welfare of the school, rather than the progress of individual pupils.
PVC Pipes	Polyvinyl Chloride Pipes	White "plastic" piping usually used for plumbing.
PWD	Person with disability(ies)	For the purpose of this plan, an individual is described by his or her functional needs. Shelters are staffed at various levels to address the person's needs. The ADA definition of person with a disability was not used in terms of the Action Plan.
Preparedness	Actions taken to save lives before and during a natural disaster. It ensures people are ready for a disaster and respond to it effectively.	Requires figuring out what to do if essential services break down, developing a disaster plan, and practicing the plan. Preparedness activities include forecasting and warning systems, stocking an emergency preparedness kit with supplies, and knowing where the nearest emergency shelter is.

Acronym	What it means	Definition, if needed
Qualified structure, home or facility	The Department of Commerce and Consumer Affairs has a limited grant program for homeowners to install wind resistive devices in their homes.	Wind resistive devices are mechanisms that will reduce property damage from strong winds, including tropical storms and hurricanes. Wind resistive devices included in the program are: certain types of roof to wall connectors, roof decking improvements, opening protection, wall to foundation connections, and safe rooms. Grant amount is up to 35% of cost of wind resistive devices up to \$2,100 (per dwelling unit).
Readiness	Personal preparedness including actions that individuals take before a disaster or emergency strikes.	Actions taken by an individual to minimize the damage from a disaster or emergency to possessions and improves chances of survival.
Recovery Plan	Once the disaster itself is over and the recovery and rebuilding processes begin, many disaster victims can feel like they are alone in their effort to rebuild. It is important that the victim realize that there are always agencies and organizations they can turn to for assistance in dealing with the aftermath of a disaster.	Disaster recovery assistance to individuals and households is provided through coordinated Federal, State, and County relief programs.
Redundancy	Repeating, doing, or providing the same information to the public in various formats	Providing information through various modes of communication allows the majority of the public to receive emergency warnings in a manner that is accessible to the specific individual.
Retrofit	To add or change a facility or home to make it able to withstand a specific kind of wind force (Level III, IV or V hurricane).	To furnish with parts or equipment after the time of original manufacture.
Reverse 911	Automated warning system from 911 to wired telephone numbers in a specific jurisdiction.	A company who purchased the software can purchase a database of telephone numbers from the phone company, overlay mapping on it, and set up the capability to call a lot of people at once on their home phone with a short voice message about the emergency and a warning to evacuate.

Acronym	What it means	Definition, if needed
Service animal	An animal, in Hawaii it's usually a dog, individually trained to provide services for a person with a disability.	The ADA defines a service animal as any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability. Certification about the animal's training may not be requested as proof that the animal is a service animal. A service animal is not a pet, and per the ADA, a person with a disability who uses a service animal has the right to have the animal accompany them to most public places.
Shelter in place	When a person, family or group of individuals decide to stay at home through a disaster, instead of going to a designated shelter.	When sheltering in place, it is better to have a safe room installed for protection. If the facility is not certified as a shelter, it may be unsafe to stay in place.
Simulation	Planned activity to allow volunteers and the community to practice evacuating to an emergency shelter	Various emergency shelter simulations for Level I (general) shelters, pet shelters and Level II shelters were planned and implemented by State and County Civil Defense agencies in conjunction with American Red Cross this year. Practicing evacuating to an emergency shelter in the community provides everyone involved the opportunity to practice what is planned (similar to a fire drill). It allows the volunteers to interact with people with disabilities and special health needs coming into a shelter, as well as people with disabilities to know what to expect at an emergency shelter and what types of information to bring with them. It also provided the American Red Cross and State Civil Defense to better plan staffing ratios needed in similar shelters.
SN or SHN	Special Needs or Special Health Needs	For the purpose of this plan, it is an individual who may have special health needs that require medical care or assistance beyond what the person can do for him or herself during an emergency. The two terms are used interchangeably for this plan.
SOP	Standard Operating Procedure	An established procedure to be followed in carrying out a given operation or in a given situation.

Acronym	What it means	Definition, if needed
TDD or TTY	Telecommunications Device for the Deaf or TeleTYpewriter	A device that lets people who are deaf, hard of hearing, or speech-impaired use the telephone to communicate. Allows the user to type text messages. A TTY is required at both ends of the conversation in order to communicate. Like a traditional modem for land-lines, a traditional TTY will only work on analog mobile phone networks, not digital. Therefore a special digital TTY mode must be used with digital mobile phones.

Appendix C: Community Forum Comments

The letters and numbers in the first column identify the county and comment number for each remark. For example, K1 is Kaua'i's first comment and K2 is Kaua'i's second comment. Letter codes are as follows:

- K – Kaua'i
- M – Maui
- H – Hilo
- KON – Kona
- O – O'ahu

Goal 1	
K1	Reword to "all public shelters shall meet the minimum ADA requirements for Level II shelters".
K2	Combine OBJECTIVES 1 & 3 and reword.
K3	Change wording from level I to "Level II".
M1	Add "ADA" to minimum requirement.
M2	Add the word "egress" to the wording.
H1	Add "ADA" to minimum requirement.
O1	Use simple words: "exit, entrance, in, out".
Objective 1.1	
K1	Insert "all buildings or sites" in place of schools.
K2	What is meant by "hardening"?
K3	Replace the word community with "emergency evacuation".
K4	Review use of all terrain chairs at non ADA compliant sites.
M1	Include "UH and community colleges" in the plan.
M2	Spell out ADA.
KON1	Add to wording "other locations", private schools, county buildings, community centers, etc.
H1	Add "other facilities (private, community centers, etc)".
O1	Used as emergency evacuation centers.
O2	State & County facilities.
O3	Split Objective 1.1 DOE facilities / other facilities.

Objective 1.2	
K1	Insert "upgrade current emergency evacuation sites that are not ADA compliant".
M1	Be more specific to the site.
Objective 1.3	
K1	Include occupancy plus 20%.
K2	Tax credits to private care facilities for retrofitting their own facilities with their own funds.
K3	Use of public funds for retrofit of private facilities.
M1	Add "county buildings and facilities" to the plan.
M2	Minimum requirements should be 120-130 %
KON1	Add "all homes to be accessible"
H1	Add to wording "county & federal buildings".
H2	Add in Note: "pertains to gov's administrative directive".
H3	Add "to include all hardened structures:.
O1	Add "all newly constructed state buildings".
O2	"Accessible per contractor working with special needs owner".
Objective 1.4	
K1	Currently no trained staff for Level II shelters.
K2	Look at evacuees in the general population shelters to assist in Level II shelters.
M1	Add "level II" to the wording.
M2	Insert "DOH shall provide training".
M3	Also "use other methods of training".
M4	Add words, "approved by American Red Cross".
M5	Also add "participate in exercises".
H1	Governor's office to direct departments.
H2	Assign all state employees in the event of a disaster under Gov's directive.
H3	Add " how to respond to needs".
H4	Provide funding to the organizations that do the training.
H5	Red Cross to attach module to CNA training.
H6	Need to emphasize cultural sensitivity if Red Cross training.
H7	Have Aging Disability Resource Center (ADRC) do the training.
O1	To include people with disabilities to go thru Red Cross training to work in shelters.
O2	Add Red Cross to be the lead for Level II shelters.

Goal 2

K1	Add another OBJECTIVE to include tax incentives for builders, developers to plan to use potential shelters.
K2	Add "residential homes".
M1	State why we want to shelter in place. (Stable, consistent, familiar environment).
M2	Cite a study to support the new statement.
O1	Add "every community".

Objective 2.1

K1	Replace the word facility with "structure (home, building, etc)".
M2	Add the word "home".
H1	Offer grants to offset costs to private owners.
O1	"Ensure provision of".
O2	Include grants for private facilities.

Objective 2.2

K1	Site visits can be requested from SCD.
H1	Include "encourage care home facilities to work together in an event".
O1	Include retirement homes.

Objective 2.3

K1	Community pitch in to help spread the word.
K2	Change HRS to give tax credits to private care facilities.
M1	Public awareness campaign should consist of ---
KON1	Date the objectives.
KON2	Emergency readiness is more important because we have more smaller disasters.
H1	Stress shelter in place.

Goal 3

K1	Shorten Goal 3 wording - "Increase the number of emergency evacuation shelters to support Level II individuals".
M1	Find out percentage of level II shelters.
M2	Establish a goal for level II increase by a timeline.
M3	Add "as funds become available".

M4	Create a timeline.
M5	Create a program for funding level II shelters.
H1	Put "increase" at the beginning.
O1	Clarify centers.
Objective 3.1	
K1	Add Red Cross to list of agencies.
KON1	Add "medication".
O1	Add "accessible toilet facilities".
O2	Reword "medication" procedures.
O3	Only have 30 day supply of medications.
Objective 3.2	
K1	Initial Level II shelters be located close to hospitals for support.
K2	Designate emergency personnel to man Level II shelters.
K3	Add Red Cross to list of agencies.
K4	Add Medical Reserve Corps to list of agencies.
M1	Offer training program to serve level II shelters.
M2	Establish staffing levels.
H1	Have incentives to establish network of staffing.
Objective 3.3	
K1	Add "minimum training level".
M1	DOH should organize staffing levels.
H1	All agencies & organizations willing to staff.
O1	Have an incentive program to encourage volunteers to staff Level II shelters.
Objective 3.4	
K1	Add "voluntary registry, just a list of needs".
M1	Have local organizations provide input about special needs people in their communities.
M2	Local community identifies special needs.
KON1	Eliminate objective entirely.
H1	Contact all appropriate agencies (county/state) i.e.: office of aging
H2	"Identify geographically".
O1	Add "for planning purposes".
O2	Follow Samoa's model, "identify villages".
Objective 3.5	

Other Suggestions	
K1	Build more shelters for tourists using funds from tourism industry.
K2	Need to add by dates to all OBJECTIVES.
K3	Voluntary pre-registration with a signed consent to release info.
K4	Have shelter registration forms available to those that want to fill it out prior to evacuating to a shelter.
K5	State incentive (tax credit) for pre-registration for shelters.
K6	Explore idea of soliciting private contributions for retrofitting public as well as private hardening projects.
K7	Tax credits for charitable contributions.
KON1	The medication prescription supply issue needs to be addressed
H1	ID people with special needs, i.e.: sticker on house.
H2	Have better documentation for service animals.
H3	1st Aid/CPR training to all shelter staff.
H4	Propose donation on tax returns for emergency preparedness.
H5	Ask Habilitat support
H6	County should build community center in Kau to be used as a shelter.
H7	Train ARC staff in Level II.
H8	Transportation for Level II.
H9	Do County plans first, by Counties, starting with Big Island.
H10	All schools that have special needs students should have warning lights/sirens.
O1	Add objective for an agency/organization to take lead & role.
O2	Community Development Block Grant (CDBG) monies for evacuation shelter retrofits.
O3	There is a shortage of staff at hospitals.
O4	Where are we going to address interpreters for deaf/hard of hearing?
O5	Make change to include DEM.
O6	Everything/part add ADA compliant

Goal 4

K1	Document own needs
	<ul style="list-style-type: none"> • Pre-registration for ALL shelters
	<ul style="list-style-type: none"> • Prescription
	<ul style="list-style-type: none"> • Contact number
	<ul style="list-style-type: none"> • Department of Health form to use (to give to public)
K2	Fire department
	<ul style="list-style-type: none"> • Volunteer stickers (Symbol for person with a disability, i.e., symbolic representation of person using a wheelchair, pet)
K3	Standardized identification for persons with disabilities/special health needs
	<ul style="list-style-type: none"> • Item in emergency kit
	<ul style="list-style-type: none"> • Part of the county brochure – use that “Hurricane readiness”
	<ul style="list-style-type: none"> • Wallet-sized
K4	Develop system to fill out form (including foreign language)
K5	Collaboration to include health provider in discussion (especially if [person] speaks foreign language)
K6	Provide information to
	<ul style="list-style-type: none"> • parents
	<ul style="list-style-type: none"> • health insurance company (HMSA, Kaiser, Medicare, Medicaid)
K7	What can we learn from Hurricane ‘Iwa and ‘Iniki? Use past experience
K8	Agency listing – include the Americans with Disabilities (ADA) Coordinator, Center for Independent Living (CIL), Area Agency on Aging (AAA)
	<ul style="list-style-type: none"> • Need to designate agency to maintain list
K9	Education campaign
	<ul style="list-style-type: none"> • Use what’s in media now re: disaster [preparation]
	<ul style="list-style-type: none"> • Community meetings
	<ul style="list-style-type: none"> • School system, insurance
	<ul style="list-style-type: none"> • Internet
	<ul style="list-style-type: none"> • Health fairs
	<ul style="list-style-type: none"> • Fun runs
	<ul style="list-style-type: none"> • State fairs/county fair information booths
K10	Use senior companion program for education (and senior centers)

K11	Develop natural supports/buddy system
K12	Staff positions to teach facilities to review and make functional evaluation plans
K13	As shelters are designated (Level II), post information in places to inform the public
K14	People register for shelters
	<ul style="list-style-type: none"> • Estimate how many people will use shelters (although not everyone will show up)
	<ul style="list-style-type: none"> • American Red Cross can determine staffing needs for shelter
K15	First responder liability (when not on duty)
K16	Recovery phase – Need to develop short term and long term plans
K17	Visitors
	<ul style="list-style-type: none"> • Hotels - involve in planning
	<ul style="list-style-type: none"> • Registration – of persons with severe health needs or physical needs
	<ul style="list-style-type: none"> • Inform of own responsibilities
	<ul style="list-style-type: none"> • Provide information card to visitor at hotel registration
K18	Client information
	<ul style="list-style-type: none"> • Picture ID - address
	<ul style="list-style-type: none"> • Homeless – physical description of location where they regularly stay
	<ul style="list-style-type: none"> • Database and paper file
K19	Provider agencies – give services/get information / provide information
K20	Partner with pharmacist when people get their prescription
	<ul style="list-style-type: none"> • Contact form – gather information and provide education
	<ul style="list-style-type: none"> • Contact form /provide information (minimum supply / O2 [oxygen])
K21	Release of information /share information forms (agencies to share information with each other)
K22	PSA – educational (residents and visitors)
K23	Shut-ins brochure to provide information on emergency preparedness
	<ul style="list-style-type: none"> • 1-1 staff to educate person /make plan
	<ul style="list-style-type: none"> • 1-1 staff to help execute plan

K24	Develop specialized agency for this purpose
	<ul style="list-style-type: none"> • Educate community (people with disabilities, persons who are elderly, families and agencies)
	<ul style="list-style-type: none"> • Set up database
	<ul style="list-style-type: none"> • Maintain database
K25	Use civic organizations as partner
	<ul style="list-style-type: none"> • Education
	<ul style="list-style-type: none"> • Buddy system
K26	Churches – member list
K27	Electric company – has listings (persons with severe health needs, medical, and elderly)
	<ul style="list-style-type: none"> • Bill insert – for educating
	<ul style="list-style-type: none"> • Software with programmable message (within one year)
K28	Education PSAs – “Help your neighbor” campaign
	<ul style="list-style-type: none"> • Care providers
K29	Physician’s offices distribute information
K30	Live broadcasting
	<ul style="list-style-type: none"> • Internet – streaming media
	<ul style="list-style-type: none"> • Information – in a PDF format
	<ul style="list-style-type: none"> • Blog
	<ul style="list-style-type: none"> • Radio
K31	Community Meetings – for public education
	<ul style="list-style-type: none"> • Neighborhood Watch
	<ul style="list-style-type: none"> • Have voluntary registry of people who need assistance
K32	DOH annual assessments – check form to identify if education is needed or to request meeting
K33	Ethnic or cultural associations
K34	District meetings
	<ul style="list-style-type: none"> • Discuss needs
	<ul style="list-style-type: none"> • To improve communication between parties

K35	Mandate emergency planning and evacuation as part of the “Plan of Care”
	<ul style="list-style-type: none"> • For people who are Medicaid regulations, Hawaii Administrative Rules (HAR), developmental disability (DD), or have a mental illness (MI)
	<ul style="list-style-type: none"> • Licensing Hawaii Administrative Rules (HAR) 100 or 89 Adult Residential Care Home (ARCH or Dom Homes)
	<ul style="list-style-type: none"> • Include emergency planning
K36	Agencies contracting with the State of Hawaii
	<ul style="list-style-type: none"> • Include emergency evacuation plan
	<ul style="list-style-type: none"> • Work with Department of Accounting and General Services (DAGS) - procurement
K37	Goal 4 – make first sentence an objective
	<ul style="list-style-type: none"> • Make second sentence the goal – “emergency preparedness or evaluation plan in place.”
K38	Use consistent wording
	<ul style="list-style-type: none"> • “emergency preparation” and “emergency evacuation preparation” as these terms don’t mean the same thing – perhaps use “comprehensive emergency planning”
K40	Definition page – include terminology and abbreviations
K41	Outreach to homeless population
	<ul style="list-style-type: none"> • Who is responsible to help develop this plan?
K42	Staffing Level II shelters
	<ul style="list-style-type: none"> • Medical Reserve Corp
K43	Emergency Preparedness Campaign Week (same message – consistency)
	<ul style="list-style-type: none"> • Electricity bill inserts
	<ul style="list-style-type: none"> • First responders
	<ul style="list-style-type: none"> • Television Public Service Announcement (PSA)
	<ul style="list-style-type: none"> • County Plan
	<ul style="list-style-type: none"> • Transportation Plan
	<ul style="list-style-type: none"> • Registration
	<ul style="list-style-type: none"> • Update individual plans annually
K44	Media Campaign
	<ul style="list-style-type: none"> • Disaster mascot (like “Sparky”)

K45	Updated Shelter list
	<ul style="list-style-type: none"> • Publish in newspaper
	<ul style="list-style-type: none"> • Publish in phone book
M1	Department of Health (DOH) – Developmental Disabilities Division (DDD) - in process of meeting with clients
	<ul style="list-style-type: none"> • Provide list of supplies
	<ul style="list-style-type: none"> • Case manager notify clients / parents - meeting with parents / family – Individual Service Plan (ISP)
	<ul style="list-style-type: none"> • Identify shelters - listen to radio - ensure shelter open
	<ul style="list-style-type: none"> • Provide special ID for person with developmental disabilities (bracelets)
	<ul style="list-style-type: none"> • If can't wait in line at shelter, American Red Cross is looking at "spotters" to see if there is a need to be addressed and can move people out of line
M2	Person with disability - have indicated on State ID card "epilepsy" "diabetes"
M3	Schools - emergency plan
M4	Checklist in phone book
M5	Accurate & update information to disseminate
M6	Public Service Announcement (PSA) - television (elderly prefer)
	<ul style="list-style-type: none"> • *Budget for State Civil Defense (SCD) to do PSAs (Leslie Wilcox – Public Broadcasting Station director - contact)
	<ul style="list-style-type: none"> • Use current tsunami card to include more information about person
M7	Portable TV - battery operated
M8	Community Organizations –meetings- establish list of PWD
M9	Churches
M10	Mail-deliver 1 page flyer & stuff in mailboxes – use a large postcard
M11	Emergency medication for Medicaid clients
M12	www.mauiready.org
	<ul style="list-style-type: none"> • Website with emergency info
	<ul style="list-style-type: none"> • Booklet & wallet card, shelter list & map

M13	Disaster kit include:
	<ul style="list-style-type: none"> • Air mattress
	<ul style="list-style-type: none"> • Ziploc bags
	<ul style="list-style-type: none"> • Paper plates
	<ul style="list-style-type: none"> • Incontinent supplies
	<ul style="list-style-type: none"> • Folding shovel
	<ul style="list-style-type: none"> • Use fishing vest with pockets for person in wheelchair to have easy access to items, instead of looking for it in a bag
M14	Insert -Maui news
M15	Identify isolated clients
	<ul style="list-style-type: none"> • Education - provide checklist
	<ul style="list-style-type: none"> • Examples - flashlights
	<ul style="list-style-type: none"> • "Ready to Go Plan"
	<ul style="list-style-type: none"> • *Think of preparation
M16	Information desk / booth at community events (whole day)
M17	Postcard advertising at Internet cafes "Are You Ready?"
M18	Short video - air different stations
M19	Radio announcements
M20	Advertising stickers / magnet - where to go for information
M21	Frank Delima for PSA
M22	Senior fair / health fair - information booths
M23	Maui LTC Partnership (MLTCP) - Maui Health Initiative Task Force (MHITF)
M24	Veterans Organizations - resource for information distribution
M25	Aloha Disaster Network (faith-based group)
M26	Mormon Church
M27	Voluntary Organizations Active in Disaster (VOAD)
M28	Local Emergency Planning Council (Maui Electric Company)
M29	Maui Economic Opportunity (MEO)
M30	Vocational Rehabilitation (VR)
M31	Homeless Community - education
	<ul style="list-style-type: none"> • Anyone working with homeless & emergency preparedness? Are there any existing resources?
	<ul style="list-style-type: none"> • Information exchange
M32	School curriculum to teach kids about emergency preparedness

KON1	Have radios, flashlights and phone [that] work without batteries
KON2	Weather alert – [over the] Internet
	Doesn't work anymore – how do get it again
KON3	[Pacific Disaster Center, managed by the University of Hawai'i and located on] Maui [could it be used?]
	<ul style="list-style-type: none"> • Inform their staff with respect to people with disabilities
KON4	Shelter in place included in each [personal] evaluation plan?
KON5	Big Island has many different kinds of emergencies
	<ul style="list-style-type: none"> • How do you deal with [all the] variety?
KON6	Let people know all involved – education about all issues
KON7	[Provide] Drills in schools
	<ul style="list-style-type: none"> • Tsunami drills
KON8	Humane society and veterinarians – [when an individual or family] adopts a pet provide information on emergency evacuation
KON9	[When the] statewide survey [is conducted] – include schools - "Safety week" theme include different variety of [emergency or disaster readiness] issues
KON10	Agencies in blogs have evacuation plan and practice (including hotels)
KON11	Schools need to prepare to keep children if disaster occurs
KON12	[Put information about emergency readiness in the] Phone book
	<ul style="list-style-type: none"> • Information
KON13	[Put out a public service] message to have battery-powered radio (or a crank radio)
H1	HDRC - ice chest – use as a kit. Preparedness
	<ul style="list-style-type: none"> • What would you do? (practice on own and in simulations) • Assessing if plan will work (reality during emergency)
H3	Standardize part of message
	<ul style="list-style-type: none"> • PSA - captioning / interpreting message • Posters - for people with mobility impairments; post/mount near water fountain
H4	DOH
	<ul style="list-style-type: none"> • PSAs good • Health educators part of team (work with district office)
H5	Work with community colleges / high schools and have students work on project
H6	Living in Paradise - Derek Koresu (local stories)

H7	Provide a statewide message and include PWD in general message – safety and emergency prep is statewide issue
H8	Find a way to get more than 30 days worth of medicine (Quest / Medicare / Medicaid) - look at this on larger scale (have back up for emergency – rotate supplies)
H9	*Legislation for monies for PSA
H10	Beacon lights - mount on homes to indicate "special needs" home
H11	Work with churches to include PWD in plans
H12	Grocery stores - info table for emergency prep checklist
	<ul style="list-style-type: none"> • Have price cap for cost of items during emergency
	<ul style="list-style-type: none"> • Stay open 24 hours during emergency
H13	*Matson containers
	<ul style="list-style-type: none"> • Use for community storage and can lock for security
	<ul style="list-style-type: none"> • Add lights that blink during emergency
	<ul style="list-style-type: none"> • Can store generators and large supplies
H14	Each family look at own needs - investigate re: being paid back – people with limited income have difficulties
H15	Sprint - text message for people who are Deaf
H16	TV - text and have an American Sign Language interpreter
H17	Community forums
H18	Agencies serving PWD
	<ul style="list-style-type: none"> • Responsible to educate clients, families, direct service worker (DSW) / personal care attendant (PCA), community-based providers
	<ul style="list-style-type: none"> • Easter Seals does education; has phone tree and will contact families to inform them of disaster and having plan in place
	<ul style="list-style-type: none"> • Share plans
H19	Keaau Youth Business Center (include in discussion)
	<ul style="list-style-type: none"> • Has audio visual equipment
	<ul style="list-style-type: none"> • Cyd Hoffeld (contact person) to create educational video
H20	Have back up plan if no power for cell phones
H21	Emergency prep planning (include all groups - include churches)
H22	<ul style="list-style-type: none"> • Foodbank for planning to gather food for those without food
H23	Employers / airlines - provide education (brochures)
H24	Worry about tourist, homeless

O1	Reword, summarize it
	<ul style="list-style-type: none"> Use action word 1st "Develop and Implement a Personal Emergency Readiness / Preparedness Campaign (Larry Littleton to come up with wording)
	<ul style="list-style-type: none"> Preparedness includes evacuation
	<ul style="list-style-type: none"> Clarify Goal 4 - Develop goal and then disseminate
	<ul style="list-style-type: none"> Develop statewide outreach program
Objective 4.1	
M1	Message ideas
	<ul style="list-style-type: none"> "You are Responsible"
	<ul style="list-style-type: none"> "Shelter in Place"
	<ul style="list-style-type: none"> "Are You Prepared?"
M2	Get car charger for cell phone
M3	Being prepared means having gas in your car
M4	County Fair / Fundraiser / Walks - information booths - caregivers walk
M5	Department of Human Services (DHS) - Do mail-out with Medicaid / Med Quest
M6	Preparation - have medication ready
KON1	General message about readiness with website listed (on-going messages) - Shelter in place message [broadcast]
	<ul style="list-style-type: none"> Film for windows (broadcast where to purchase)
KON2	How to get message out to people with disabilities so that it's understandable
KON3	[Utilize traffic or transportation] Message boards (digital) [to alert the public of impending emergency]
KON4	One message – yellow flashing light means “turn on [your] radio” [to learn about emergency]
KON5	Include the Department of Health Communications Office, [contact] Janice Okubo
KON6	Put up two FM towers to improve communication system in rural/remote areas (Puna, Oceanview, Ka`u, and Kohala)
H1	Simple statewide slogan. Use a "short and sweet message"
	<ul style="list-style-type: none"> "Be Emergency Ready" & pictures
	<ul style="list-style-type: none"> "Readiness Alert Information"
H2	PCA / DSW - training for self and client to be ready

H3	Agencies have in place as part of Medicaid Waiver Contracts - annual plan review (have plan outline for provider)
H4	For clients - part of Individual Service Plan (ISP), but not "real"
	<ul style="list-style-type: none"> • Practice (basic)
	<ul style="list-style-type: none"> • Families / case managers need to work on developing natural supports and community contracts
H5	Downtown associations / malls / Small Business Association (SBA) - outreach and training - use posters
H6	Bus stops near ocean
	<ul style="list-style-type: none"> • Stop operations - normal transportation not operational
	<ul style="list-style-type: none"> • Be aware of action plan and practice
H7	Agencies - post maps and emergency evacuation plan for people to see and use
H8	County Civil Defense - design standardized signage for emergencies (symbols and color)
H9	Community groups in various geographic areas can begin to inform public
H10	Department of Education (DOE) train children every quarter on how to be ready for emergency - when working with "deaf-blind" person write "XX" on back means it is emergency and need to follow them now and it will be explained later
H11	"Making Your Own Connections for Notification of Emergency"
	<ul style="list-style-type: none"> • For people with communication difficulties
	<ul style="list-style-type: none"> • Don't wait - go now (if any questions, go now)
	<ul style="list-style-type: none"> • "Planning, planning, planning" (with practice)
H12	How can a person send universal "S.O.S" if they are in trouble or need assistance?
	<ul style="list-style-type: none"> • Personal signaling device (\$30/mo)(Lifesaver program)
H13	Include alternative format
	<ul style="list-style-type: none"> • Simple language or graphics
	<ul style="list-style-type: none"> • If you know someone who needs alternate format, do this . . . (go to website, radio, etc)
H14	If you are okay, check on your neighbor
H15	Message - send to workers who work with PWD or kids with disabilities to help family to figure out needs - develop, practice, implement plan
O1	Use identifiable personality

O2	Private/public partnership
	<ul style="list-style-type: none"> • Phone book information (ensure information is accessible and page number, update what's in phone book) used to provide information in Braille - not now; include phone number to have information provided on tape
	<ul style="list-style-type: none"> • Use "Katrina" to get information out ("Remember Katrina - Are you prepared?")
	<ul style="list-style-type: none"> • Cable TV - emergency evacuation information - provide in large print and spoken (accessibility)
O3	County and State Civil Defense
	<ul style="list-style-type: none"> • Use city bus and cab to advertise/post information
O4	Get to blind consumers – National Federation of the Blind (NFB), American Federation of the Blind (AFB)
O5	Channel - how to reach blind community, wheelchair users and general population
O6	Footnote - add accessibility for people who are blind
	<ul style="list-style-type: none"> • Medium - Braille, large print, print, electronic (ensure it's available to deaf-blind people)
O7	Mascot (contest to select one) - age appropriate
O8	Motto "Always be prepared"
O9	Include "gum", "squeeze ball", "worry beads" in kits for stress relief
Objective 4.2	
K1	Challenge agencies to ensure clients have individual plans
H1	Good to continue to work with all agencies – Hawaii Waiver Providers Association
	<ul style="list-style-type: none"> • Working with consumers with disabilities
	<ul style="list-style-type: none"> • Do collaboration with them at DOH
H2	Home health care collaborate
	<ul style="list-style-type: none"> • Hawaii Health Care Association
	<ul style="list-style-type: none"> • Primary Care Association
H3	People with mental health issues - include in education and planning (DOH – Adult Mental Health Division (AMHD), Child & Adolescent Mental Health Division (CAMHD), private organizations) - *information on support services Mental Health (MH) Transformation Grant available

O1	Clarify purpose for listing of agencies (what will be done with list)
	<ul style="list-style-type: none"> Agencies on list - what can do during emergency and after disaster (Hawaii VOAD group)
	<ul style="list-style-type: none"> Add Hawaii Centers for Independent Living (HCIL), Honolulu Police Department (HPD), Honolulu Fire Department (HFD)
O2	Develop one phone number for emergency information (211, 711, etc.)
O3	Provide accessible information form at phone company, electric company, gas company (for cooking purposes)
O4	One-stop-shop for emergency evacuation needs
O5	Assistance for people with cognitive disorders to assemble kits
	<ul style="list-style-type: none"> Sylvia Yuen - Center on the Family (UH). Scatter gram to look at cluster of PWD (census data)
O7	Kupuna Program
O8	Number itself detracts from objective
O9	Delete "form the foundation of", and replace with "information dissemination" (Keep language simple)
	<ul style="list-style-type: none"> Making list of organization serving persons with special needs
O10	Definition section
O11	Ok way it was
O12	Deaf information hotline / emergency alert (free) - text
O13	Comic book
O14	Be sensitive to Health Insurance Portability and Accounting Act (HIPAA) confidentiality requirements
O15	Include Department of Education (DOE), University of Hawaii (UH) & Community Colleges (CC)
Objective 4.3	
K1	Change the wording
	<ul style="list-style-type: none"> "individuals who need level II shelters."
	<ul style="list-style-type: none"> Use people first language through out the document and label Shelters Level II not Level II individuals
M1	Each agency working with PWD / SHN - have agency emergency preparedness plan
M2	Use agency email lists to send out emergency info (i.e. Special Olympics)

M3	Designate agency to order /assemble / distribute disaster kits
	<ul style="list-style-type: none"> *Use civic organizations (Lions, Rotary, etc.) to fundraise to purchase kits
M4	Educate Foodbank staff - will need to distribute food during emergency
M5	Collect water – catchments
KON1	Check about National Emergency Preparation Month (September – annually)
	<ul style="list-style-type: none"> October 21, 2007 Is the `Ohana Outreach Fair Outreach and counseling to earthquake victims [from a year ago]
KON2	Include Hawai`i Disability Rights Center in interagency work group
KON3	Communication disconnect at various stages of government
	<ul style="list-style-type: none"> State and County Agencies: development of materials (example Hawai`i Disability Rights Center [developed] forms in isolation)
KON4	Use plan in other places
	<ul style="list-style-type: none"> Plans [should] have outcomes This is not a “vision” – it is on-going Designate lead agencies to work with clients; [this is] occurring
KON5	Who explains 20 shelters but only two are operational?
KON6	Who is the point of contact for involvement in this plan? How can they be involved?
KON7	Communication, even across [this] island about plans can be severe disconnect; often exclude persons with disabilities
H1	Evening trainings - families and friends and PWD - Churches who may be responsible for various areas
H2	Need money to purchase kits - grants / money from civic organizations to buy and assemble kits (kits with wheels)
H3	Ace Hardware - at Christmas - asks for money donations and assembled kits for people who are homeless
H4	Offer evening trainings to families and friends
H5	Anxiety and stress levels increase during and after event
H6	Use video for some information - already developed - online version of training - distance learning
H7	Make available on public access channel
H8	Resource -Mental Health Division

H9	Educate state employees with family members with disabilities about emergencies
H10	Hawaii Visitors Bureau
	<ul style="list-style-type: none"> • Train the trainers on critical stress management
	<ul style="list-style-type: none"> • Volunteer de-briefing
H11	Include "calming" foods / techniques in disaster kits (teas but no coffee or chocolate)
O1	Multilingual and in accessible format
O2	Broaden into agencies providing services
O3	Include QUEST – Aged, Blind & Disabled (ABD) population
O4	Simplify language
	<ul style="list-style-type: none"> • Use one term (defined at beginning of plan) for who the target population is and use one term throughout the Plan
	<ul style="list-style-type: none"> • At beginning – include that we must have the ADA in the forefront of our minds
O5	Maintain multilingual wording (separate objective) (demographic on language - use information from that)
O6	Where is cultural aspect addressed?
O7	Define "agency" "everybody"
O8	Status on work with people who are elderly
O9	Report on status of clients served by state agencies (which populations completed)
Objective 4.4	
K1	Challenge agencies to ensure clients have individual plans
H1	Developmental Disabilities Division (DDD) - attached with ISP
	<ul style="list-style-type: none"> • Done as annual planning process
	<ul style="list-style-type: none"> • Clients have plans / kits (encourage families to have plans and kits also)
H2	??Department of Human Services (DHS) Progress on Big Island
H3	??DOH AMHD and CAMHD - status on Big Island
KON1	Can we get some emergency kits for care home clients?
KON2	Where are the nearest shelters?
KON3	How can we get to the shelters? [For Goal 7]
KON4	Neighborhood readiness: in case of emergency, focus [will be on the provision of] water, sewage [service provision]

KON5	Care facilities dilemma - know what need to do but cannot people who need care get there
KON6	Rural areas – longer wait for service
	<ul style="list-style-type: none"> • Infrastructure missing (ex., Lack of building inspectors). No registry of building inspectors.
	<ul style="list-style-type: none"> • Two county building inspectors – need to increase the number. This is a county issue. [However] the county call the state for a solution
KON7	Communication between the government liaison and city and count and state systems – need to identify these breakdowns in responsibility and where to create change.
KON8	Make system more responsive
KON9	Get information out – county training communities – (CERT contact Ralph Yawata) to be self-sufficient. Take care of their own. Needs to be incorporated into this plan. - Take care of self and own, especially in isolated rural areas
	<ul style="list-style-type: none"> • Do this with neighborhoods (as they do in Hana)
	<ul style="list-style-type: none"> • South Kona, Puna, and Kohala also examples
	<ul style="list-style-type: none"> • Sub-divisions off feeder highways with their own community center such as Cove, Oceanview Estates
KON10	[Create] own registry in [these more isolated] communities
KON11	Personal information doesn't appear to be concern – not overriding concern. Should this be expanded?
KON12	[The federal] Department of Justice suggested a registry for agencies serving people with disabilities
KON13	People at the Mayor's Committee for Persons with Disabilities discussed [the idea and implementation of a registry] and were unanimously opposed to it.
KON14	How does one create a registry that does not collect dust [and remains in] use?
KON15	[The] DD Council [has been] discussing this [the idea of a registry] for some time
O1	Adult Mental Health Division (AMDH) working in education of clients
O2	Partner with Health Insurance Companies
O3	Have a guide, checklist, clearinghouse of information (211)
O4	Department of Health (DOH), Developmental Disabilities Division – case managers working first with individuals (statewide) - follow up doing now
O5	Delete "clients" use "customers" or "consumers"
O6	By case managers / providers - put in deadline

Objective 4.5

K1	Combine Objectives 4.4 All state clients needs plan and 4.5 All students need plan
M1	More detail
M2	Make emergency ID for children with disabilities and teach student how to put on during emergency - include one off island contact number
M3	Parents involved with developing evacuation plan
M4	Department of Education (DOE) - parent / teacher meeting
M5	Train DOE staff - for all students (Public Health Nurses to train DOE staff)
M6	Safety fair - annually at each school - *can make interactive for participants
M7	Involve fire/police departments with planning - *have "Emergency Preparedness Week"
M8	Include disability awareness information at safety fairs - pass out standardized information
M9	*Block watch programs - "Help Your Neighbor Campaign"
M10	Include Department of Hawaiian Home Lands (DHHL) in educational efforts
M11	Include all tenants / community / realtor associations – develop "Aloha Kits" to distribute
M12	Red Cross - Information on "How to Find Each Other After a Disaster"
M13	Use churches -meetings - work to educate - Office of Social Ministry - Catholic Church
M14	"Aloha Network" -meeting 1/mo - Education Emergencies
	<ul style="list-style-type: none"> • Med Quest -mailing • "This is where your shelter is..."
M15	"Make sure you have enough medication."
M16	Include phone book . . . indicate which shelter is Level II
M17	National Oceanic Atmospheric Administration (NOAA) website
	<ul style="list-style-type: none"> • Hana • Everyone knows each other • Everyone know who PWD are
M18	Help each other during crisis
M19	Have emergency kit in car - water & food
M20	Have insurance companies hand out emergency information to members to put together evacuation plan

M21	What are plans for beyond DOE? [University of Hawaii (UH) & Maui Community College (MCC)]
O1	Emergency preparedness in schools - Gene Kaneshiro, DOE; Rodney Iwaski, Department of Education (DOE).
O2	Special Education - has bathrooms and possible generator. Include private schools.
Other Comments	
H1	Message needs to be multi-language and culturally appropriate
H2	Need registry on Big Island
H3	Many people living in remote areas have equipment they need to take during evacuation
Goal 5	
M1	Health care providers - transporting people - keep emergency kit in car
M2	Why aren't Adult Residential Care Home (ARCH) plans monitored?
M3	ARCH clients have "direct plan" for Power of Attorney for decisions during disaster
M4	Require disaster kits for each consumer with a disability (Make it standard)
M5	Shelter in place needs:
	<ul style="list-style-type: none"> • Stove
	<ul style="list-style-type: none"> • Water (purification / catchments)
	<ul style="list-style-type: none"> • Medication
	<ul style="list-style-type: none"> • Refrigeration
KON1	Not sure if civil defense procedures are in place
KON2	Check care homes in operation to ensure if they receive state dollars, [assure that they] are accessible
KON3	Improve monitoring and inspections of ICF/SNF
KON4	Who decides if the person wants to stay in place?
KON5	Who is responsible when decision is made [for person with disability to] stay in place?
	<ul style="list-style-type: none"> • Who is liable?
KON6	DDD Case manager doesn't make decision. Leans toward a person with an informed consent
	<ul style="list-style-type: none"> • May need to pursue further

KON7	If [who hears?] allegations of abuse and neglect, contact state ombudsman's office
O1	Hawaii Health Systems Corp - Tom Driskill
O2	More comfortable - shelter in place
O3	Facility inspection / hardening
O4	Shelter in place - staffing needs (short and long term planning)
O5	"Evacuation" not appropriate wording - Disaster mitigation
O6	Add definition of " health care providers"
O7	Remove "evacuation" from 5.1 and 5.2
Objective 5.1	
M1	Follow up on dissemination of county guidelines
KON1	Agencies [should] work together
KON2	Add the County Civil Defense
KON3	New technology should be integrated into the plan, for example GPS
KON4	Project Lifesaver – bracelet triangulation monthly battery check. Only effective on Big Island. May be good for very vulnerable population. (Cost is \$30 a year, expense of a battery replacement, the county has this technology.)
O1	Remove "evacuation"
Objective 5.2	
M1	Follow up on dissemination of county guidelines
H1	County Civil Defense works with individual agencies to develop plan
H2	Need to identify the homes (apartments) with PWD (under Housing and Urban Development - HUD) but not licensed by State - have night managers but no one there 24/7
H3	3,600 students with DA identified by DOE in county of Hawaii
O1	Remove "evacuation"
Goal 6	
K1	In background statement, second line:
	<ul style="list-style-type: none"> Premise that equivalent notification should be provided may need to be modified for [persons with] cognitive disabilities who need to depend on [social service] agencies and or care givers
K2	Spell [out] acronyms
K3	Emphasize that redundancy of notification is important (in background statement)

K4	No one system works for all and people may not pay attention until they hear the message the third or fourth time
K5	Long term care facilities need same advances, lead time as hospitals – general comment
K6	Would like to have more specifics on contacting populations with developmental disabilities and who are Deaf – general comment
K7	Reword Goal 6 to read: SCD mechanisms will make available information in accessible formats
M1	Shelters - can they charge cell phones, black berries, etc.
M2	Notification based on use of electricity - need alt. power
	<ul style="list-style-type: none"> • Radio stations need backup generator • People need battery radio
M3	Stations need updates at 15 minute intervals - many stations not 'live' - list which station to turn to
KON1	Project Lifesaver – bracelet triangulation monthly battery check. Only effective on Big Island. May be good for very vulnerable population. (Cost is \$30 a year, expense of a battery replacement, the county has this technology.)
KON2	Ensure each agency with client caseload has an “emergency tree [phone] system” [to contact clients in the case of an emergency]
KON3	Sirens [are] nonfunctioning [currently] – some don’t go off. Need multiple level system [of emergency notification]. For [example, in the case of a] local tsunami, there is no enough time to alert [residents].
KON4	[Sirens] Differentiate [among tsunami] near ocean versus others – different sounds mean different action
	<ul style="list-style-type: none"> • Need to educate tourists on [the different sounds and type of emergency]
KON5	Ensure all radio, television, utility have back-up generators and stay operational
KON6	Satellite communication systems? Status?
KON7	Develop a symbol which means “take action” for [an] emergency
	<ul style="list-style-type: none"> • Different for each emergency, adapt from Department of Labor and Natural Resources signs
KON8	“Symbol” [would] pop up on cell phone, Department of Transportation road signs, [and in] laser light shows, [as well as] computers
KON9	Lifeline service – notify people [who use this services as a] “reverse Lifeline”
KON10	All providers - cell and regular phones and pagers
KON11	Loudspeaker for tsunami - trucks in neighborhoods (low tech)

KON12	Networking - CERT teams, caregivers, postal carriers, care-homes, homeowner subdivisions - condo associations, service club
KON13	Cognitive disability - work through caregiver or family
H1	Expand wording to reflect notification of emergency in addition to evacuation.
How to warn people (other than relying on friend) who are deaf or blind?	
O1	Draw "X" on person's back
O2	Buddy system - COBWEB image
O3	Sprint - notify in emergency (have program to subscribe - on trial now for people who are deaf & hard of hearing)
O4	SNAP – Video Relay Service (VRS) - relay video
O5	HOVRS
O6	Civil Defense
	<ul style="list-style-type: none"> • Use flag & hoist at various location (store, mall, school - Red Alert) • System & strobe with own power
O7	Weather service - self subscribe; need to promote - NOAA.gov
O8	Layer from: no-tech, low-tech, hi-tech
O9	Remember notification in middle of night - most systems not in place
	<ul style="list-style-type: none"> • Flares in night - use military
O10	Notification system in condos
O11	S.O.S.
O12	Need to ensure that siren system is working, especially at night
O13	Use neighborhood watch system
O14	HPR used to give out info (statewide)
	<ul style="list-style-type: none"> • Based on geographic area
O15	Neighborhood notification board
O16	Crime stoppers – Emergency Watch
O17	Town crier / block watch – depend on human
O18	Reverse 911 – self subscribe
O19	Encourage use of old (wired, plug into telephone jack) phones
O20	Back up generator for Oceanic Cable vision for phone.
	<ul style="list-style-type: none"> • If power goes down, no phone
O21	Satellite phones – will they work?
O22	Manual Siren – tsunami
O23	Sprint notification system when developed will reach all subscribers

Objective 6.1	
K1	State Civil Defense (SCD) should monitor TV captioning and crawl as it is aired
K2	Note that purpose of TV alert is only warning to direct person to alternate source for more specific information
K3	Need to differentiate ALERT NOTIFICATION from INFORMATION
M1	Please identify 'all broadcast media'
H1	Radio in Kona only caught Maui. If emergency on one island, all islands should broadcast.
Objective 6.2	
M1	Explain Blog
M2	Teach people to register for emergency notification
O1	Add video relay at SCD
O2	Back up generator for radio station
O3	Video Relay Service (VRS) – if it is faster to get. DSL, then teletypewriter for the deaf (TTY) not best choice
O4	Notify agencies (residential services) that serve PWD in advance – how long in advance
Objective 6.3	
K1	Add universal pictures or pictograms or symbols for emergency on website – some people may not read words but would understand pictures
K2	Add other sites such as Kauai.gov, Hawaii.gov to list
Objective 6.4	
K1	Add cognitive
K2	Check emergency email.org as possible alert paging system
K3	health insurance company (HMSA, Kaiser, Medicare, Medicaid)
K4	Initiate system with ISP to post notice on website as soon as you log in
K5	Put “Flash” audio warning on Kauai.gov website (check with ISPs) other websites
Objective 6.5	
K1	Reverse 911 – problem to keep up list. Therefore system should be self-register or subscribe and unsubscribe
K2	First responders and persons with special needs are target but system can be open to all
K3	Kauai.gov ensure staff 24/7 and link to fire and police
K4	Do not limit objective to reverse 911 (instant messaging or other systems may be as appropriate as reverse 911)

Objective 6.6	
M1	Teletypewriters (TTYs) for the deaf - low on list
M2	Look at text messaging
M3	Get text message from cell phone company
M4	Repetition, duplication
M5	Lifeline systems - activate call
M6	Maui County status of Reverse 911?
M7	Different sounds with sirens
M8	Educate public to use phone books
M9	HAM radios - still being used?
M10	Molokai & Lanai - check re: notification
M11	Advanced (before general public) notice
	<ul style="list-style-type: none"> • Agencies, senior housing, home care, long term care • How much advance notice depends on type of emergency? • (Legality?) Case managers in state
M12	Town bulletins (Paul Revere)
M13	E-mail good in some situations
M14	Warning signs on roads
M15	Flashing strobe
M16	Individual Service Plans (ISP) – Developmental Disabilities Division (DDD) for notification
M17	Check fire department - people on ventilators
	<ul style="list-style-type: none"> • Durable medical equipment - liability? • Public libraries - handouts • Amber Alert - not on Maui
M18	School can give out emergency card to parents (shelter info)
M19	TV commercials
M20	Have a designated radio station - (KMVI) - Maui
M21	List of providers - add to 1st responders
M22	Register with system where people get benefits (social worker, to then go out) - Social Security or welfare
M23	Radio
New Objective	
K1	Initiate Statewide public service campaign on siren system, especially to information visitors

K2	Have Hawaiian's Tel Relay Service initiate calls to all TTY users for notification. Have Oceanic, etc. text messages to subscribers
Other Comments	
H1	Plan should take into account what will work in an emergency - especially in earthquake (Radio station no back up power)
H2	Distinguish hurricane from earthquake because amount of notification.
H3	Updated interpreter list - make sure they can go to a TV station
H4	People who are Deaf just don't get information
H5	Need to plan for no electricity or communication system
H6	Reverse 911 - phone, cell, pager, voice & text
	<ul style="list-style-type: none"> • Who will be contacted?
	<ul style="list-style-type: none"> • Will it be self-registry?
H7	Many DD clients live alone - can't read or speak
H8	Develop symbols for those who are high visual or can't read/understand symbols exist but not used in notification (county has new signs for tsunami areas)
H9	Police - can they go out and flash lights?
H10	Big Island word of mouth (rural)
	<ul style="list-style-type: none"> • Text will work longer than voice on phones
H11	Reverse 911 - 1st responders then general public until system shuts down
H12	AM / FM station ok. HAM radios ok
H13	E-net (Hawaiian Paradise Park) - bullhorn within the community - very local level; use CERT or neighborhood (police) watch citizens' corps.
H14	Community Association President is called during emergency. Include condo association in Kona.
H15	Check with other places - Safe place - Austin, TX
H16	In Flossie - DOH notified DDD and all OHCA facilities of impending disaster.
H17	In reverse 911, priorities to TTY users text msg.
H18	Use informal support (neighbors) through large agencies to notify people
H19	Register database. Use Office on Aging - vans used for evacuation; for notification?
H20	Reverse Life Alert implement (waiver can pay)
H21	Neighborhood notification system
H22	Develop program for HAM radios
H23	Ensure all sirens are functional. *DD priority
H24	DOH says that if you experience earthquake, get out. 20 minutes

H25	Puna - lava outbreaks alert now
H26	Alert PAs and caregivers to tell their clients - top priority for reverse 911
H27	Habitat for Humanity - include safe room in their projects
H28	Pre-taping generic announcements with captioning or interpreting
H29	Neighbors - 1st line of redundancy. Set up notification system at local level - community based phone tree / network
H30	Rebates for purchase of HAM radio and flashlights manual or not dependent on electricity / battery
H31	Alert sticker on home / business
H32	Federal Communication Commission (FCC) regulation limits local stations change regulations?
H33	Green Harvest - drop info / bullhorn
H34	Homeless disabled - care-a-van notification and outreach workers (private non-profit) and police
H35	Establish announcements on road signs
H36	Program street lights - flashing light (code lights)
H37	Link flashers with tsunami warnings (code lights)
H38	Utility company to contact those dependent on electricity - check with medical supply companies.

Goal 7

K1	Comments on evacuation – general
	<ul style="list-style-type: none"> • The amount of time is a factor in providing transportation
	<ul style="list-style-type: none"> • Hurricanes may have days warning notice to allow for transportation and evacuation
	<ul style="list-style-type: none"> • Tsunami generated elsewhere may be a matter of a few hours notice
	<ul style="list-style-type: none"> • Tsunami generated locally may be as little notice as half an hour
	<ul style="list-style-type: none"> • In the case of a tsunami, there can be no evacuation for isolated or hard to reach areas (Ha`ena to Hanalei, as example) due to lack of time. Evacuation with transportation is only realistic with a hurricane due to advanced notice.
	<ul style="list-style-type: none"> • Emphasize that mass transit is the preferred means instead of private automobile to get to shelter
	<ul style="list-style-type: none"> • Resolve liability issue

M1	Maui Economic Opportunity (MEO) and Roberts both in inundation zone. Need to move their assets if tsunami as top priority
M2	Time of day affects where you move people (work to home, home to shelter)
M3	Tsunami vs. hurricane (most severe) affects response
M4	Frail elderly - many cannot use buses
M5	Need central dispatch for Kaunoa
M6	Identify gas stations operable
M7	How soon after evacuate?
M8	Shelters - when full can or should you transport to the shelters?
M9	Maui County Transportation will respond to County Civil Defense (CD) for "unique transport situations. Keep mass transit operating as long as possible. Then revert to on-call to CD. Cannot respond to any individual public request.
M10	Emphasize personal plan
M11	County to take over all buses in disaster
M12	Set up an ohana (neighbor) response to provide transportation to PWD and elderly who are isolated. - CERT is limited to specific emergency.
M13	Use of rental cars, taxi
KON1	Realities showed that trying to move people is more of a risk than people staying in place
KON2	Question whether there is any realistic option in Kona – keep in the plan so that issue is not lost
KON3	All buses must be lift accessible
KON4	Rural Kona – difficulty in getting in and out of client's home due to isolation and poor [road or travel] conditions [therefore] shelter in place
KON5	Alternate arterial roadway system
H1	MOA to use vehicles - not county has authority to take private vehicles or facilities
H2	County Transportation needs to respond to a voluntary list of people with disabilities to transport. (County Office of Aging will activate for their clients)
H3	Activate the school buses and develop a registry of drivers who are able to drive a bus or van. Create incentive for those with Commercial Drivers License (CDL) to be activated.
H4	Tax incentive to trucking companies whose drivers would be activated in emergency.
O1	TheBus - Oahu - buses will have notice to transport to shelter
O2	Maile Alert System - electricity
O3	Electronic system on highways

O4	TTY is not a good way - because it is becoming obsolete
O5	Transportation depends on amount of advance notice
O6	HandiVan will not transport if emergency announced. Will try to pick up clients, if possible
O7	Roberts, Gomes – bus has capability to transport – van pool? Agencies servicing PWD have vans.
O8	Military – active duty, reserve – limited use for transportation in flood, might evacuate
O9	Agreements to use school buses and tourist buses
O10	Transport to shelter ahead of time? Need to open Level II
O11	Direct service workers – protect families first
New Objective	
K1	Tie transportation registries into “neighborhood evacuation” group or CERT teams
K2	The paratransit list is too limited
K3	Coordinate with utility companies to notify people of emergency, include if they have transportation needs. Kauai utility company has a registry already. [Notify the following groups by phone:]
	<ul style="list-style-type: none"> • Special needs
	<ul style="list-style-type: none"> • Medical
	<ul style="list-style-type: none"> • Elderly
K4	Establish County agreements to share use of private vehicles (e.g. with long term facilities) to increase [transportation] capacity
K5	Coordinate with transportation services for medical trips

Appendix D: Sample Agenda

Emergency Preparedness Workshops for People with Disabilities and Special Health Needs

Japanese Cultural Center of Hawaii, Manoa Grand Ballroom

Monday, October 22, 2007

9:00 a.m. – 3:00 p.m.

Agenda

Purpose: To review the “2007 Interagency Action Plan on Emergency Preparedness of Persons with Disabilities and Special Health Needs” and identify emergency preparedness needs specific to the City and County of Honolulu.

- 8:45 – 9:00 a.m. Registration
- 9:00 – 9:15 a.m. Welcome (Introductions, Ground Rules)
- 9:15 – 9:45 a.m. Overview of Interagency Action Plan
- 9:45 – 10:30 a.m. Overview of Emergency Shelters & Emergency Readiness
- 10:30 - 10:40 a.m. Break
- 10:40 – 11:40 a.m. Breakout session
- Group 1 – Goals 1, 2 & 3 – Evacuation Shelters (Include information sharing from Neighbor Island representatives)
 - Group 2 – Goals 4 & 5 – Public Education/Educating Health Care Providers (Include information sharing from Neighbor Island representatives)
 - Group 3 – Goals 6 & 7 - Emergency Notification/Transportation (Include information sharing from Neighbor Island representatives)
- 11:45 – 12:45 p.m. Lunch – Introduction of Speakers, Waynette Cabral, Executive Administrator, Hawaii State Council on Developmental Disabilities (DDC)
Mannuel Cruz, Acting Executive Director, Guam DDC
Henry Seseparasa, Executive Director, American Samoa DDC
- 12:45 – 1:45 p.m. Breakout session
- Group 1 – Repeat
 - Group 2 – Repeat
 - Group 3 – Repeat
- 1:45 – 2:45 p.m. Breakout session
- Group 1 – Repeat
 - Group 2 – Repeat
 - Group 3 – Repeat
- 2:45 - 3:00 p.m. Summary, Next Steps and Acknowledgements

****BLOG:** <http://hawaiiemergency1.wordpress.com/>

**Appendix E: PowerPoint Presentation – 2007 Interagency
Action Plan for the Emergency Preparedness of People with
Disabilities and Special Health Needs**

**2007 Interagency Action Plan for the
Emergency Preparedness of People with
Disabilities and Special Health Needs**

May 2007

**Working Group Members
(alpha)**

State of Hawaii Agencies or Departments:

Department of Education

Department of Health*

Department of Human Services

Disability and Communication Access Board*

Executive Office on Aging

State Civil Defense*

State Council on Developmental Disabilities

* Three agency co-leadership

Working Group Members (alpha)

County Agencies:

City and County of Honolulu, Department of
Emergency Management

County of Hawaii, Civil Defense Agency

County of Kauai, Civil Defense Agency

County of Maui, Civil Defense Agency

Community Agencies:

American Red Cross

Healthcare Association of Hawaii

Working Group Members (alpha)

Representing Persons with Disabilities:

County of Hawaii, Mayor's Committee on Persons
with Disabilities

County of Kauai, Mayor's Advisory Committee for
Equal Access

County of Maui, Commission on Persons with
Disabilities

Hawaii Association of the Blind

Hawaii Services on Deafness

Why is this issue important?

- Hurricane Katrina has taught us that lack of preparedness can cost lives
- The most vulnerable people in our society are often the least prepared for emergencies

Who Are People With Disabilities or Special Health Needs?

The population includes people with:

- Physical or Mobility Impairments
- Mental/Cognitive Impairments
- Visual Impairments
- Hearing/Speech Impairments
- Chronic Health Conditions
- Frail Elderly

Who Are People With Disabilities or Special Health Needs?

For emergency management and planning purposes, about 10 -13% of Hawaii's population (126,284 - 164,169 individuals) are people with disabilities or have special health needs.

General Statistics

- 58% of persons with disabilities do not know who to contact in an emergency
- 61% have no plans to quickly and safely evacuate their home
- 50% of those employed do not have an evacuation plan

Where are people located?

- Approximately 12,000 individuals with disabilities live in regulated or licensed facilities (i.e., care homes, Adult Foster Homes, Assisted Living Facilities, etc.)
- Others live in the community and are identifiable only by providers who service them or by their families and friends

Focus of this Plan

- Initial focus is on emergency preparedness/readiness, notification, and sheltering
- The Plan will continue to evolve and be updated annually

Planning For People By Level Of Care Needed

Focus on the **level of care** needed by the individual during an emergency rather by the person's **condition or impairment**

Level I

- Level I shelters are emergency evacuation shelters staffed by the American Red Cross.

Level I

- Level I shelters serve individuals with disabilities who are and capable of self care or care by their daily caregiver

Examples:

Individuals with Arthritis,
Artificial Limbs,
Insulin Pumps, Visual Impairments,
Hearing Loss, etc.

Level II

- Level II shelters are portions of a Level I shelter with additional health care staff supervision

Level II

- Level II shelters serve individuals with ongoing enhanced special health needs who require heightened attention

Example:

Individuals who have diabetes require refrigeration for insulin need electrical power.

Level III

- Level III shelters are hospitals or medical clinics for individuals who require acute care

Level III

- Level III shelters serve individuals requiring acute medical care

Examples:

Individuals experiencing a Heart Attack, Trauma, Active Labor, someone that had a recent major surgery etc.
(Under care of a physician)

Basic Principles

- Emergency readiness is foremost a personal responsibility
- People with disabilities or special health needs should remain as a unit with their family or caregivers and not be separated, if possible

Basic Principles

- Plan for people with disabilities and special health needs as part of our overall planning for the entire community
- A statewide registry of names is NOT recommended

GOAL 1

All pre-designated community emergency management shelters (Level I) shall meet minimum requirements to serve individuals with disabilities capable of self care

GOAL 1: Objectives

- Upgrade existing shelters (coordinate with DOE barrier removal at schools)
- Locate new accessible spaces and harden to increase capacity (special education classrooms)
- Train shelter workers to respond appropriately to individuals with disabilities

GOAL 2

The capacity to “shelter-in-place” shall be increased

*** This will alleviate demand on Level I shelters and allow individuals to remain in place**

GOAL 2: Objectives

- Establish tax credits or other incentives for “shelter-in-place” renovations
- Assist long-term care health facilities to “shelter-in-place”
- Loss Mitigation Grant program

GOAL 3

- Increase the number of Level II shelters
- Long term goal is ALL Level I shelters will have a Level II shelter within them

GOAL 3: Objectives

- **Identify and designate Level II shelters in each county statewide**
- **Outfit with back-up generator, refrigerator, etc.**
- **Ensure medical support is available**

GOAL 4

An accessible public and professional emergency readiness campaign shall be developed and implemented. Individuals with disabilities or special health needs shall have an emergency plan in place.

GOAL 4: Objectives

- **Develop and conduct statewide public and professional outreach programs using existing materials and curriculum**
- **Conduct emergency planning with State case managers**

GOAL 5

Health care providers shall have appropriate emergency evacuation plans in place

GOAL 5: Objectives

- Develop appropriate county evacuation guidelines
- Strengthen licensing and oversight of health care facilities to include emergency evacuation plans

GOAL 6

Individuals with disabilities or special health needs shall receive equivalent notification of evacuation in accessible formats

GOAL 6: Objectives

- **Broadcast media access with captioning and crawl messages on television or audio description**
- **TTYs at emergency information lines**
- **Accessible websites to persons with visual impairments**
- **Alert paging systems; reverse 911 systems**

GOAL 7

Each county shall have a plan for providing transportation for individuals with disabilities or special health needs who have no transportation to get to or from a shelter

GOAL 7: Objectives

- Develop operational transit service plans for people with disabilities in each county
- Inform individuals with disabilities of transportation options available in the county if an emergency occurs

Questions?

**2007 Interagency Action Plan
for the Emergency Preparedness
of People with Disabilities
and Special Health Needs**

Appendix F: Sample Evaluation Form

Evaluation Form
“Oahu Emergency Preparedness Forum”
Interagency Action Plan for the Emergency Preparedness of
People with Disabilities and Special Health Needs
October 22, 2007
9:00 a.m. – 3:00 p.m.

Please complete this form and return it to the speaker at the conclusion of this workshop. If you forget, please mail it back to: Disability and Communication Access Board, 919 Ala Moana Blvd., Room 101, Honolulu, HI 96814.

<u>Please rate all items on a scale of 1 to 5</u>	<u>Low = 1</u> <u>High = 5</u>				
Facilitators were knowledgeable about subject	1	2	3	4	5
Facilitators were clear and articulate	1	2	3	4	5
Facilitators allowed and encouraged input	1	2	3	4	5
Materials distributed were useful	1	2	3	4	5
Overall, rate the site arrangements	1	2	3	4	5
The forum met my expectations	1	2	3	4	5

Please list two (2) ‘new bits of information’ you learned from this session. Also, please let us know how you plan to use the information.

(1)

(2)

Other Comments: