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Disabilities and Access and Functional Needs Emergency Operations Center Toolkit



New York-New Jersey-Connecticut-Pennsylvania
Regional Catastrophic Planning Team

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I. Overview

This toolkit is designed to assist jurisdictions in addressing issues associated with people with disabilities and others with access and functional needs (D/AFN) during an incident that requires activation of the emergency operations center (EOC). This toolkit provides a framework, guidance, and recommendations for creating a mechanism to incorporate issues associated with people with disabilities and others with access and functional needs into an EOC's response and recovery operations.

The toolkit offers options for how to approach these issues and requires jurisdictions to consider each option and decide on an approach that is best suited to their situation. Each of the position descriptions, charts, and checklists should be customized to reflect the approach of the jurisdiction.

The toolkit includes the following elements:

- General background information concerning people with disabilities and others with access and functional needs
- A description of the specific role of a D/AFN Coordinator working both inside and outside of an EOC (note that jurisdictions may use different titles to describe the person performing the same functions)
- Suggestions for creating the D/AFN Coordinator position and integrating it into existing EOC organizational structures
- Sample D/AFN Coordinator checklist
- Checklist elements for the EOC Manager and 15 functional areas based on the Federal Emergency Support Function (ESF) structure to help better manage issues in the EOC related to people with disabilities and others with access and functional needs
- Additional reference materials to assist jurisdictions in managing issues related to people with disabilities and others with access and functional needs

Defining D/AFN for Emergency Planning and Response

The Americans with Disabilities Act of 1990 (ADA) defines an individual with a disability as “a person who has a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such an impairment, or a person who is perceived by others as having such an impairment.”¹

Federal Emergency Management Agency's (FEMA) Office of Disability Integration and Coordination expands the ADA definition as follows:

The term “access and functional needs” means those actions, services, accommodations, and programmatic, architectural, and communication modifications that a covered entity must undertake

¹ U.S. Department of Justice. 2009. *A guide to disability rights law*. Accessed July 5, 2015.
<http://www.ada.gov/cguide.htm>

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or provide to afford individuals with disabilities a full and equal opportunity to use and enjoy programs, services, activities, goods, facilities, privileges, advantages, and accommodations in the most integrated setting, in light of the exigent circumstances of the emergency and the legal obligation to undertake advance planning and prepare to meet the disability-related needs of individuals who have disabilities as defined by the ADA Amendments Act of 2008, P.L. 110-325, and those associated with them.²

These definitions demonstrate a shift to the use of a functional model when approaching these issues rather than relying solely on a medical model. Rather than identifying vulnerability based on someone's demographic profile (e.g., being elderly) or diagnosis (e.g., being diabetic), emphasis is put on areas of functional capabilities and needs of a person to maintain health and well-being leading up to, during, and after an emergency.

This approach reduces generalization and stigmatization of population groups and provides emergency managers with clear and actionable information. Using a functions-based perspective clearly delineates areas where preparedness intervention can reduce disaster vulnerability and risk to the whole community. For emergency management professionals and first responders, this is a paradigm shift in mindset, not just process. Recognizing and moving to institutionalize this concept not only supports the public but also results in a more efficient planning process and a more effective response operation.

The use of the term “others with access and functional needs” refers to people who may have needs leading up to, during, and after an emergency event in the five functional areas emphasized in Federal guidance for all-hazards planning. These areas are as follows:^{3, 4}

- **Communications:** Refers to the ability to access and understand disaster-related messages. Individuals who have limitations that interfere with the receipt of and response to information require that information to be provided in ways they can understand. They may not be able to hear verbal announcements, see directional signs, or understand how to obtain assistance due to hearing, vision, speech, cognitive, or intellectual limitations and/or limited English proficiency.
- **Maintaining Health:** Refers to providing access to equipment, medication, supplies, bathroom facilities, hygiene, nutrition, hydration, adequate rest, and personal assistance, which can mean the difference between maintaining health and decompensation that necessitates medical care. Individuals who are not self-sufficient or who do not have adequate support from caregivers, family, or friends may need assistance managing unstable, terminal, or contagious conditions that require observation and ongoing treatment; managing intravenous therapy, tube feeding, and vital signs; receiving dialysis, oxygen, and suction administration; managing wounds; and operating power-dependent equipment to sustain life. These individuals require support from trained medical professionals.
- **Independence:** Encompasses supplying or replacing those supports—such as physical/architectural, programmatic, or communications access, consumable medical supplies, durable medical equipment, service animals, or attendants or caregivers—that enable individuals to maintain their independence and perform activities of daily living and return to or maintain pre-

² Federal Emergency Management Agency. 2011. *Planning for the whole community: Integrating and coordinating the access and functional needs of children and adults with disabilities in preparedness, response recovery and mitigation*. Accessed July 5, 2015. https://www.fema.gov/pdf/about/odc/all_hands_0411.pdf

³ Federal Emergency Management Agency. *IS-0368 - Including People With Disabilities and Others With Access and Functional Needs in Disaster Operations*. Accessed July 5, 2015. <http://emilms.fema.gov/IS0368/DIS01summary.htm>

⁴ Goldfarb, B. Madeleine. *Planning for Emergencies Including the Disability Community: Spatial Mapping Project*. Noah's Ark Institute and BrightMinds Institute for Autism. Accessed July 6, 2015. http://www.noahsarkinstitute.org/Mapping_Project_Booklet_Final.pdf

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disaster level of independence. Individuals requiring support to be independent in daily activities may lose this support during an emergency or a disaster for a short or extended period of time.

- **Safety, Support Services, and Self-Determination:** Includes those who require support or supervision from others to assess situations, react appropriately, and take required self-protective actions (e.g., young children; individuals with autism, dementia, psychiatric conditions, and/or cognitive disabilities). Before, during, and after an emergency, individuals may lose the support of caregivers, family, or friends or may be unable to cope in a new environment, particularly if they have dementia, Alzheimer’s disease, or psychiatric conditions such as schizophrenia or intense anxiety. If separated from their caregivers, young children may be unable to identify themselves, and when in danger, they may lack the cognitive ability to assess the situation and react appropriately.
- **Transportation:** Refers to the ability to travel from one place to another safely when roads are blocked or public transportation is unavailable—not only for an evacuation but also to obtain needed supplies, to safely shelter-in-place, and for re-entry and recovery. Individuals who cannot drive or who do not have a vehicle may require transportation support to successfully evacuate. This support may include accessible vehicles (e.g., lift-equipped or vehicles suitable for transporting individuals who use oxygen) or information about how and where to access mass transportation during an evacuation.

The recommendations provided in the preceding guidance work in conjunction with the ADA but should not be construed to be Federal statutory requirements. Consult the ADA for a better understanding of federally mandated items.

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II. The Disabilities and Access and Functional Needs Coordinator Position

This section provides an overview of the role of a D/AFN Coordinator, the tasks he or she may perform, the necessary qualifications and training of someone filling this role, and a discussion of how the position integrates into a jurisdiction's command structure.

D/AFN Coordinator Role

The role of a D/AFN Coordinator is to plan, oversee, coordinate, respond to, evaluate and monitor emergency preparedness, response, recovery and mitigation efforts **with a focus on incorporating people with disabilities and others with access and functional needs in a jurisdiction** in accordance with Federal and state guidelines, state emergency plans, and jurisdiction policies and standards. This role includes ongoing functions performed both outside of and during EOC activations.

By performing pre-event planning and preparedness activities as well as response and recovery activities during EOC activations, the D/AFN Coordinator provides continuity and improves the effectiveness of emergency management efforts. Sample D/AFN Coordinator tasks may include the following:

- Pre-event Planning and Preparedness
 - Plan, coordinate, maintain, and support jurisdictional programs and procedures to meet the needs of people with disabilities and others with access and functional needs
 - Understand issues related to emergency preparedness and response for people with disabilities and others with access and functional needs, including state and Federal laws, regulations, and requirements
 - Conduct outreach to and maintain relationships with agencies and organizations that provide services to and/or advocate on behalf of people with disabilities and others with access and functional needs
 - Work with web developers, vendors, and communications personnel to enhance the jurisdiction's emergency notification system(s) and other alert, warning, and communications platforms
 - Work with community partners and stakeholders to develop tools and produce a set of education and training programs to build the capacity of organizations to better meet the needs of people with disabilities and others with access and functional needs in disaster
- Response and Recovery
 - Coordinate accessibility of support services for people with disabilities and others with access and functional needs
 - Work closely with public affairs personnel from all stakeholders and partners to deliver timely, effective, and accessible pre-and post-emergency messaging
 - Promote general awareness of emergency-related issues pertaining to people with disabilities and others with access and functional needs

- Participate in intergovernmental response and recovery initiatives to ensure they consider people with disabilities and others with access and functional needs
- Work closely with the jurisdiction's legal department to ensure compliance with applicable laws

D/AFN Coordinator Knowledge, Skills, and Abilities

The D/AFN Coordinator role is often filled by someone with a social services, disability, or health background, but coordinators can come from a variety of backgrounds. This section lists some of the training, background, and skills needed to help prepare an individual to fulfill the role of D/AFN Coordinator. This guidance is not prescriptive; the jurisdiction should assess the qualifications of candidates to determine the best fit for its specific needs. Candidates who are lacking in certain areas of these recommendations may compensate with qualifications in other areas. For example, someone with 5 years of experience and a high school diploma could be just as good a candidate as someone with 1 year of experience and a Master's degree.

Education

- Master's degree from an accredited college in emergency management, public and/or business administration, social work, engineering, urban planning, public safety, economics, political science, the physical sciences, or related field
- OR
- Bachelor's degree in one of the above listed fields plus additional relevant work experience

Experience

- Minimum of 3 years of full-time professional experience in one or a combination of the following: emergency management, fire or police services, public safety, public health, human services, public administration, urban planning, or related field
- Project- and/or program-management experience pertaining to people with disabilities and others with access and functional needs
- Experience analyzing and making recommendations on highly complex problems in the administration of programs related to disaster and/or emergency services
- Experience working with a wide variety of stakeholders, including community groups serving people with disabilities and others with access and functional needs
- Experience working in the operations and/or administration of a local or state government
- Experience applying concepts, theories, and practices of emergency management to real-world plans subsequently implemented and tested

Skills and Abilities

- Essential:
 - Demonstrated ability to interface with other government agencies and external partners and manage multiple complex projects in a high-pressure work environment, including setting project timelines, monitoring output, and producing final deliverables
 - Ability to work effectively in a fast-paced environment such as an EOC

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- Thorough understanding of ADA and compliance standards, the Rehabilitation Act,⁵ and related state and local laws and regulations pertaining to accommodating people with disabilities
- Superior oral communications skills
- Superior editing and written communications skills
- Preferred:
 - Understanding of architectural accessibility, including local building codes, fire and life safety ordinances, and other references
 - Ability to mediate and negotiate with individuals and groups
 - Ability to manage budgets, contracts, and/or grants
 - Ability to write and implement emergency plans

Training

Recommended training for this position includes FEMA Independent Study (IS) courses to help set the D/AFN Coordinator up for success and to better understand how an EOC functions.

- FEMA Independent Study (IS) Courses:
 - IS-100.b—Introduction to Incident Command System, ICS-100
 - E0197—Integrating Access and Functional Needs into Emergency Planning
 - IS-200.b—ICS for Single Resources and Initial Action Incidents
 - IS-368—Including People With Disabilities and Others With Access and Functional Needs in Disaster Operations
 - IS-700.a—National Incident Management System (NIMS) An Introduction
 - IS-701.a—NIMS Multiagency Coordination System (MACS) Course
 - IS-775—EOC Management and Operations
- FEMA IS Professional Development Series:
 - IS-120.a—An Introduction to Exercises
 - IS-230.d—Fundamentals of Emergency Management
 - IS-235.b—Emergency Planning
 - IS-240.b—Leadership and Influence
 - IS-241.b—Decision Making and Problem Solving
 - IS-242.b—Effective Communication
 - IS-244.b—Developing and Managing Volunteers

⁵ See the Appendix A for an explanation of the Rehabilitation Act.

D/AFN Coordinator Role within the Incident Command System

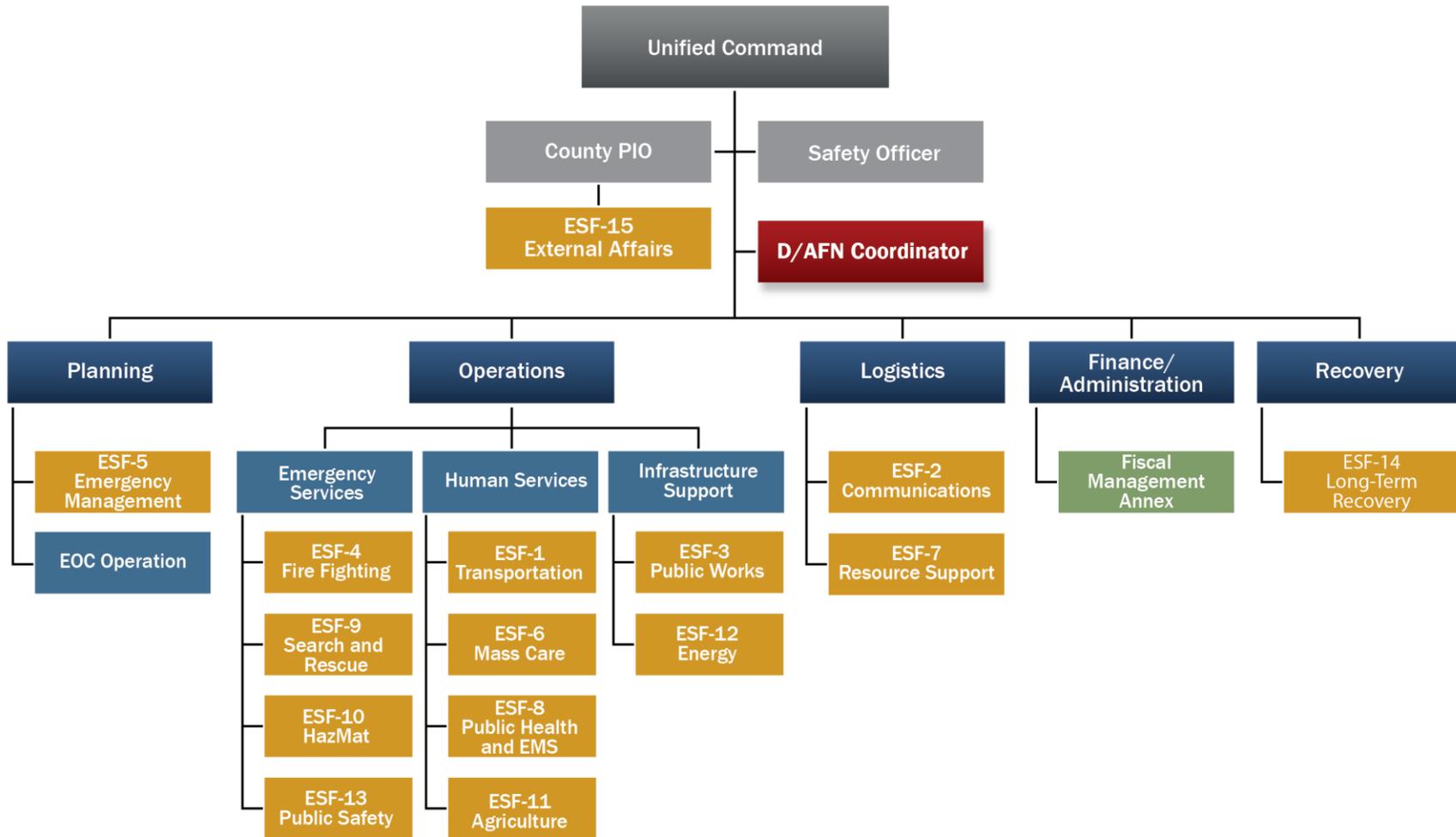
There are several options for integrating the D/AFN Coordinator into a jurisdiction's Incident Command System (ICS), each with various implications for the role and authority of the position. Jurisdictions should evaluate their response structure to determine the best location for the D/AFN Coordinator.

Sample organization charts shown in Figure 1, Figure 2, and Figure 3 offer possible ways to assign the D/AFN Coordinator within the EOC organization structure.

- Independent Organizational Chart (Figure 1)
 - In this example, the D/AFN Coordinator position is its own entity that reports directly to Unified Command. This provides the coordinator with a high-level view of the entire organization and a direct line of communication to Unified Command to address identified issues that pertain to people with disabilities and others with access and functional needs quickly and effectively. To implement this model, a Coordinator position needs to be in place and have support from the top of the organization.
- Operations Organizational Chart (Figure 2)
 - This example places the D/AFN Coordinator position as its own Branch under the Operations Section. This placement recognizes the Coordinator's key role as an active part of daily operations and integrates issues that pertain to people with disabilities and others with access and functional needs into the most commonly overlapping areas. Unlike the independent D/AFN Coordinator position noted above, however, this position reports to Operations, diluting access to all other branches (e.g., Logistics, Planning) through the chain of command and adding a layer between the Coordinator and Unified Command.
- Human Services Organizational Chart (Figure 3)
 - This example shows the D/AFN Coordinator position in the Operations Section under Human Services. This option is beneficial since the majority of issues faced by the Coordinator during activations will most closely align with Human Services and Health and Medical. However, placing the position here adds further layers of reporting and may limit the position's access and involvement across all sections.

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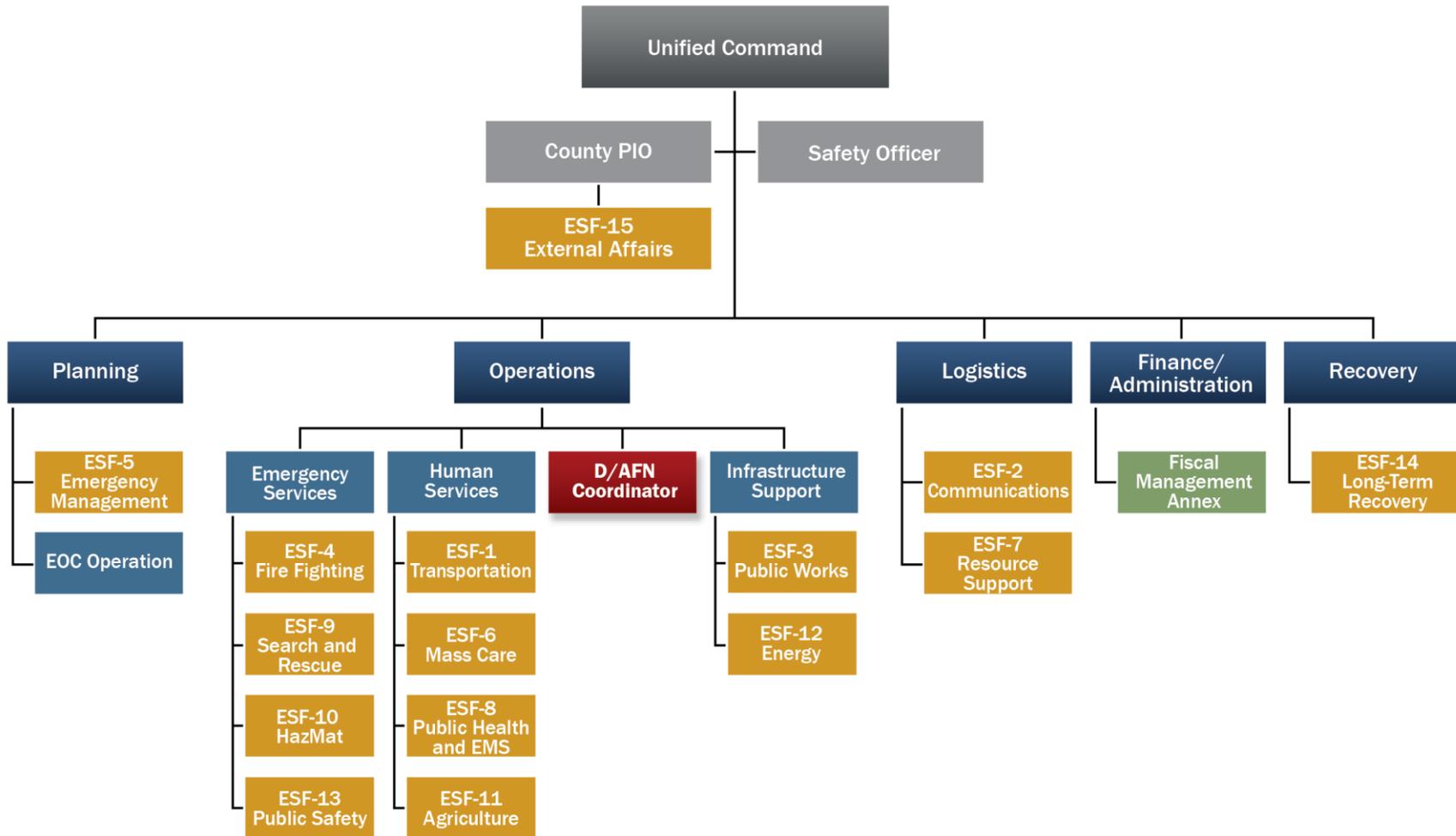
Figure 1: Independent D/AFN Coordinator Position Organizational Chart



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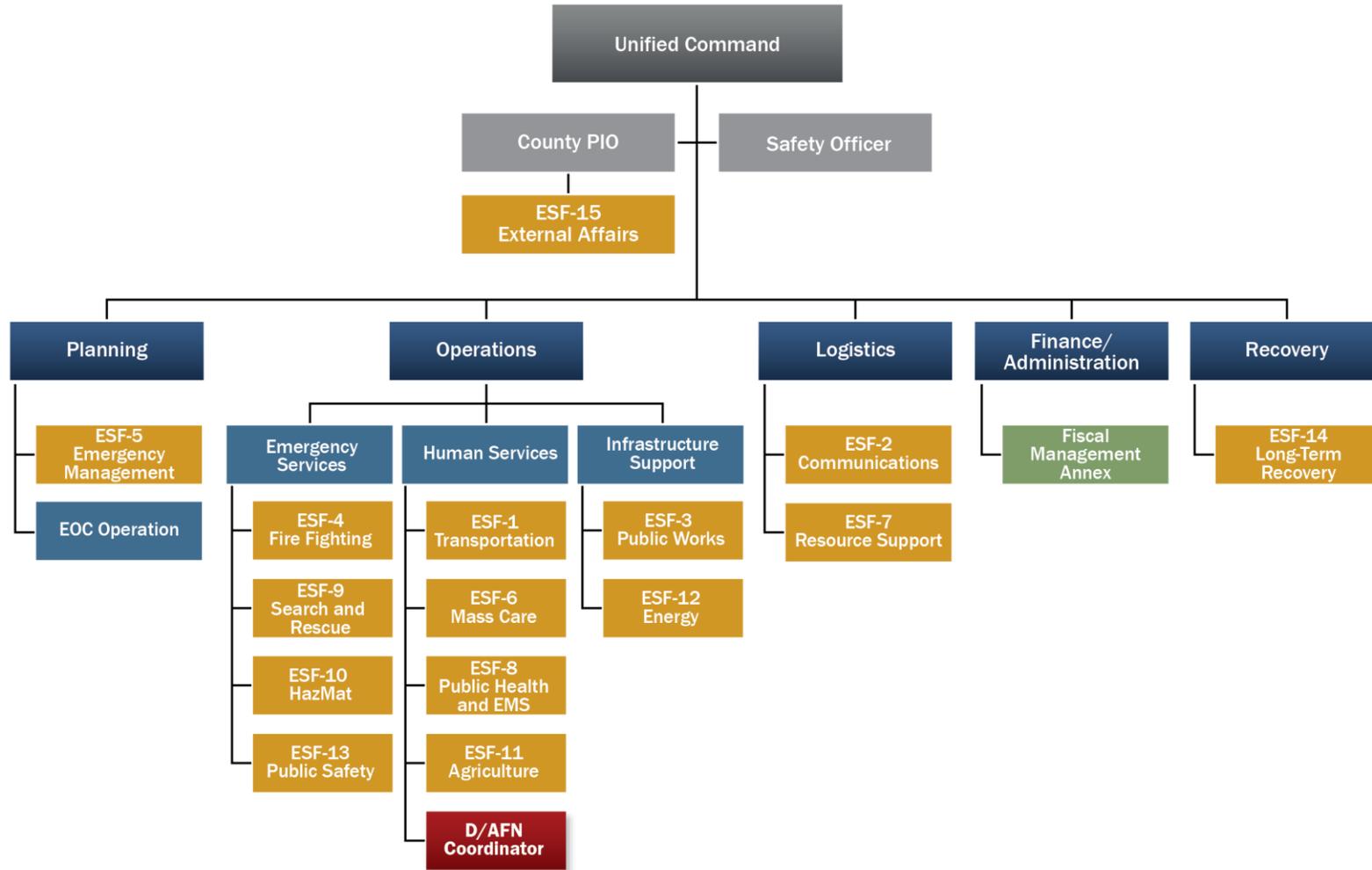
Figure 2: Operations D/AFN Coordinator Position Organizational Chart



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Figure 3: Human Services D/AFN Coordinator Position Organizational Chart



The Disabilities and Access and Functional Needs Coordinator Position

D/AFN Team to Support the D/AFN Coordinator

While the Coordinator's role is important and singular, the job can be very complex and time consuming. To that end, managers should consider building a D/AFN Team to support the D/AFN Coordinator position in the EOC. This Team should work directly with and support the work of the D/AFN Coordinator. The team can expand or contract as determined by the size of the event, staffing resources, and/or level of support required. This helps the D/AFN Coordinator manage multiple issues and coordinate with multiple ESF Coordinators and allows for full coverage over different shifts. Additionally, a team with a strong D/AFN background can provide more depth of knowledge to identify and resolve issues during the course of the incident. The Team may consist of members of the same department, from multiple jurisdictional departments, and/or from nongovernmental organizations.

When considering the D/AFN Team approach, it may be useful to put procedures in place that address the following:

- Identifying staffing resources; emphasizing a need for staff with a background in D/AFN-related issues
- Rules of engagement with governmental and non-governmental entities during emergencies
- Coordination among team members
- EOC operations
- Reporting
- Training

The Team can be formed in the planning phase and meet on a regular basis to develop plans and procedures. Benefits of this approach include further development of plans, establishing strategies to address complex and/or common issues, training opportunities, and inclusion in exercises and/or drills. Alternatively, the Team can be put together in the EOC on an ad hoc basis, pulling in available staffing resources as needed to address specific problems that arise during the course of an incident.

III. D/AFN Coordinator Position Task Checklist

The D/AFN Coordinator position task checklist on the following pages offers a starting point for thinking about the potential responsibilities of the D/AFN Coordinator position, which is conceived as a **high-level coordination function charged with overseeing, analyzing, identifying, and reporting issues** relating to people with disabilities and others with access and functional needs throughout the response structure.

In an EOC, the D/AFN Coordinator **works closely with each functional area coordinator to identify issues and/or gaps** particular to the functional area, advise on development of inclusive plans and/or strategies, and assist in resource identification.

Implementing ESF-specific functions related to these issues is the responsibility of the ESF coordinators; however, the D/AFN Coordinator advises and supports these efforts. The following high-level considerations should be taken into account:

- The D/AFN Coordinator should engage members of the whole community to identify and consider the needs and response support capabilities of people with disabilities and others with access and functional needs and the organizations that provide services and/or advocate on their behalf.
- When a particular goal or need cannot be met, reasonable accommodations should be made wherever possible.
- While the considerations provided here are broad in coverage, they should not be considered wholly comprehensive. The D/AFN Coordinator should be cognizant that other issues related to people with disabilities and others with access and functional needs that are not listed within this job action sheet will arise and require resolution.

SHARED RESPONSIBILITY

The integration of people with disabilities and others with access and functional needs into disaster response is not the responsibility of one person, but must be part of everyone's standard operating procedure (SOP).

The D/AFN Coordinator makes sure this integration runs smoothly, brings in unique assets, and facilitates solutions as needed.

The D/AFN Coordinator position task checklist begins with a **cover sheet** that should be completed during each shift in an activated EOC. It covers basic information about the position, organization, and responsibilities.

The **position task checklist** describes some specific tasks of the D/AFN Coordinator. This checklist can be customized, printed, and filled out during each operational period or used electronically.

D/AFN Coordinator Position Task Checklist

Cover Sheet

This form should be completed by the D/AFN Coordinator during each shift in the EOC. It provides an overview of the responsibilities of this position and a record of the staffing and reporting for each shift.

D/AFN Coordinator (Print Name): _____

Date: ___/___/___ **Shift:** _____ **Start Time:** ____:____ **End Time:** ____:____

Assignment Location: _____ **Communication Method:** _____

Communication Number (Cell number, radio frequency, etc.): _____

Equipment Assigned:

Position Information [See Org Charts on pages II-5 through II-7].

Station Name: D/AFN Coordinator

ICS Section: Circle One: *Operations* *Human Services* *Unified Command Support*
Other _____

NIMS Management Structure [See Org Charts on pages II-5 through II-7].

Reports to: Circle One: *Incident Commander* *Operations Section Chief*
Human Services Branch Director *Other* _____

Direct Reports: Circle all that apply: *Disaster Mental Health Staff* *Temporary Assistance Staff*
Other _____

Deliverable

Forms Prepared: Circle all that apply: *ICS 214* *SITREP* *Other* _____

Forms Reviewed: Circle all that apply: *ICS 214* *SITREP* *Other* _____

Forms Approved: Circle all that apply: *ICS 214* *SITREP* *Other* _____

Responsibilities

The D/AFN Coordinator supports the incident action plan, oversight, coordination, response, evaluation, and monitoring of emergency response and recovery efforts for people with disabilities and others with access and functional needs. The D/AFN Coordinator is responsible for the following:

- Oversee and coordinate emergency management efforts pertaining to or with possible impact to people with disabilities and others with access and functional needs
 - Ensure planning, response and recovery efforts comply with local, state and federal guidelines and standards relating to people with disabilities and others with access and functional needs
-

D/AFN Coordinator

- The following checklist describes the functions of the D/AFN Coordinator position.
- Note that some tasks may occur once per incident, while others are ongoing or repetitive for the duration of the incident.
- Tasks may be delegated to support staff as appropriate.
- When completion of a particular task cannot be accomplished, reasonable accommodations should be made wherever possible.
- While the considerations provided here are broad in coverage, they should not be considered wholly comprehensive.
- If additional space is needed, use the ICS 214 Activity Log form. If desired, copy the checklist into a separate document for added flexibility.

D/AFN COORDINATOR TASK CHECKLIST		Name:	
		Date:	
		Shift/Hours:	
Task Area	Description	Actions Taken	Notes
BEGINNING OF SHIFT			
Briefing and Assignment	• Obtain brief and receive assignment from supervisor		
	• Understand facility rules and unit policies and procedures		
Facility Layout and Operational Systems	• Become familiar with facility layout and operational systems		
	• Work with facility staff to ensure accessibility to the EOC and other work areas		
Safety Coordination and Roles	• Understand roles and responsibilities when fire alarms or facility lockdown protocols are activated		
OPERATIONAL PERIOD			
Staff Briefings	• Attend regular staff briefings throughout operational period		
	• Present and discuss potential issues related to people with disabilities and others with access and functional needs with ESF coordinators at the beginning-of-shift briefing		

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D/AFN COORDINATOR TASK CHECKLIST		Name:	
		Date:	
		Shift/Hours:	
Task Area	Description	Actions Taken	Notes
Situational Awareness	<ul style="list-style-type: none"> Maintain awareness of operations, including trends, changes in services and other variables that may indicate a need for service delivery adjustments as related to people with disabilities and others with access and functional needs 		
	<ul style="list-style-type: none"> Prepare a SITREP focused on the D/AFN Coordinator's area of responsibility and disseminate it across the organization 		
	<ul style="list-style-type: none"> Obtain SITREPs from each ESF twice during each operational period (depending on the length of the period) to maintain situational awareness and mitigate unreported circumstances 		
Incident Tracking	<ul style="list-style-type: none"> Track significant events or incidents that occur within the D/AFN Coordinator's area of responsibility 		
D/AFN Staff Resources	<ul style="list-style-type: none"> Provide a staffing report to the chain of command and indicate any changes or problems 		
Administration	<ul style="list-style-type: none"> Review incident action plan for each operational period 		
ESF-1: Evacuation and Transportation Issues	<ul style="list-style-type: none"> Work with and advise ESF-1 to mitigate or resolve issues related to evacuation, accessible vehicles (e.g., paratransit), evacuee tracking, and other transportation-related items 		
ESF-2: Communications Issues	<ul style="list-style-type: none"> Work with and advise ESF-2 to mitigate or resolve issues related to accessibility of emergency notification systems and any other related items concerning communications systems 		
ESF-3: Public Works and Engineering Issues	<ul style="list-style-type: none"> Work with and advise ESF-3 to mitigate or resolve issues related to ADA-compliant buildings, assessments, emergency power generation, and debris clearance 		
ESF-4: Firefighting Issues	<ul style="list-style-type: none"> Work with and advise ESF-4 to implement or adjust firefighting and decontamination efforts in a way that supports people with disabilities and others with access and functional needs 		

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D/AFN COORDINATOR TASK CHECKLIST		Name:	
		Date:	
		Shift/Hours:	
Task Area	Description	Actions Taken	Notes
ESF-5: Information and Planning Issues	<ul style="list-style-type: none"> Work with and advise ESF-5 on coordination of response operations, hazard identification, issue tracking, and mutual aid to support people with disabilities and others with access and functional needs 		
ESF-6: Mass Care, Emergency Assistance, Temporary Housing and Human Services Issues	<ul style="list-style-type: none"> Work with and advise ESF-6 to provide sheltering, tracking, shelter communications and resources, medical shelters, mental and behavioral health, medical equipment in shelters, service animals, mass feeding, and recovery 		
ESF-7: Logistics Issues	<ul style="list-style-type: none"> Work with and advise ESF-7 to coordinate the provision of supplies, facility modifications, and resource allocation/de-confliction to support people with disabilities and others with access and functional needs 		
ESF-8: Public Health and Medical Services Issues	<ul style="list-style-type: none"> Work with and advise ESF-8 to identify people with disabilities and others with access and functional needs and medical needs and to mitigate or resolve issues related to medical shelters and equipment and mental and behavioral health 		
ESF-9: Search and Rescue Issues	<ul style="list-style-type: none"> Work with and advise ESF-9 to implement or adjust search and rescue of missing people with disabilities and others with access and functional needs 		
ESF-10: Oil and Hazardous Materials Response Issues	<ul style="list-style-type: none"> Work with and advise ESF-10 to implement or adjust decontamination of people with disabilities and others with access and functional needs, service animals, and equipment and devices 		
ESF-11: Agriculture and Natural Resources Issues	<ul style="list-style-type: none"> Work with and advise ESF-11 to provide support and care of service animals 		
ESF-12: Energy Issues	<ul style="list-style-type: none"> Work with and advise ESF-12 to support utility restoration and continuity of service for people with disabilities and others with access and functional needs, including utility customers with life-sustaining equipment 		

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D/AFN COORDINATOR TASK CHECKLIST		Name:	
		Date:	
		Shift/Hours:	
Task Area	Description	Actions Taken	Notes
ESF-13: Public Safety and Security Issues	<ul style="list-style-type: none"> Work with and advise ESF-13 to assist with searches for people with disabilities and others with access and functional needs and provide security and translation services, if available and needed 		
ESF-14: Long Term Community Recovery Issues	<ul style="list-style-type: none"> Work with and advise ESF-14 to coordinate long-term support resources and transition of people with disabilities and others with access and functional needs to new or temporary housing 		
ESF-15: External Affairs Issues	<ul style="list-style-type: none"> Work with and advise ESF-15 to provide accessible communications, public messaging, traditional and social media, and NGOs to support people with disabilities and others with access and functional needs 		
PRIOR TO SHIFT CHANGE			
Staff Transition	<ul style="list-style-type: none"> Participate in transition meeting with relief staff coming on for the next shift 		
End of Shift Report	<ul style="list-style-type: none"> Prepare activity log and timesheet 		
DEACTIVATION/CLOSEOUT			
Continuation of Services	<ul style="list-style-type: none"> Fully communicate all outstanding and resolved items to appropriate relief personnel prior to demobilization to ensure continuation of services 		
Administrative Duties	<ul style="list-style-type: none"> Appropriately organize all records prior to submission 		
	<ul style="list-style-type: none"> Prepare final activity log, final timesheet, and demobilization form 		
	<ul style="list-style-type: none"> Submit all records, forms, and paperwork 		
Staff Debrief	<ul style="list-style-type: none"> Participate in EOC debriefing 		
	<ul style="list-style-type: none"> Collect information related to people with disabilities and others with access and function needs from ESF coordinators and create a summary report 		

IV. Functional Area/ESF Position D/AFN Task Checklists

This section contains checklists for the 15 ESF coordinator positions related to their actions for people with disabilities and others with access and functional needs during an incident. These checklists are short and concise, covering relevant issues related to people with disabilities and others with access and functional needs that ESFs should be aware of and evaluate. The D/AFN Coordinator assists with coordinating these issues across the 15 ESFs; however, the responsibility for completing all specific actions within their area of responsibility falls to the ESF coordinator. ESF coordinators should provide information to the D/AFN Coordinator based on prompts in their job action sheets.

Depending on which entity is the lead for the various functions within a jurisdiction, the content in this section may need to be shifted among the ESFs.

While the considerations provided below are broad in coverage, they should not be considered wholly comprehensive. ESF coordinators should be cognizant that other issues related to people with disabilities and others with access and functional needs that are not listed within these job action sheets will arise and require resolution.

SHARED RESPONSIBILITY

The integration of people with disabilities and others with access and functional needs into disaster response is not the responsibility of one person, but must be part of everyone's standard operating procedure (SOP).

ESF Coordinators should consider ways to promote inclusivity within their areas of responsibility, and look to the D/AFN Coordinator for unique resources and assistance as necessary.

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ESF-1: Evacuation and Transportation Coordinator

- The following checklist indicates the functions of the ESF-1 Coordinator related to people with disabilities and others with access and functional needs.
- Note that some tasks may occur once per incident, while others are ongoing or repetitive for the duration of the incident.
- Tasks may be delegated to support staff as appropriate.
- When completion of a particular task cannot be accomplished, reasonable accommodations should be made wherever possible.
- While the considerations provided here are broad in coverage, they should not be considered wholly comprehensive.
- If additional space is needed, use the ICS 214 Activity Log form. If desired, copy the checklist into a separate document for added flexibility.

ESF-1: EVACUATION AND TRANSPORTATION COORDINATOR D/AFN TASK CHECKLIST		Name:	
		Date:	
		Shift/Hours:	
Task Area	Description	Actions Taken	Notes
Accessible Vehicles	<ul style="list-style-type: none"> • Establish communications with paratransit providers to ascertain current resource and support capacity and information on possible shut-downs or other service interruptions • Disseminate this information in coordination with ESF-15 and existing notification methods 		
	<ul style="list-style-type: none"> • Coordinate with transportation providers to identify public and private accessible vehicle resources (e.g., vehicles that are ramp- or lift-equipped, vehicles suitable for transporting those on oxygen) • Determine the availability of these vehicles to support evacuation/transportation needs 		
	<ul style="list-style-type: none"> • Match transportation resources to the needs of individuals who require evacuation 		
	<ul style="list-style-type: none"> • Encourage first responders to elicit the expertise of the evacuees they are assisting to safely and effectively operate mobility devices and other adaptive technology to aid in the evacuation process 		

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ESF-1: EVACUATION AND TRANSPORTATION COORDINATOR D/AFN TASK CHECKLIST		Name:	
		Date:	
		Shift/Hours:	
Task Area	Description	Actions Taken	Notes
Mutual Aid	<ul style="list-style-type: none"> Use mutual aid agreements to obtain resources required to meet the needs of people with disabilities and others with access and functional needs, as needed 		
Hazard Vulnerability Assessment	<ul style="list-style-type: none"> Use the results of transportation- and evacuation-specific hazard vulnerability assessments (HVAs) to help identify populations that may require transportation and evacuation assistance, if applicable 		
Evacuation	<ul style="list-style-type: none"> Coordinate with ESF-8 to support evacuation of facilities housing people with disabilities and others with access and functional needs Identify any needs required by these facilities and allocate accessible transportation resources 		
	<ul style="list-style-type: none"> Implement plans to provide transportation resources and assistance to individuals who have requested evacuation assistance 		
	<ul style="list-style-type: none"> In coordination with ESF-8, provide evacuation support to people with disabilities and others with access and functional needs from their homes, apartments, and other residences to address medical concerns and other issues 		
	<ul style="list-style-type: none"> Coordinate pick-up routing based on evacuee transportation need, geographical location, and disrupted transportation infrastructure (if applicable) to assist the largest number of evacuees in the least amount of time 		
Tracking	<ul style="list-style-type: none"> Coordinate with ESF-6 to use an evacuee tracking system to maintain situational awareness 		
Reception Center Coordination	<ul style="list-style-type: none"> In coordination with ESF-6, coordinate transportation of people with disabilities and others with access and functional needs to service centers, prioritizing accessible locations 		
Reporting	<ul style="list-style-type: none"> Include any issues related to people with disabilities and others with access and functional needs encountered during the operational period in situation reports (SITREPs) 		

ESF-2: Communications Coordinator

- The following checklist indicates the functions of the ESF-2 Coordinator related to people with disabilities and others with access and functional needs.
- Note that some tasks may occur once per incident, while others are ongoing or repetitive for the duration of the incident.
- Tasks may be delegated to support staff as appropriate.
- When completion of a particular task cannot be accomplished, reasonable accommodations should be made wherever possible.
- While the considerations provided here are broad in coverage, they should not be considered wholly comprehensive.
- If additional space is needed, use the ICS 214 Activity Log form. If desired, copy the checklist into a separate document for added flexibility.

ESF-2: COMMUNICATIONS COORDINATOR D/AFN TASK CHECKLIST		Name:	
		Date:	
		Shift/Hours:	
Task Area	Description	Actions Taken	Notes
Emergency Notification Systems	<ul style="list-style-type: none"> • Ensure incident-specific messaging is provided in formats that are accessible and appropriate to reach people with disabilities and others with access and functional needs • Determine impacts to the communications system and consider alternative options, such as sign-language video, braille, large print, audio, or pictures, that are appropriate to reach people with disabilities and others with access and functional needs 		
	<ul style="list-style-type: none"> • Communicate emergency messages to registered people with disabilities and others with access and functional needs in the appropriate formats, if a registry is used 		
Reporting	<ul style="list-style-type: none"> • Include any issues related to people with disabilities and others with access and functional needs encountered during the operational period in situation reports (SITREPs) 		

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ESF-3: Public Works and Engineering Coordinator

- The following checklist indicates the functions of the ESF-3 Coordinator related to people with disabilities and others with access and functional needs.
- Note that some tasks may occur once per incident, while others are ongoing or repetitive for the duration of the incident.
- Tasks may be delegated to support staff as appropriate.
- When completion of a particular task cannot be accomplished, reasonable accommodations should be made wherever possible.
- While the considerations provided here are broad in coverage, they should not be considered wholly comprehensive.
- If additional space is needed, use the ICS 214 Activity Log form. If desired, copy the checklist into a separate document for added flexibility.

ESF-3: PUBLIC WORKS AND ENGINEERING COORDINATOR D/AFN TASK CHECKLIST		Name:	
		Date:	
		Shift/Hours:	
Task Area	Description	Actions Taken	Notes
Road Closures	<ul style="list-style-type: none"> • Coordinate with ESF-1 and the D/AFN Coordinator on transportation infrastructure issues such as closed roads that impede accessibility and result in isolation of people with disabilities and others with access and functional needs 		
Debris Clearance	<ul style="list-style-type: none"> • Clear debris from affected areas, including roads and access to facilities that provide support to people with disabilities and others with access and functional needs 		
Power and Water Services	<ul style="list-style-type: none"> • Coordinate backup and/or temporary power generation to support medical, adaptive, and mobility equipment at facilities 		
	<ul style="list-style-type: none"> • In the event of water or power outages, coordinate with ESF-10 and dialysis centers to determine needs and provide alternate service sites 		
ADA-Compliant Buildings	<ul style="list-style-type: none"> • Upon request, provide information and/or records on ADA-compliant, government-owned properties that can be used as additional shelters, warming or cooling stations, or other emergency locations 		
	<ul style="list-style-type: none"> • If assessments need to be done, coordinate with ESF-6 to develop a plan for conducting an accessibility survey 		

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ESF-3: PUBLIC WORKS AND ENGINEERING COORDINATOR D/AFN TASK CHECKLIST		Name:	
		Date:	
		Shift/Hours:	
Task Area	Description	Actions Taken	Notes
Reporting	<ul style="list-style-type: none"> • Include any issues related to people with disabilities and others with access and functional needs encountered during the operational period in situation reports (SITREPs) 		

ESF-4: Firefighting Coordinator

- The following checklist indicates the functions of the ESF-4 Coordinator related to people with disabilities and others with access and functional needs.
- Note that some tasks may occur once per incident, while others are ongoing or repetitive for the duration of the incident.
- Tasks may be delegated to support staff as appropriate.
- When completion of a particular task cannot be accomplished, reasonable accommodations should be made wherever possible.
- While the considerations provided here are broad in coverage, they should not be considered wholly comprehensive.
- If additional space is needed, use the ICS 214 Activity Log form. If desired, copy the checklist into a separate document for added flexibility.

ESF-4: FIREFIGHTING COORDINATOR D/AFN TASK CHECKLIST		Name:	
		Date:	
		Shift/Hours:	
Task Area	Description	Actions Taken	Notes
Coordination	<ul style="list-style-type: none"> • Coordinate with ESF-9 to implement or adjust search and rescue operations and with ESF-10 to implement or adjust hazardous materials (HazMat) decontamination of service animals, assistive devices and equipment, and other issues pertaining to people with disabilities and others with access and functional needs 		
Reporting	<ul style="list-style-type: none"> • Include any issues related to people with disabilities and others with access and functional needs encountered during the operational period in situation reports (SITREPs) 		

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ESF-5: Information and Planning Coordinator

- The following checklist indicates the functions of the ESF-5 Coordinator related to people with disabilities and others with access and functional needs.
- Note that some tasks may occur once per incident, while others are ongoing or repetitive for the duration of the incident.
- Tasks may be delegated to support staff as appropriate.
- When completion of a particular task cannot be accomplished, reasonable accommodations should be made wherever possible.
- While the considerations provided here are broad in coverage, they should not be considered wholly comprehensive.
- If additional space is needed, use the ICS 214 Activity Log form. If desired, copy the checklist into a separate document for added flexibility.

ESF-5: INFORMATION AND PLANNING COORDINATOR D/AFN TASK CHECKLIST		Name:	
		Date:	
		Shift/Hours:	
Task Area	Description	Actions Taken	Notes
Coordination	<ul style="list-style-type: none"> • Conduct general coordination of issues pertaining to people with disabilities and others with access and functional needs, such as the following: <ul style="list-style-type: none"> ▪ Identify hazards ▪ Vet and reconcile potential issues identified by other ESFs and the D/AFN Coordinator ▪ Share pertinent demographic information with other ESFs 		
Incident Action Planning	<ul style="list-style-type: none"> • Conduct strategic and operational planning related to people with disabilities and others with access and functional needs, including potential unmet needs • Track progress of outstanding issues 		
Mutual Aid	<ul style="list-style-type: none"> • Identify and provide mutual aid 		
Reporting	<ul style="list-style-type: none"> • Include any issues related to people with disabilities and others with access and functional needs encountered during the operational period in situation reports (SITREPs) 		

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ESF-6: Mass Care, Emergency Assistance, Temporary Housing and Human Services Coordinator

- The following checklist indicates the functions of the ESF-6 Coordinator related to people with disabilities and others with access and functional needs.
- Note that some tasks may occur once per incident, while others are ongoing or repetitive for the duration of the incident.
- Tasks may be delegated to support staff as appropriate.
- When completion of a particular task cannot be accomplished, reasonable accommodations should be made wherever possible.
- While the considerations provided here are broad in coverage, they should not be considered wholly comprehensive.
- If additional space is needed, use the ICS 214 Activity Log form. If desired, copy the checklist into a separate document for added flexibility.

ESF-6: MASS CARE, EMERGENCY ASSISTANCE, TEMPORARY HOUSING AND HUMAN SERVICES COORDINATOR D/AFN TASK CHECKLIST		Name:	
		Date:	
		Shift/Hours:	
Task Area	Description	Actions Taken	Notes
Sheltering	<ul style="list-style-type: none"> • Refer to existing resource lists and work with key agencies to identify general shelters that are architecturally and/or programmatically accessible to people (including children) with disabilities and access and functional needs • If assessments need to be done, coordinate with ESF-3 to develop a plan for conducting an accessibility survey • Identify any needed programmatic and/or minor structural remediation that would improve accessibility 		
	<ul style="list-style-type: none"> • Coordinate with ESF-15 to disseminate information to the public regarding the following: <ul style="list-style-type: none"> ▪ Accessibility of shelter sites ▪ Types of belongings people should bring with them (e.g., medications, prescriptions, durable medical equipment, specialized equipment) 		

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ESF-6: MASS CARE, EMERGENCY ASSISTANCE, TEMPORARY HOUSING AND HUMAN SERVICES COORDINATOR D/AFN TASK CHECKLIST		Name:	
		Date:	
		Shift/Hours:	
Task Area	Description	Actions Taken	Notes
	<ul style="list-style-type: none"> • Monitor the shelter intake process and data collection to identify issues related to people with disabilities and others with access and functional needs as early as possible at intake • Monitor shelters for reasonable accommodation requests that are made and help coordinate logistical needs as appropriate 		
Shelter Communications	<ul style="list-style-type: none"> • In coordination with ESF-15, provide shelter- and mass care-related communications, including verbal and written messages via multiple formats (e.g., large print, audio, braille, picture, and/or accessible websites) and in languages other than English that are prevalent in the community so that they can be understood by the whole community, including people with disabilities and others with access and functional needs • Coordinate acquisition of materials in unanticipated formats upon identification of needs (e.g., language translation services) 		
Tracking	<ul style="list-style-type: none"> • Coordinate with ESF-1 on the use of an evacuee tracking system to maintain situational awareness • If feasible, track evacuee belongings such as luggage, durable medical equipment, and service animals 		
De-conflict Resources	<ul style="list-style-type: none"> • Take appropriate measures to address and resolve instances where shelter and mass care resources are over-committed 		
Keep Families Together	<ul style="list-style-type: none"> • Coordinate to keep families and/or support networks together whenever possible. 		
Medical Shelters	<ul style="list-style-type: none"> • Work with ESF-6 agencies to implement and support clearly defined criteria for general population shelters and medical shelters • Coordinate with ESF-8 and ESF-6 agencies to maintain policy that reserves medical shelters for those who cannot safely sustain at a general population shelter 		
	<ul style="list-style-type: none"> • Coordinate with ESF-8 to provide support and care on an appointment basis for individuals who require some medical assistance but not constant medical supervision 		

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ESF-6: MASS CARE, EMERGENCY ASSISTANCE, TEMPORARY HOUSING AND HUMAN SERVICES COORDINATOR D/AFN TASK CHECKLIST		Name:	
		Date:	
		Shift/Hours:	
Task Area	Description	Actions Taken	Notes
	<ul style="list-style-type: none"> Coordinate with ESF-8 to identify and/or provide accommodation to individuals receiving hospice or palliative care Work to identify staffing resources with this expertise 		
Mental and Behavioral Health	<ul style="list-style-type: none"> Work with ESF-8 to provide accessible mental and behavioral health staffing and other resources to members of the whole community affected by the incident, including people with disabilities and others with access and functional needs 		
Medical Equipment	<ul style="list-style-type: none"> Work with ESF-7 and ESF-8 to coordinate the provision of durable medical equipment and consumable medical supplies at shelters Work with ESF-7 to activate existing contracts and resolve resource requests for these items Coordinate with ESF-6 partners and ESF-8 to reach out to partner stakeholders from nongovernmental organizations that may be able to support needs 		
	<ul style="list-style-type: none"> Work with ESF-8 and ESF-12 to secure adequate power generation or backup plans to support medical, adaptive, and mobility equipment in shelters If adequate power is not available, work with ESF-1 to transfer affected individuals to another, more suitable facility 		
Service Animals	<ul style="list-style-type: none"> Coordinate with ESF-11 to provide support and care to service animals at onsite or proximate pet shelters (e.g., food, relief areas, animal bedding) 		
	<ul style="list-style-type: none"> Allow and accommodate service animals at all mass care and/or shelter sites Accommodate individuals with animal allergies whenever feasible 		
Mass Feeding	<ul style="list-style-type: none"> Coordinate provision of food service options to meet dietary needs of diverse shelter populations when possible Consider dietary health restrictions or guidance (e.g., low sodium, low sugar, vegetarian, allergies) as well as cultural restrictions (e.g., kosher, halal, vegan) 		

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ESF-6: MASS CARE, EMERGENCY ASSISTANCE, TEMPORARY HOUSING AND HUMAN SERVICES COORDINATOR D/AFN TASK CHECKLIST		Name:	
		Date:	
		Shift/Hours:	
Task Area	Description	Actions Taken	Notes
	<ul style="list-style-type: none"> Coordinate with ESF-6 agencies and ESF-8 to provide infant nutrition, food plans, and support and accommodation for women who are breastfeeding Consider accessibility requirements of food and/or commodity distribution points and provide alternative options for people with disabilities and others with access and functional needs who cannot access these sites 		
Recovery (Assistance Centers)	<ul style="list-style-type: none"> Coordinate to provide accessible support services at recovery assistance centers 		
	<ul style="list-style-type: none"> Coordinate services to plan for the recovery and transition needs of people with disabilities and others with access and functional needs, including how and when people will be transitioned to their homes, temporary housing, or other institutions 		
Reporting	<ul style="list-style-type: none"> Include any issues related to people with disabilities and others with access and functional needs encountered during the operational period in situation reports (SITREPs). 		

ESF-7: Logistics Coordinator

- The following checklist indicates the functions of the ESF-7 Coordinator related to people with disabilities and others with access and functional needs.
- Note that some tasks may occur once per incident, while others are ongoing or repetitive for the duration of the incident.
- Tasks may be delegated to support staff as appropriate.
- When completion of a particular task cannot be accomplished, reasonable accommodations should be made wherever possible.
- While the considerations provided here are broad in coverage, they should not be considered wholly comprehensive.
- If additional space is needed, use the ICS 214 Activity Log form. If desired, copy the checklist into a separate document for added flexibility.

ESF-7: LOGISTICS COORDINATOR D/AFN TASK CHECKLIST		Name:	
		Date:	
		Shift/Hours:	
Task Area	Description	Actions Taken	Notes
Provide Equipment	<ul style="list-style-type: none"> • Locate and provide reasonable equipment requested by other ESFs, including durable medical equipment, consumable medical supplies, sheltering needs, animal crates, food, water, and other supplies required by people with disabilities and others with access and functional needs 		
Modifications to Facilities	<ul style="list-style-type: none"> • Coordinate with ESF-6 to identify and secure minor modifications to facilities to accommodate people with disabilities and others with access and functional needs, such as adjusting doors, placing cones in front of hallway obstructions, and securing additional signage 		
De-conflict Resource Allocation	<ul style="list-style-type: none"> • Prioritize logistics requests and de-conflict resource allocation, especially for resources used to support people with disabilities and other access and functional needs as equipment is highly specialized and sufficient substitutes are not readily available 		
Reporting	<ul style="list-style-type: none"> • Include any issues related to people with disabilities and others with access and functional needs encountered during the operational period in situation reports (SITREPs) 		

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ESF-8: Public Health and Medical Services Coordinator

- The following checklist indicates the functions of the ESF-8 Coordinator related to people with disabilities and others with access and functional needs.
- Note that some tasks may occur once per incident, while others are ongoing or repetitive for the duration of the incident.
- Tasks may be delegated to support staff as appropriate.
- When completion of a particular task cannot be accomplished, reasonable accommodations should be made wherever possible.
- While the considerations provided here are broad in coverage, they should not be considered wholly comprehensive.
- If additional space is needed, use the ICS 214 Activity Log form. If desired, copy the checklist into a separate document for added flexibility.

ESF-8: PUBLIC HEALTH AND MEDICAL SERVICES COORDINATOR D/AFN TASK CHECKLIST		Name:	
		Date:	
		Shift/Hours:	
Task Area	Description	Actions Taken	Notes
Locate People with Disabilities and Others with Access and Functional Needs	<ul style="list-style-type: none"> • Support evacuation and movement of people in nursing homes, assisted living, group homes, and other facilities • Work with management entity to identify unforeseen resource needs 		
	<ul style="list-style-type: none"> • Coordinate with ESF-1 on evacuation of people with disabilities and others with access and functional needs from their homes, apartments, and other residences to address medical concerns and other issues 		
Medical Needs Shelters	<ul style="list-style-type: none"> • Work to implement and support clearly defined criteria for general population shelters and medical shelters. • Maintain policy that reserves medical shelters for those who cannot safely sustain at a general population shelter. 		
	<ul style="list-style-type: none"> • If co-located with a community shelter, coordinate food services with ESF-6 to address cultural and dietary restrictions 		

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ESF-8: PUBLIC HEALTH AND MEDICAL SERVICES COORDINATOR D/AFN TASK CHECKLIST		Name:	
		Date:	
		Shift/Hours:	
Task Area	Description	Actions Taken	Notes
	<ul style="list-style-type: none"> Provide medical care for people with disabilities and others with access and functional needs who may not require constant medical supervision 		
	<ul style="list-style-type: none"> Monitor need for and provision of accommodation to individuals receiving hospice or palliative care Identify staffing resources with this expertise 		
Medical Equipment	<ul style="list-style-type: none"> Coordinate the provision of durable medical equipment and consumable medical supplies 		
	<ul style="list-style-type: none"> Coordinate to locate available pharmacies or provide prescription drugs or drug refills to people who have lost access to regular stocks of needed medication Consider medical needs related to addiction and detox (e.g., methadone clinics) 		
	<ul style="list-style-type: none"> Work with ESF-6 and ESF-12 to secure adequate power generation to support medical, adaptive, and mobility equipment in shelters If adequate power is not available, work with ESF-1 and ESF-6 to transfer the affected individuals to another, more suitable facility 		
Communications with Facilities	<ul style="list-style-type: none"> Communicate with ESF-1 to transport individuals requiring evacuation to the appropriate congregate care, medical, and other similar facilities with the ability to support them 		
Mental and Behavioral Health	<ul style="list-style-type: none"> Work with ESF-6 to provide mental and behavioral health support 		
Reporting	<ul style="list-style-type: none"> Include any issues related to people with disabilities and others with access and functional needs encountered during the operational period in situation reports (SITREPs) 		

ESF-9: Search and Rescue Coordinator

- The following checklist indicates the functions of the ESF-9 Coordinator related to people with disabilities and others with access and functional needs.
- Note that some tasks may occur once per incident, while others are ongoing or repetitive for the duration of the incident.
- Tasks may be delegated to support staff as appropriate.
- When completion of a particular task cannot be accomplished, reasonable accommodations should be made wherever possible.
- While the considerations provided here are broad in coverage, they should not be considered wholly comprehensive.
- If additional space is needed, use the ICS 214 Activity Log form. If desired, copy the checklist into a separate document for added flexibility.

ESF-9: SEARCH AND RESCUE COORDINATOR D/AFN TASK CHECKLIST		Name:	
		Date:	
		Shift/Hours:	
Task Area	Description	Actions Taken	Notes
Search and Rescue Operations	<ul style="list-style-type: none"> • Work with the D/AFN Coordinator and the other ESFs to provide the appropriate support to people with disabilities and others with access and functional needs encountered during search and rescue operations 		
	<ul style="list-style-type: none"> • Coordinate with ESF-1, ESF-6, and ESF-12 regarding movement and sheltering of people who cannot sustain in their homes with prolonged utility outages 		
Missing Persons	<ul style="list-style-type: none"> • Coordinate with ESF-15 to obtain information reported by the public on potential missing persons (e.g., neighbors, friends, family) with disabilities and others with access and functional needs 		
	<ul style="list-style-type: none"> • Coordinate with ESF-13 to search for and locate these individuals 		
Reporting	<ul style="list-style-type: none"> • Include any issues related to people with disabilities and others with access and functional needs encountered during the operational period in situation reports (SITREPs) 		

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ESF-10: Oil and Hazardous Materials Response Coordinator

- The following checklist indicates the functions of the ESF-10 Coordinator related to people with disabilities and others with access and functional needs.
- Note that some tasks may occur once per incident, while others are ongoing or repetitive for the duration of the incident.
- Tasks may be delegated to support staff as appropriate.
- When completion of a particular task cannot be accomplished, reasonable accommodations should be made wherever possible.
- While the considerations provided here are broad in coverage, they should not be considered wholly comprehensive.
- If additional space is needed, use the ICS 214 Activity Log form. If desired, copy the checklist into a separate document for added flexibility.

ESF-10: OIL AND HAZARDOUS MATERIALS RESPONSE COORDINATOR D/AFN TASK CHECKLIST		Name:		
		Date:		
		Shift/Hours:		
Task Area	Description	Actions Taken	Notes	
Decontamination	<ul style="list-style-type: none"> • Work to provide decontamination activities that are fully accessible to the whole community, including people with disabilities and others with access and functional needs 			
	<ul style="list-style-type: none"> • Arrange for decontamination of service animals 			
	<ul style="list-style-type: none"> • When possible, provide mobility devices including wheelchairs, canes, walkers, and shower chairs at the decontamination site 			
	<ul style="list-style-type: none"> • Coordinate tagging, logging, and future collection procedures for adaptive or assistive devices that cannot be decontaminated on site 			
	<ul style="list-style-type: none"> • Deliver all decontamination information in multiple ways and formats so that it is accessible to the whole community 			
Reporting	<ul style="list-style-type: none"> • Include any issues related to people with disabilities and others with access and functional needs encountered during the operational period in situation reports (SITREPs) 			

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ESF-11: Agriculture and Natural Resources Coordinator

- The following checklist indicates the functions of the ESF-11 Coordinator related to people with disabilities and others with access and functional needs.
- Note that some tasks may occur once per incident, while others are ongoing or repetitive for the duration of the incident.
- Tasks may be delegated to support staff as appropriate.
- When completion of a particular task cannot be accomplished, reasonable accommodations should be made wherever possible.
- While the considerations provided here are broad in coverage, they should not be considered wholly comprehensive.
- If additional space is needed, use the ICS 214 Activity Log form. If desired, copy the checklist into a separate document for added flexibility.

ESF-11: AGRICULTURE AND NATURAL RESOURCES COORDINATOR D/AFN TASK CHECKLIST		Name:	
		Date:	
		Shift/Hours:	
Task Area	Description	Actions Taken	Notes
Service Animals	<ul style="list-style-type: none"> • In coordination with ESF-6, provide support and care to service animals staying with their owners at facilities or in nearby pet shelters (e.g., food, relief areas, animal bedding) 		
Reporting	<ul style="list-style-type: none"> • Include any issues related to people with disabilities and others with access and functional needs encountered during the operational period in situation reports (SITREPs) 		

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ESF-12: Energy Coordinator

- The following checklist indicates the functions of the ESF-12 Coordinator related to people with disabilities and others with access and functional needs.
- Note that some tasks may occur once per incident, while others are ongoing or repetitive for the duration of the incident.
- Tasks may be delegated to support staff as appropriate.
- When completion of a particular task cannot be accomplished, reasonable accommodations should be made wherever possible.
- While the considerations provided here are broad in coverage, they should not be considered wholly comprehensive.
- If additional space is needed, use the ICS 214 Activity Log form. If desired, copy the checklist into a separate document for added flexibility.

ESF-12: ENERGY COORDINATOR D/AFN TASK CHECKLIST		Name:	
		Date:	
		Shift/Hours:	
Task Area	Description	Actions Taken	Notes
Power Generation	<ul style="list-style-type: none"> • Coordinate adequate power generation to support medical, adaptive, and mobility equipment at facilities 		
Outages	<ul style="list-style-type: none"> • Coordinate with ESF-6 and ESF-8 to identify critical facilities and/or populations impacted by known outages 		
	<ul style="list-style-type: none"> • Coordinate with ESF-1, ESF-6, and ESF-9 regarding movement and sheltering of people who cannot sustain in their homes with prolonged utility outages 		
	<ul style="list-style-type: none"> • In the event of water or power outages, coordinate with ESF-3 and dialysis centers to determine needs and provide alternate service sites 		
	<ul style="list-style-type: none"> • Work with ESF-2 to communicate the potential loss of power to providers and persons on life-sustaining equipment 		
	<ul style="list-style-type: none"> • Coordinate restoration of heating when outages occur 		

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ESF-12: ENERGY COORDINATOR D/AFN TASK CHECKLIST		Name:	
		Date:	
		Shift/Hours:	
Task Area	Description	Actions Taken	Notes
Utility Restoration	<ul style="list-style-type: none"> • Make utilities aware of critical facilities that house people with disabilities and others with access and functional needs (e.g., group homes, senior housing), including utility customers with life-sustaining equipment, in areas of known outages • Obtain estimated time for restoration (if available) and consider working with other ESFs (e.g., ESF-1, ESF-3, ESF-7) to supply back-up generation and/or evacuation 		
Reporting	<ul style="list-style-type: none"> • Include any issues related to people with disabilities and others with access and functional needs encountered during the operational period in situation reports (SITREPs) 		

ESF-13: Public Safety and Security Coordinator

- The following checklist indicates the functions of the ESF-13 Coordinator related to people with disabilities and others with access and functional needs.
- Note that some tasks may occur once per incident, while others are ongoing or repetitive for the duration of the incident.
- Tasks may be delegated to support staff as appropriate.
- When completion of a particular task cannot be accomplished, reasonable accommodations should be made wherever possible.
- While the considerations provided here are broad in coverage, they should not be considered wholly comprehensive.
- If additional space is needed, use the ICS 214 Activity Log form. If desired, copy the checklist into a separate document for added flexibility.

ESF-13: PUBLIC SAFETY AND SECURITY COORDINATOR D/AFN TASK CHECKLIST		Name:	
		Date:	
		Shift/Hours:	
Task Area	Description	Actions Taken	Notes
Missing Persons	<ul style="list-style-type: none"> • Coordinate with ESF-15 to obtain information reported by the public on potential missing persons (e.g., neighbors, friends, family) with disabilities and others with access and functional needs • Coordinate with ESF-9 to search for and locate these individuals 		
Security Missions	<ul style="list-style-type: none"> • Assist with traffic control and public safety for ESF-1 evacuations • Provide security for ESF-6 and ESF-8 shelters 		
Translation Services	<ul style="list-style-type: none"> • Provide translation services to people with low English proficiency if individual law enforcement officers have this capability 		
Reporting	<ul style="list-style-type: none"> • Include any issues related to people with disabilities and others with access and functional needs encountered during the operational period in situation reports (SITREPs) 		

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ESF-14: Long Term Community Recovery Coordinator

- The following checklist indicates the functions of the ESF-14 Coordinator related to people with disabilities and others with access and functional needs.
- Note that some tasks may occur once per incident, while others are ongoing or repetitive for the duration of the incident.
- Tasks may be delegated to support staff as appropriate.
- When completion of a particular task cannot be accomplished, reasonable accommodations should be made wherever possible.
- While the considerations provided here are broad in coverage, they should not be considered wholly comprehensive.
- If additional space is needed, use the ICS 214 Activity Log form. If desired, copy the checklist into a separate document for added flexibility.

ESF-14: LONG TERM COMMUNITY RECOVERY COORDINATOR D/AFN TASK CHECKLIST		Name:	
		Date:	
		Shift/Hours:	
Task Area	Description	Actions Taken	Notes
Resources	<ul style="list-style-type: none"> • Identify resources to assist people with disabilities and others with access and functional needs in their recovery, housing, and re-entry solutions • Determine accessibility of new or temporary housing 		
	<ul style="list-style-type: none"> • Plan for the recovery and transition needs of people with disabilities and others with access and functional needs, including how and when people will be transitioned to their homes or other institutions • Coordinate with ESF-1 to provide transportation to new or temporary housing 		
	<ul style="list-style-type: none"> • Work with and support community-based organizations (CBOs) to determine whether networks and infrastructure necessary to support people with disabilities and others with access and functional needs are back in place before they are transitioned to long-term housing 		
Reporting	<ul style="list-style-type: none"> • Include any issues related to people with disabilities and others with access and functional needs encountered during the operational period in situation reports (SITREPs) 		

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ESF-15: External Affairs Coordinator

- The following checklist indicates the functions of the ESF-15 Coordinator related to people with disabilities and others with access and functional needs.
- Note that some tasks may occur once per incident, while others are ongoing or repetitive for the duration of the incident.
- Tasks may be delegated to support staff as appropriate.
- When completion of a particular task cannot be accomplished, reasonable accommodations should be made wherever possible.
- While the considerations provided here are broad in coverage, they should not be considered wholly comprehensive.
- If additional space is needed, use the ICS 214 Activity Log form. If desired, copy the checklist into a separate document for added flexibility.

ESF-15: EXTERNAL AFFAIRS COORDINATOR D/AFN TASK CHECKLIST		Name:	
		Date:	
		Shift/Hours:	
Task Area	Description	Actions Taken	Notes
Accessible Public Messaging	<ul style="list-style-type: none"> • To the extent possible, make public meetings and press conferences accessible to people with disabilities and others with access and functional needs, including low English proficiency, by providing American Sign Language (ASL) interpreters, communication access real-time translation (CART), or through other methods 		
	<ul style="list-style-type: none"> • Provide text telephone (TTY) numbers when any hotline number is given • If TTY numbers are not immediately available, instruct callers to use relay services 		
	<ul style="list-style-type: none"> • Craft informative emergency information and messages using plain language, and provide them in alternative formats such as braille, large print, audio, or pictures. • Ensure that all websites providing resources are accessible to people with disabilities and others with access and functional needs and available in languages other than English that are prevalent in the community to the extent possible 		

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ESF-15: EXTERNAL AFFAIRS COORDINATOR D/AFN TASK CHECKLIST		Name:	
		Date:	
		Shift/Hours:	
Task Area	Description	Actions Taken	Notes
	<ul style="list-style-type: none"> Coordinate with the Public Information Officer (PIO)/Joint Information Center (JIC) to address the needs of people with disabilities and others with access and functional needs in media releases and during press conferences Ask people to share emergency information with family, neighbors, and friends, especially those who may have difficulty receiving and/or understanding the information 		
Traditional Media	<ul style="list-style-type: none"> In conjunction with the PIO/JIC, partner with the media to provide accessible emergency communications 		
	<ul style="list-style-type: none"> Work with the PIO/JIC to request that broadcasters keep interpreters onscreen for the entirety of all emergency messages, including during cuts to field reporters, b-roll footage, cuts to public officials, and close-ups 		
	<ul style="list-style-type: none"> Monitor scroll and crawl messages to determine whether they interfere with captioning Work with the PIO/JIC to contact broadcasters and request changes as necessary Because it is not possible to guarantee that broadcasters will follow these suggestions, rebroadcast messages in an accessible format through department websites or social media, and direct the public to these sources 		
Social Media	<ul style="list-style-type: none"> Use social media to deliver emergency management-related information to people with disabilities and others with access and functional needs and nongovernmental entities that serve them 		
Nongovernmental Organizations	<ul style="list-style-type: none"> Partner with service delivery and advocacy organizations and develop procedures to deliver emergency-related messages to their clients 		
Reporting	<ul style="list-style-type: none"> Include any issues related to people with disabilities and others with access and functional needs encountered during the operational period in situation reports (SITREPs) 		

V. EOC Manager Task Checklist

- The following checklist indicates the functions of the EOC Manager related to people with disabilities and others with access and functional needs.
- Note that some tasks may occur once per incident, while others are ongoing or repetitive for the duration of the incident.
- Tasks may be delegated to support staff as appropriate.
- When completion of a particular task cannot be accomplished, reasonable accommodations should be made wherever possible.
- While the considerations provided here are broad in coverage, they should not be considered wholly comprehensive.
- If additional space is needed, use the ICS 214 Activity Log form. If desired, copy the checklist into a separate document for added flexibility.

EOC MANAGER D/AFN TASK CHECKLIST		Name:	
		Date:	
		Shift/Hours:	
Task Area	Description	Actions Taken	Notes
D/AFN Coordinator	<ul style="list-style-type: none"> • Understand the responsibilities of the D/AFN Coordinator and the functions he or she performs during a response 		
Coordinate with ESFs and D/AFN Coordinator	<ul style="list-style-type: none"> • Receive information directly from the D/AFN Coordinator and task him or her with improving this aspect of the response 		
	<ul style="list-style-type: none"> • Notify ESF coordinators and the D/AFN Coordinator of any issues concerning people with disabilities and others with access and functional needs, and encourage coordination to implement appropriate resolutions 		
Issue Tracking	<ul style="list-style-type: none"> • Coordinate with ESF-5 to document and track issues related to people with disabilities and others with access and functional needs 		
Brief Leadership	<ul style="list-style-type: none"> • Brief Command Element/Incident Commander on relevant issues pertaining to people with disabilities and others with access and functional needs where appropriate 		

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EOC MANAGER D/AFN TASK CHECKLIST		Name:	
		Date:	
		Shift/Hours:	
Task Area	Description	Actions Taken	Notes
Reporting	<ul style="list-style-type: none"> Review situation reports (SITREPs) for any issues related to people with disabilities and others with access and functional needs and prompt ESF coordinators to consider these types of issues in all of their response activities 		

Appendix A: Quick Reference Glossary of Terminology for Emergency Management Whole Community Planning Efforts

This section is adapted from *Quick Reference Glossary of Terminology for Emergency Management Whole Community Planning Efforts* (revised June 9, 2015) by the International Association of Emergency Managers (IAEM)-National Emergency Management Association (NEMA) Joint Task Force.⁶ The following overview refers to the development of the IAEM/NEMA Glossary, not to this EOC Toolkit.

Overview

This Reference Glossary of Terminology is the product of a joint initiative between representatives of state and local emergency management to provide a road map for inclusive emergency planning to be used by emergency management practitioners. The goal of this glossary is to provide appropriate and current terminology as plans, procedures, and protocols are drafted to include language pertaining to people with disabilities and others with access and functional needs.

This glossary will assist emergency manager practitioners to easily and quickly select and use with confidence the appropriate terms and understand the definitions as sourced by vetted authorities. Not all items will be applicable to all jurisdictions and some items will not be in-depth enough for others. Each jurisdiction should add to this glossary locally used terms in consultation with its many stakeholders to truly reflect the community.

This glossary was developed by the IAEM Special Needs Caucus with review by the Joint IAEM-NEMA Disability, Access and Functional Needs Task Force. Special thanks to all IAEM Special Needs Caucus Members who participated in the development of this glossary.⁷

⁶ Accessed online July 22, 2015. <http://www.iaem.com/documents/IAEM-NEMA-Quick-Reference-Glossary-Terminology-List-16June2015.pdf>

⁷ Refers to the *Quick Reference Glossary of Terminology for Emergency Management Whole Community Planning Efforts*.

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Quick Reference Glossary of Terminology for Emergency Management Whole Community Planning Efforts

Acronym/Term	Terminology	Definition	Source
Access	Access	The term “access” means those actions, services, accommodations, and programmatic, architectural, and communication modifications that a covered entity must undertake or provide to afford individuals with disabilities a full and equal opportunity to use and enjoy programs, services, activities, goods, facilities, privileges, advantages, and accommodations in the most integrated setting, in light of the exigent circumstances of the emergency and the legal obligation to undertake advance planning and prepare to meet the disability-related needs of individuals who have disabilities as defined by the ADA Amendments Act of 2008, P.L. 110-325, and those associated with them.	U.S. Department of Justice (DOJ)
AD/AT	Assistive Device/Assistive Technology	Any item, piece of equipment, or product system, whether acquired commercially, modified, or customized, that is used to increase, maintain, or improve functional capabilities of individuals with disabilities	DOJ
ADA Act of 1990	Americans with Disabilities Act of 1990	The ADA is one of America's most comprehensive pieces of civil rights legislation that prohibits discrimination and guarantees that people with disabilities have the same opportunities as everyone else to participate in the mainstream of American life—to enjoy employment opportunities, to purchase goods and services, and to participate in State and local government programs and services. Modeled after the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, religion, sex, or national origin, and Section 504 of the Rehabilitation Act of 1973, ADA is an “equal opportunity” law for people with disabilities.	DOJ
ADL	Activity of Daily Life/Living	Basic personal activities of daily living (bathing, eating, dressing, mobility, toileting, etc.)	U.S. Department of Health and Human Services (DHHS)

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Acronym/Term	Terminology	Definition	Source
AFN/PAFN/DAFN	Access and Functional Needs/Person with Access and Functional Needs, Disability	Refers to a person's needs before, during and after an incident in functional areas, including maintaining independence, communication, transportation, supervision, and medical care; may also refer to modifications to programs, facilities, procedures and services. Acronym should not be used to describe people.	Federal Emergency Management Agency (FEMA), California Office of Emergency Services (Cal OES)
AL	Assisted Living	Residential care services that includes some assistance with activities of daily living (ADLs) but does not include nursing services such as administration of medication	DHHS
ASL	American Sign Language/Sign Language	American Sign Language (ASL) is a visual language. With signing, the brain processes linguistic information through the eyes. The shape, placement, and movement of the hands, as well as facial expressions and body movements, all play important parts in conveying information. Sign language is not a universal language—each country has its own sign language, and regions have dialects, much like the many languages spoken all over the world. Like any spoken language, ASL is a language with its own unique rules of grammar and syntax. Like all languages, ASL is a living language that grows and changes over time.	National Association of the Deaf
Blind	Blind	A person with vision loss or a person with low or no functional vision	FEMA
Braille	Braille	Braille is a series of raised dots that can be read with the fingers by people who are blind or whose eyesight is not sufficient for reading printed material. Braille is not a language. Rather, it is a code by which languages may be written and read.	American Foundation for the Blind
CC	Closed Captioning	A service for persons with hearing disabilities that translates television program dialog into written words on the television screen	Federal Communications Commission (FCC)
CERT	CERT	The Community Emergency Response Team (CERT) program educates individuals in disaster preparedness at the community level to support professional emergency responders.	FEMA

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Acronym/Term	Terminology	Definition	Source
CILs	Centers for Independent Living	Community-based, non-residential organizations that help create opportunities for and eliminate discrimination against people with disabilities	FEMA
CMIST	5 functional planning areas	Five functional areas to address in planning (from FAST Training); Communication; Maintaining Health; Independence; Safety, Support and Self-determination; and Transportation	FAST, FEMA E/L0197
CMS/DME	Consumable Medical Supplies or Durable Medical Equipment	Medical supplies that are necessary for the person with a disability; CMS refers to those items that are for one-time use (medication, diapers, bandages, etc.)	FEMA
Cognitive Disability	Cognitive disability	Deterioration or loss of intellectual capacity that may require support or assistance; may require limited to full supervision; and may affect short- or long-term memory, orientation, or reasoning	DHHS
DD	Developmental Disability	A severe, chronic disability attributable to a mental or physical impairment or combination of mental and physical impairments that is manifested before the age of 22, is likely to continue indefinitely, and results in substantial functional limitations in three or more major life activities. Acronym should not be used to describe people.	DHHS
Dementia	Dementia	Term that describes a group of diseases (including Alzheimer's disease) characterized by memory loss and other deficits in mental functioning	DHHS
DME	Durable Medical Equipment	Equipment such as hospital beds, wheelchairs, ventilator, oxygen system, home dialysis, and prosthetics used at home; also called home medical equipment	DHHS
Disabled/Disability	Disabled, Disability (Individual with)	A physical or mental impairment substantially limiting one or more major life activities; see ADA Amendment Act www.ada.gov/pubs/ada.htm	ADA/FEMA
Emergency	Emergency	As identified by the Stafford Act: "any occasion or instance for which, in the determination of the President, Federal Assistance is needed to supplement State and local efforts and capabilities to save lives and to protect property and public health and safety, or to lessen or avert the threat of a catastrophe in any part of United States."	FEMA

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Acronym/Term	Terminology	Definition	Source
EOP	Emergency Operations Plan	An all-hazards plan that defines the scope of preparedness, response, and recovery efforts for a given jurisdiction, including roles and responsibilities, establishing lines of authority for responding to a wide variety of potential hazards	FEMA
Emergency Shelter	Emergency Shelter	Facilities used solely for out-of-home placement on a short-term basis during periods or sudden emergency, pending formulation or long-term solutions; often referred to as Mass Care Shelter or General Population Shelter	DHHS
ESF and ESF-6	Emergency Support Function and ESF-6	A grouping of government and certain private-sector capabilities into an organizational structure to provide support, resources and services. There are 15 ESFs.	FEMA National Response Plan
FEMA	Federal Emergency Management Agency	The Federal agency that is committed to preparing individuals and strengthening communities before, during, and after disasters happen	FEMA
FEMA ODIC	FEMA ODIC	FEMA Office of Disability Integration and Coordination (ODIC), an office that provides guidance and technical assistance to achieve equal access to physical, program, and effective communication and reasonable modifications inclusive of the whole community during the planning, response, recovery, and mitigation phases of emergencies	FEMA ODIC
FMLA	Family Medical Leave Act	A 1993 Federal law requiring employers with more than 50 employees to provide eligible workers up to 12 weeks of unpaid leave for birth, adoptions, foster care, and illnesses of employees and their families	DHHS
FN/AFN	Functional Needs/Access and Functional Needs	A person who may require physical, program, or effective communication access and may have additional needs before, during, or after an incident in functional areas, including independence, communication, transportation, and health maintenance. Acronym should not be used to describe people	FEMA
FNSS	Functional Needs Support Services	Services enabling persons with disabilities to maintain their usual level of independence in a general emergency shelter	FEMA
FAST	Functional Assessment Service Team	Trained government employees, nonprofit organizations, and volunteers who will assist people with disabilities in an emergency shelter	FEMA

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Acronym/Term	Terminology	Definition	Source
Handicapped	Handicapped	Old and offensive terminology—preferred terminology is “person with a disability” or “person with access and functional needs”	DHHS
Hearing impairments	Hearing Loss	Complete or partial loss of ability to hear caused by a variety of conditions acquired before birth or at any time throughout one’s life. Hearing loss may partially or completely prevent receipt of sounds through the ear. If the loss is mild, the person has difficulty hearing faint or distant speech. A person with this degree of hearing loss may use a hearing aid to amplify sounds. If the hearing loss is severe, the person may not be able to distinguish any sounds.	DO-IT
Hospice	Hospice	Program that provides palliative and supportive care for terminally ill patients and their families	DHHS
ILC/CIL	Independent Living Center, Center for Independent Living	Centers for Independent Living (CILs) are community-based, cross-disability, nonprofit organizations that are designed and operated by people with disabilities. CILs are unique in that they operate according to a strict philosophy of consumer control, wherein people with all types of disabilities directly govern and staff the organization.	National Council on Independent Living
ILF	Independent Living Facility	A program in which services are not included as part of the rent, although services may be available on site and may be purchased by residents	DHHS
Impairment	Impairment	A physiological disorder or condition affecting one or more body systems	ADA
Intellectual Disability	Intellectual Disability	This term replaces the offensive term “mental retardation.” The terms “mental retardation” and “mentally retarded” were legally stripped from Federal health, education, and labor policy in 2010. Intellectual disability is characterized by significant limitations in both intellectual functioning and in adaptive behavior, which covers many everyday social and practical skills. This disability originates before the age of 18.	American Association on Intellectual and Developmental Disabilities
IPAWS	Integrated Public Alert and Warning System	An alert system designed to give the President the ability to deliver messages to the American people. Alerts are delivered directly from cell tower to cell phone through a one-way broadcast. Wireless Emergency Alerts (WEAs), which send emergency alert messages to cell phones in a geographically targeted area on a priority basis, is a component of IPAWS.	FEMA

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Acronym/Term	Terminology	Definition	Source
LTCF	Long-term Care Facility	Institutional care facility providing a range of medical and social services designed to care for people who have disabilities or chronic care needs	DHHS
Learning Disability	Learning Disability	A learning disability is a neurological condition that interferes with an individual's ability to store, process, or produce information. Learning disabilities can affect one's ability to read, write, speak, spell, compute math, and reason and also affect an individual's attention, memory, coordination, social skills, and emotional maturity.	Learning Disabilities Association
MLA	Major Life Activities	Major life activities include caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, and working.	ADA
Major Disaster	Major Disaster	Any natural catastrophe (including hurricanes, tornados, storms, high water, wind-driven water, tidal waves, tsunamis, earthquakes, volcanic eruptions, landslides, mudslides, snow storms, and drought) or, regardless of cause, fire, flood, or explosion in any part of the United States that, in the determination of the President, causes damage of sufficient severity and magnitude to warrant major disaster assistance to supplement efforts and available resources of states, local governments, and disaster-relief organizations in alleviating damage, loss, hardship, or suffering caused thereby	Stafford Act
Mental Illness	Mental Illness	A mental illness is a medical condition that disrupts a person's thinking, feeling, mood, ability to relate to others, and daily functioning. Just as diabetes is a disorder of the pancreas, mental illnesses are medical conditions that often result in a diminished capacity for coping with the ordinary demands of life.	National Alliance on Mental Illness

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Acronym/Term	Terminology	Definition	Source
NRF	National Response Framework	The National Response Framework (NRF), updated in 2013, provides context for how the whole community works together and how response efforts relate to other parts of national preparedness. It is one of the five documents in a suite of National Planning Frameworks. Each framework covers one preparedness mission area: Prevention, Protection, Mitigation, Response, or Recovery. The NRF covers the capabilities necessary to save lives, protect property and the environment, and meet basic human needs after an incident has occurred. Response activities take place immediately before, during, or in the first few days after a major or catastrophic disaster	FEMA
Olmstead Decision	Olmstead Decision	1999 Supreme Court Decision that requires states to administer services, programs, and activities “in the most integrated setting appropriate to the needs of qualified individuals with disabilities”	DOJ
PA/PAS/PCA	Personal Assistance Services	A person and/or service to assist a person with a disability with activities of daily life (ADLs), i.e., bathing, toileting, eating, etc.; also known as a personal assistant, caregiver, or custodial care	FEMA/DHHS
PWD	Person with a Disability/Individual with a Disability	A person who has a physical or mental impairment that substantially limits one or more major life activities, who has a record of such impairment, or who is regarded as having such impairment. Use the word “person” first, then indicate the disability; e.g. “person who is deaf or hard of hearing.” Avoid old terminology such as “special needs,” “handicapped,” “impaired,” or “challenged.” Acronym should not be used to describe people.	ADA/FEMA
Reasonable Accommodation	Reasonable Accommodation	Reasonable accommodation is any modification or adjustment to a job or the work environment that will enable a qualified applicant or employee with a disability to participate in the application process or to perform essential job functions. Reasonable accommodation includes adjustments to ensure that a qualified individual with a disability has rights and privileges in employment equal to those of employees without disabilities.	ADA

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Acronym/Term	Terminology	Definition	Source
Reasonable Modifications	Reasonable Modifications	A public accommodation shall make reasonable modifications in policies, practices, or procedures when the modifications are necessary to afford goods, services, facilities, privileges, advantages, or accommodations to individuals with disabilities, unless the public accommodation can demonstrate that making the modifications would fundamentally alter the nature of the goods, services, facilities, privileges, advantages, or accommodations.	ADA
Registry	Registry	A database containing personally identifying and medical information about individuals who may require assistance in the event of a disaster; some jurisdictions have such registries to varying degrees	FEMA

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Acronym/Term	Terminology	Definition	Source
Rehabilitation Act Sections	Section 501 503, 504, 508 of the Rehabilitation Act of 1973	<p>The Rehabilitation Act prohibits discrimination on the basis of disability in programs conducted by Federal agencies, in programs receiving Federal financial assistance, in Federal employment, and in the employment practices of Federal contractors. The standards for determining employment discrimination under the Rehabilitation Act are the same as those used in Title I of the Americans with Disabilities Act.</p> <ul style="list-style-type: none"> • Section 501 requires affirmative action and nondiscrimination in employment by Federal agencies of the Executive Branch. • Section 503 requires affirmative action and prohibits employment discrimination by Federal government contractors and subcontractors with contracts of more than \$10,000. • Section 504 states that “no qualified individual with a disability in the United States shall be excluded from, denied the benefits of, or be subjected to discrimination under” any program or activity that either receives Federal financial assistance or is conducted by any Executive agency or the U.S. Postal Service. Each Federal agency has its own set of section 504 regulations that apply to its own programs. • Section 508 establishes requirements for electronic and information technology developed, maintained, procured, or used by the Federal government. Section 508 requires Federal electronic and information technology to be accessible to people with disabilities, including employees and members of the public. 	DOJ
Respite Care	Respite Care	Service in which trained professionals or volunteers come into the home or invite individuals into their home to provide short-term care for an older person or a child or adult with a disability to allow caregivers time away from their caregiving role	DHHS
Screen Reader	Screen Reader	A software application that attempts to identify and interpret what is being displayed on a screen. This interpretation is then re-presented to the user with text-to-speech, sound icons, or a braille-output device. Screen readers are often used by people who are blind, with low vision, or with learning disabilities.	Association of Assistive Technology Act Programs

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Acronym/Term	Terminology	Definition	Source
Sensory Disability	Sensory Disability	Sensory disabilities can involve any of the five senses but generally refer to disabilities related to hearing, vision, or both hearing and vision.	DO-IT
Service Animals	Service Animals	<p>ADA defines service animals as “dogs that are individually trained to do work or perform tasks for people with disabilities.” This definition does not affect or limit the broader definition of “assistance animal” under the Fair Housing Act or the broader definition of “service animal” under the Air Carrier Access Act. Some state and local laws also define service animal more broadly than the ADA does.</p> <p>http://www.ada.gov/service_animals_2010.htm and U.S. Department of Transportation at http://adainformation.org/blog/no-change-us-dot-ada-regulations-service-animals-and-mobility-devices</p>	<p>ADA/U.S. Department of Transportation/ U.S. Department of Housing and Urban Development</p>
SLI/CDI	Sign Language Interpreter, Certified Deaf Interpreter	<p>A person who has been trained to use a system of conventional symbols or gestures made with the hands and body to facilitate communication between people who are deaf or hard of hearing and people who are hearing and not conversant in sign language. Sign language interpreters either interpret, which means working between English and American Sign Language, or transliterate, which means working between spoken English and a form of a signed language that uses a more English-based word order. Some interpreters specialize in oral interpreting for deaf or hard-of-hearing persons who lip read instead of sign. Other specialties include tactile signing, which is interpreting for persons who are blind as well as deaf by conveying signs into a person’s hands; cued speech; and signing exact English.</p> <p>A Certified Deaf Interpreter (CDI) is an individual who is deaf or hard of hearing and has been certified by the Registry of Interpreters for the Deaf as an interpreter. The CDI may have specialized training and/or experience knowledge and understanding of deafness, the deaf community, and/or deaf culture.</p>	Registry of Interpreters for the Deaf, Inc.

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Acronym/Term	Terminology	Definition	Source
SN/SNP	Special Needs/Special Needs Populations	Old and offensive terminology relating to people who have special needs or disabilities. Preferred terminology is “people with disabilities and others with access and functional needs.”	FEMA
SNC	Skilled Nursing Care	Daily nursing and rehabilitative care performed only, by, or under the supervision of skilled medical personnel	DHHS
SNF	Skilled Nursing Facility	Facility that is usually certified by Medicare to provide 24-hour nursing care and rehabilitation services in addition to other medical services; also called “nursing home”	
TDD, TTY, TRS	Telecommunications Devices and Relay Service	A free service that enables persons with TTYs, individuals who use sign language, and people who have speech disabilities to use telephone services by having a third party transmit and translate calls	FCC
Title 1	Title I of the ADA	One of five titles of the ADA that pertains to employment	ADA
Title II	Title II of the ADA	One of five titles of the ADA that pertains to state and local government	ADA
Title III	Title III of the ADA	One of five titles of the ADA that pertains to public accommodations (private entities)	ADA
Title III Services	Title III Services (this is Title III of the Older Americans Act, not ADA)	Services provided to individuals age 60 and older, funded under Title III of the Older Americans Act, including meals delivered, supportive services, transportation, and legal advice	DHHS
Title IV	Title IV of the ADA	One of five titles of the ADA that pertains to telecommunications	ADA
Title V	Title V of the ADA	One of five titles of the ADA that pertains to miscellaneous provisions	ADA
Titles XIX, XVIII, and XX Services	Titles XIX, XVIII, and XX Services	<ul style="list-style-type: none"> • Title XIX is a state- and Federal- funded program that provides medical assistance to low-income individuals; now called Medicaid. • Title XVIII is a health-insurance program for persons over 65 and persons with disabilities; now called Medicare. • Title XX refers to grants to states for social services; now called Social Services Block Grants. 	DHHS

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Acronym/Term	Terminology	Definition	Source
Qualifying Condition	Qualifying Condition	Specific conditions for which an individual qualifies as chronically ill, including dependency in the required number of activities of daily life (ADLs), cognitive impairment, or both	DHHS
Undue Burden	Undue Burden	Significant difficulty or expense. In determining whether an action would result in an undue burden, factors considered include nature, cost, and overall financial resources; see http://www.ada.gov/reachingout/l2factors.html	ADA
Undue Hardship	Undue Hardship	An action requiring significant difficulty or expense when considered in light of a number of factors, including the nature and cost of the accommodation in relation to the size, resources, nature, and structure of the employer's operation; see https://adata.org/faq/what-considered-undue-hardship-reasonable-accommodation	ADA
VRS	Video Relay Service	Form of telecommunications relay services that enables people who are deaf, hard of hearing, or have speech disabilities and who may or may not use American Sign Language (ASL) to communicate with voice telephone users through video equipment rather than typed text	FEMA
Whole Community	Whole Community Planning	<p>A focus on enabling participation in national preparedness activities of a wider range of players from the private and nonprofit sectors, including nongovernmental organizations and the general public, in conjunction with the participation of local, state, tribal, and Federal government partners in order to foster better coordination and working relationships. The term “whole community” may be used interchangeably with the term “all-of-Nation.”</p> <p>Participation of the whole community requires equal access to preparedness activities and programs without discrimination and consistent and active engagement and involvement in all aspects of planning. Individual and community preparedness is fundamental to success. By providing the necessary accommodations for participation, the whole community can contribute to and benefit from national preparedness.</p>	FEMA

Appendix B: Templates and Examples

Key Stakeholders

The following checklist contains key stakeholders who should be considered for inclusion in any planning team seeking to integrate the needs of individuals with disabilities and others with access and functional needs into emergency planning.⁸ The list is not exhaustive and should be used as a starting point, and modified with local, jurisdiction specific details, as appropriate.

Organization	Position	Name	Contact Information
Adult day-service providers	Director, Emergency Planner		
American Red Cross	Emergency Planner, Disability Advocate		
Area board for developmental disabilities	Director, Community Liaison		
Army National Guard	Base Captain		
City emergency management	Emergency Management Coordinators		
Community Emergency Response Team	Team Manager		
Community Organizations Active in Disaster	Emergency Planner, Community Liaison		
County/Local Area Agency on Aging	Director		
County/Local Department of Public Health	Licensing Division, Emergency Planner		
County/Local Emergency Management	Emergency Manager, Planner		
County/Local Emergency Medical Services (EMS)	Emergency Planner, Disability Advocate		

⁸ This list is an adapted version of the Community Stakeholder Template available at http://afntoolkit.nusura.com/resources/templates&tools/community_stakeholder_template.xls (accessed May 22, 2015)

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Organization	Position	Name	Contact Information
County/Local Fire Authority/Fire Protection District	Emergency Planner		
County/Local Healthcare Agency	Emergency Planner		
County/Local Office for People with Disabilities	Emergency Planner		
County/Local Sheriff's Department	Movement Control Unit		
County/Local Social Services Department	Emergency Planner, Vulnerable Populations Services Coordinator		
County/regional airport	Emergency Management Coordinator		
Disability advocacy organizations	Executive Directors, Advocates		
Hospital working group	Emergency Planners		
Local Centers for Independent Living (CILs)/ Statewide Independent Living Councils (SILCs)	Executive Director, Emergency Planner		
Local cross-cultural center(s)	Executive Director		
Local licensed care facilities	Executive Director, Emergency Planner		
Paratransit	Dispatcher, Executive Director		
Police	Emergency Planner		
Public school district	Transportation Manager, Disabled Programs Manager, Facilities Manager, Emergency Planner		
Regional ADA Centers	Emergency Planner		
Salvation Army	Emergency Disaster Services Manager		
Senior citizen advisory council(s)	Members		
Shuttle and taxi company(s)	Operations Manager, Business Manager		
State Department of Transportation	Transportation Planner		
State Emergency Management Office	Access and Functional Needs Liaison		

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Organization	Position	Name	Contact Information
State Highway Patrol area office	Sergeant, Movement Control		
Transportation authority/agency	Executive Director, Safety/Security Director, Dispatcher, Maintenance Director		

Incident Situation Report (SITREP) Template

As part of the reporting process, the D/AFN Coordinator provides an account of high-level issues related to people with disabilities and others with access and functional needs encountered during each reporting period. This Incident Situation Report (SITREP) template can be used to record such issues. The D/AFN Coordinator works with the ESF Coordinators to identify items in their respective areas of responsibility that are appropriate for this report. This coordination avoids duplication of information presented to the Planning section coordinator. Multiple SITREPs may be required during a reporting period at the discretion of Incident Command.

Incident Situation Report D/AFN Coordinator		
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Incident Name/Location:	Date of Report:	Time of Report:
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Evacuation	
Transportation	
Sheltering/Mass Care	
Medical	
Congregate Care	
Public Warning and Information	
Status of Local Operations and Agencies Involved	
Resource Needs/Requests	
Other Issues	

Appendix C: References

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