



Massachusetts Emergency
Management Agency

2017

Emergency Planning for Individuals with Disabilities and others with Access and Functional Needs

A Resource Guide for Local Emergency Management
Agencies and Planners in Massachusetts

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POINT OF CONTACT

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PURPOSE

The Massachusetts Emergency Management Agency (MEMA) developed this resource guide to assist local communities in their planning efforts to integrate considerations for individuals with disabilities and others with access and functional needs into local emergency plans, programs, services and activities.

Annual review and revision of this resource guide is the culmination of cooperative efforts by MEMA's Access and Functional Needs Advisory Committee members. The committee is comprised of the following agencies and organizations:

- Boston Public Health Commission, Office of Public Health Preparedness
- MA Emergency Management Agency
- MA Office of Disability
- Department of Children and Families
- MA Department of Public Health
- Boston Office of Emergency Management
- Center for Living and Working Inc.
- Stavros Center for Independent Living
- Department of Development Services
- MA Commission for the Deaf and Hard of Hearing
- MA Commission for the Blind
- MA Office of Refugees and Immigrants
- MA Department of Mental Health
- MA Department of Public Health: Office of Health Equity
- UMass Medical School: E.K. Shriver Center
- Federal Emergency Management Agency (Region 1)
- Executive Office of Elder Affairs

SECTION 1.0: KEY TERMS

Access and Functional Need Accommodations:

The Department of Homeland Security (DHS) defines access and functional need accommodations as circumstances that are met for providing physical, programmatic, and effective communication access to the whole community by accommodating individual requirements through universal accessibility and/or specific actions or modifications.

Extended Definition: Includes assistance, accommodation or modification for mobility, communication, transportation, safety, health maintenance, etc.; need for assistance, accommodation or modification due to any situation (temporary or permanent) that limits an individual's ability to take action in an emergency

Annotation: When physical, programmatic, and effective communication access is not universally available, individuals may require additional assistance in order to take protective measures to escape to and/or from, access either refuge and/or safety in an emergency or disaster, and/or may need other assistance, accommodations or modifications in an emergency or disaster through pre-planning by emergency management, first response agencies and other stakeholders or in sheltering or other situations from notification and evacuation, to sheltering, to return to pre-disaster level of independence.¹

Individuals with Disabilities and Others with Access and Functional Needs: Individuals with access and functional needs may include, but are not limited to, people with disabilities, children, older adults, and populations having limited English proficiency, limited access to transportation, and/or limited access to financial resources to prepare for, respond to, and recover from the emergency.

Disability:

The Americans with Disabilities Act (ADA) defines a person with a disability as a person who has a physical or mental impairment that substantially limits one or more major life activity. This includes people who have a record of such an impairment, even if they do not currently have a disability. It also includes individuals who do not have a disability but are regarded as having a disability. The ADA also makes it unlawful to discriminate against a person based on that person's association with a person with a disability.

Whole Community (concept):

As a concept, Whole Community is a means by which residents, emergency management practitioners, organizational and community leaders, and government officials can collectively understand and assess the needs of their respective communities and determine the best ways to organize and strengthen their assets, capacities, and interests. By doing so, a more effective path to societal security and resilience is built. In a sense, Whole Community is a philosophical approach on how to think about conducting emergency management.

¹ Source: DHS Office for Civil Rights and Civil Liberties- PPD-8 Access and Functional Needs Working Group 2014

Functional Needs Support Services (FNSS):

Defined as services that enable individuals to maintain their independence in a general population shelter. FNSS includes:

- Reasonable modification to policies, practices, and procedures
- Durable medical equipment (DME)
- Consumable medical supplies (CMS)
- Personal assistance services (PAS)
- Other goods and services as needed

Children and adults requiring FNSS may have physical, sensory, mental health, and cognitive and/or intellectual disabilities affecting their ability to function independently without assistance. Others that may benefit from FNSS include women in late stages of pregnancy, elders, and people needing bariatric equipment.

Service Animal

Under the Americans with Disabilities Act (1990), a service animal is defined as a dog, or in some instances, a miniature horse, that has been individually trained to do work or perform tasks for an individual with a disability. The task(s) performed by the dog must be directly related to the person's disability.

See Section 2.4 for Service Animal Statewide Guidance in Massachusetts.

Consumable Medical Supplies (CMS):

Medical supplies (medications, diapers, bandages, etc.) that are ingested, injected, or applied and/or are one time use only.

Durable Medical Equipment (DME):

Medical equipment (e.g., walkers, canes, wheelchairs) used by persons with a disability to maintain their usual level of independence.

Personal Assistance Services (PAS):

Formal and informal services provided by paid personnel, personal attendants, friends, family members, and volunteers that enable children and adults to maintain their usual level of independence in a general population shelter. These services (when necessary) may include, but are not limited to, assisting with:

- Basic personal care
- Grooming
- Eating
- Bathing
- Toileting
- Dressing and undressing
- Walking
- Transferring
- Maintaining health and safety

Activities of daily living include but are not limited to:

- Taking medications
- Communicating
- Accessing programs and services

SECTION 2.0: LEGAL FOUNDATION

2.1 Federal Legislation, Regulations and Policy

Pet Evacuation Transportation Standards Act of 2006

Pets Evacuation and Transportation Standards Act of 2006 - Amends the Robert T. Stafford Disaster Relief and Emergency Assistance Act to require the Director of the Federal Emergency Management Agency (FEMA) to ensure that state and local emergency preparedness operational plans address the needs of individuals with household pets and service animals prior to, during, and following a major disaster or emergency.

Authorizes the Director to: (1) study and develop plans that take into account the needs of individuals with pets and service animals prior to, during, and following a major disaster or emergency; and (2) make financial contributions, on the basis of programs or projects approved by the Director, to the states and local authorities for animal emergency preparedness purposes, including the procurement, construction, leasing, or renovating of emergency shelter facilities and materials that will accommodate people with pets and service animals.

Authorizes federal agencies to provide, as assistance essential to meeting threats to life and property resulting from a major disaster, rescue, care, shelter, and essential needs to individuals with household pets and service animals and to such pets and animals.

Source: <https://www.congress.gov/bill/109th-congress/house-bill/3858>

Executive Order 13347: Individuals with Disabilities in Emergency Preparedness (2004)

On July 22, 2004, President Bush signed Executive Order 13347 to strengthen emergency preparedness with respect to individuals with disabilities. This Executive Order directs the federal government to address the safety and security needs of people with disabilities in emergency situations including natural and man-made disasters. To this end, the Executive Order created a Federal Interagency Coordinating Council of Emergency Preparedness and Individuals with Disabilities chaired by the DHS and comprised of several federal agencies.

Source: <https://www.gpo.gov/fdsys/pkg/FR-2004-07-26/pdf/04-17150.pdf>

Americans with Disabilities Act (ADA) of 1990 (Title II):

Prohibits discrimination on the basis of disability in employment, state and local government, public accommodations, commercial facilities, transportation, and telecommunications.

Title II covers all programs, services, and activities of state and local governments regardless of the government entity's size or receipt of Federal funding. Title II requires that state and local governments give people with disabilities an equal opportunity to benefit from all of their programs, services, and activities (e.g. emergency programs, public education, transportation, recreation, health care, social services, courts, voting, and town meetings).

Source: <https://www.ada.gov/t2hlt95.htm>

Architectural Barriers Act of 1968

Requires that facilities designed, built, altered, or leased with certain Federal dollars, to comply with accessibility standards. It also applies to non-government facilities that have received Federal funding, such as certain schools, public housing and mass transit systems.

Source: <https://www.access-board.gov/guidelines-and-standards/buildings-and-sites/about-the-aba-standards>

Civil Rights Act of 1964:

The Civil Rights Act of 1964 is a landmark piece of civil rights legislation in the United States that outlawed discrimination based on race, color, religion, sex, or national origin.

Source: <https://www.justice.gov/crt/title-vi-1964-civil-rights-act>

Fair Housing Act of 1968, as amended:

Prohibits housing discrimination on the basis of race, color, religion, sex, disability, familial status, or national origin. The Act covers all types of housing intended as a short or long-term residence, including the following types of housing that are often used to house persons who are displaced by disasters: shelters that house persons for more than a few days, transitional housing facilities, nursing homes, and manufactured housing.

Source:

http://portal.hud.gov/hudportal/HUD?src=/program_offices/fair_housing_equal_opp/FHLaws

Post-Katrina Emergency Management Reform Act of 2006:

Includes provisions that amend the Stafford Act to better integrate consideration of all populations and needs into general emergency management planning, response, recovery, and mitigation.

Source: <https://emilms.fema.gov/IS230c/FEM0101200.htm>

Rehabilitation Act of 1973 (Section 504- Programs, Services and Activities), as amended:

Prohibits discrimination on the basis of disability in any program or activity that receives federal financial assistance, including federally subsidized housing programs. Section 504 requires that both Federal agencies and those receiving Federal assistance ensure that their programs are useable and accessible to persons with disabilities, including making changes to policies, practices, and procedures, and structures as a reasonable accommodation for individuals with disabilities unless doing so would require a fundamental alteration of the program or constitute an undue financial and administrative burden. In addition, Section 504 requires effective communication with people who have communication disabilities including hearing, vision, or cognitive disabilities.

Source: <http://www.ada.gov/cguide.htm#anchor65610>

Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988, as amended:

The law that authorizes Federal assistance when the President declares a State to be a disaster area. The Act ensures that the Civil Rights of all persons receiving services or benefits from agency programs and activities are protected. No person shall, on the grounds of race, color, national origin, sex, religion, nationality, age, disability, limited English proficiency, or economic status, be denied the benefits of, be deprived of participation in, or be discriminated against any program or activity conducted by or receiving financial assistance from FEMA.

These prohibitions extend to all entities receiving Federal financial assistance from FEMA, including state and local governments.

Source: www.fema.gov/pdf/about/stafford_act.pdf

Telecommunications Act of 1996:

Requires that people with disabilities will have access to products and services such as telephones, cell phones, pagers, call-waiting, and operational services that were previously not accessible for many people with disabilities.

Source: <https://www.ada.gov/cguide.htm#anchor63109>

2.2 Commonwealth of Massachusetts Legislation and Regulations

Disability Rights Laws in Massachusetts

For information on Disability Rights Laws in Massachusetts visit the Massachusetts Office on Disability website at www.Mass.Gov/MOD or telephone (617) 727-7440. For a copy of the Disability Rights Laws in Massachusetts Booklet visit <http://www.mass.gov/anf/docs/mod/disability-law-booklet.pdf>

Bill S.1172: An Act Ensuring the Safety of People with Pets in Disasters

The definitions (Section 1) of the previously existing law were amended to include pets, in addition to service animals. From this bill, any emergency plan of operations shall include strategies to support the needs of people with household pets, and the needs of household pets under their care, including service animals.

**Local Emergency Management Directors are encouraged to investigate applicable State laws.*

2.3 Legal Foundation for FNSS Guidance

The Stafford Act and Post-Katrina Emergency Management Reform Act (PKEMRA), along with Federal civil rights laws, mandate integration and equal opportunity for people with disabilities in general population emergency shelters. To comply with Federal law, those involved in emergency management and shelter planning should understand the concepts of accessibility and nondiscrimination and how they apply in emergencies.

The following are key nondiscrimination concepts applicable under Federal laws, and examples of how these concepts apply to all phases of emergency management².

1. **Self-Determination:** People with disabilities are the most knowledgeable about their own needs.
2. **No “One-Size-Fits-All”:** People with disabilities do not all require the same assistance and do not all have the same needs.
 - Many different types of disabilities affect people in different ways. Preparations should be made for people with a variety of functional needs, including people who use mobility aids, require medication or portable medical equipment, use service animals, need information in alternate formats, or rely on a caregiver.
3. **Equal Opportunity:** People with disabilities must have the same opportunities to benefit from emergency programs, services, and activities as people without disabilities.
 - Emergency recovery services and programs should be designed to provide equivalent choices for people with disabilities as they do for people without disabilities. This includes choices relating to short-term housing or other short- and long-term disaster support services.
4. **Inclusion:** People with disabilities have the right to participate in and receive the benefits of emergency programs, services, and activities provided by governments, private businesses, and nonprofit organizations.
 - Inclusion of people with various types of disabilities in planning, training, and evaluation of programs and services will ensure that all people are given appropriate consideration during emergencies.
5. **Integration:** Emergency programs, services, and activities typically must be provided in an integrated setting.
 - The provision of services such as sheltering, information intake for disaster services, and short-term housing in integrated settings keeps people connected to their support system and caregivers and avoids the need for disparate services facilities.
6. **Physical Access:** Emergency programs, services, and activities must be provided at locations that all people can access, including people with disabilities.
 - People with disabilities should be able to enter and use emergency facilities and access the programs, services, and activities that are provided. Facilities typically required to be accessible include: parking, drop-off areas, entrances and exits, security screening areas, toilet rooms, bathing facilities, sleeping areas, dining facilities, areas where medical care or human services are provided, and paths of travel to and from and between these areas.

² Source: FEMA Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelters (2010).

7. **Equal Access:** People with disabilities must be able to access and benefit from emergency programs, services, and activities equal to the general population.
 - Equal access applies to emergency preparedness, notification of emergencies, evacuation, transportation, communication, shelter, distribution of supplies, food, first aid, medical care, housing, and application for and distribution of benefits.
8. **Effective Communication:** People with disabilities must be given information that is comparable in content and detail to that given to the general public. It must also be accessible, understandable and timely.
 - Auxiliary aids and services may be needed to ensure effective communication. These resources may include pen and paper; sign language interpreters through on-site or video; and interpretation aids for people who are deaf, deaf-blind, hard of hearing or have speech impairments. People who are blind, deaf-blind, have low vision, or have cognitive disabilities may need large print information or people to assist with reading and filling out forms.
9. **Program Modifications:** People with disabilities must have equal access to emergency programs and services, which may entail modifications to rules, policies, practices, and procedures.
 - Service staff may need to change the way questions are asked, provide reader assistance to complete forms, or provide assistance in a more accessible location.
10. **No Charge:** People with disabilities may not be charged to cover the costs of measures necessary to ensure equal access and nondiscriminatory treatment.
 - Examples of accommodations provided without charge to the individual may include ramps; cots modified to address disability-related needs; a visual alarm; grab bars; additional storage space for medical equipment; lowered counters or shelves; Braille and raised letter signage; a sign language interpreter; a message board; assistance in completing forms or documents in Braille, large print or audio recording.

2.4 Service Animal Statewide Guidance in Massachusetts: Planning for Service Animals in an Emergency Shelter Setting

The Americans with Disabilities Act (ADA, 1990) requires that state and local governments be accessible to people with disabilities. Under the ADA, state and local governments, businesses, and nonprofit organizations that serve the public generally must allow service animals to accompany people with disabilities in all areas of the facility where the public is normally allowed to go, including areas where food is served and most areas where medical care is provided.

A service animal is any dog, or in some instances, a miniature horse, that has been individually trained to do work or perform tasks for the benefit of an individual with a disability, including physical, sensory, psychiatric, intellectual, or other mental disability. The work or tasks performed by a service animal must be directly related to the handler's disability including, but not limited to:

assisting individuals who are blind or have low vision, alerting individuals who are deaf or hard of hearing to the presence of people or sounds, pulling a wheelchair, or fetching dropped items, assisting an individual during a seizure, alerting individuals to the presence of allergens, retrieving items such as medications or a telephone, providing physical support and assistance with balance and stability, and helping people with neurological or psychiatric disabilities by preventing or interrupting impulsive or destructive behaviors.

Service animals are required to be leashed or harnessed except when performing work or tasks where such tethering would interfere with the service animal's ability to perform. In cases where the individual is not able to hold a leash, the animal must be under control and respond to verbal commands. In addition:

- Service animals are exempt from breed bans as well as size and weight limitations.
- Service animals may or may not be certified.

How does the Americans with Disabilities Act apply to service animals in emergency shelters?

The ADA generally requires that shelters provide equal access to the many benefits that shelters provide, including safety, food, services, comfort, information, a place to sleep until it is safe to return home, and the support and assistance of family, friends, and neighbors. The ADA generally requires emergency managers and shelter operators to make reasonable modifications to policies to allow people with disabilities to be accompanied by their service animals and remain with them at all times, including if being transported to the emergency shelter, to another facility, transitioning home, etc.

Emergency shelters must make exceptions to "no pets" or "no animals" policies to allow people with disabilities to be accompanied by their service animals. Service animals are not pets and are therefore not subject to restrictions applied to pets or other animals. This does not mean you must abandon your "no pets" policy altogether, but simply that you must make an exception to your general rule for service animals.

Any questions or concerns about service animals should be directed to the shelter manager.

How can a service animal be identified?

Service animals come in all breeds and sizes. Many are easily identified because they wear special harnesses, capes, vests, scarves, or patches. Others can be identified by the functions they perform for people whose disabilities can be readily observed. When none of these identifiers are present, shelter staff may ask only two questions to determine if an animal is a service animal:

1. "Do you need this animal because of a disability?"
2. "What tasks or work has the animal been trained to perform?"

If the answers to these questions reveal the animal has been trained to work or perform tasks for a person with a disability, it qualifies as a service animal and must generally be allowed to accompany its owner anywhere other members of the public are allowed to go, including areas where food is served and most areas where medical care is provided.

Under the ADA, shelter staff may not require a license, certification, ID tag, medical certificate, or any other type of documentation for a service animal. In addition, questions about the nature or severity of a person's disability or ability to function may not be asked. It is also inappropriate to question a person's need for a service animal or to exclude a service animal on the grounds that shelter staff or volunteers can provide the assistance normally provided by the service animal.

Can a service animal be removed from a shelter?

In most instances, you may not remove a service animal or ask the owner to leave the service animal elsewhere. Service animal owners may be asked to remove their animal only if:

1. The service animal is out of control and the owner does not take effective action to control it or
2. The service animal is not housebroken.

In either of these situations, the emergency manager and shelter operator should try to work with the owner to provide the needed services in an alternative form or location.

Service animal planning considerations for shelter operations

Many people with disabilities rely on service animals. Although it is the responsibility of the owner to feed and care for their service animals, when evacuating during an emergency, some individuals may be unable to transport the items needed to sustain their service animal in an emergency shelter environment.

Local plans should direct that, prior to an emergency or disaster, the following issues are addressed regarding service animals in an emergency shelter:

- Integrate into your emergency shelter plan those people with expertise in supporting service animal needs. Include your animal control officer and consider having a plan for emergency veterinary services.
- Identify reliable sources for food, water and supplies (ex., water bowls, food bowls, leashes, collars, disposable containers) for service animals and make sure agreements are in place to ensure that these items are available.
- Consider how you will set up the emergency shelter to accommodate people and their service animals. When estimating shelter capacity, consider that a person with a service animal may require up to 100 square feet.
- People with allergies or a fear of animals should be directed to space away from the service animal(s).
- Identify where service animals will be exercised and an animal relief area.
- Ensure the owner understands their responsibility for feeding and care of their service animal.

For additional information on services animals refer to the following resources:

- Information and Technical Assistance on the Americans with Disabilities Act www.ada.gov
- ADA Best Practices Toolkit for State and Local Governments
<http://www.ada.gov/pcatoolkit/toolkitmain.htm>

- Chapter 7 Emergency Management Under Title II of the ADA
<http://www.ada.gov/pcatoolkit/chap7emergencymgmt.htm>
- Chapter 7 Addendum 1: Title II Checklist (Emergency Management)
<http://www.ada.gov/pcatoolkit/chap7emergencymgmtadd1.htm>
- Chapter 7 Addendum 2: The ADA and Emergency Shelters: Access for All in Emergencies and Disasters
<http://www.ada.gov/pcatoolkit/chap7shelterprog.htm>
- Commonly Asked Questions about Service Animals in Places of Business -
<http://www.ada.gov/qasvc.htm>
- ADA 2010 Revised Requirements
www.ada.gov/service_animals_2010.htm

SECTION 3.0: RESOURCE WEBSITES

3.1 Non-Governmental Organizations, Programs and Services

AmeriCares

www.americares.org

American Academy of Pediatrics

<https://www.aap.org/en-us/Pages/Default.aspx>

American Red Cross: Language Line

<https://www.languageline.com>

- American Red Cross works with Language Line to provide translation services

American Red Cross of Massachusetts

<http://www.redcross.org/local/massachusetts>

Ascentria Care Alliance (formerly Lutheran Social Services of New England)

<http://www.ascentria.org/>

Boston Cares

<https://www.bostoncares.org>

Center for Living and Working Inc.

<http://www.centerlw.org>

Center for Personal Assistance Services (PAS)

www.pascenter.org

- The Center for PAS is a database for state and local disability statistics and emergency preparedness information.

DeValle Institute for Emergency Preparedness Learning Center

<https://delvalle.bphc.org>

Disability Law Centers of Massachusetts

www.dlc-ma.org

Easter Seals Massachusetts: Disability Resource Information

<http://www.easterseals.com/ma>

- Disability Resource Information Easter Seals provides comprehensive, up-to-date information on disability services and resources.

E.K. Shriver Center Emergency Preparedness and Response Initiative

<http://shriver.umassmed.edu>

- Under the heading “Community Resources”, click on “Emergency preparedness and Response”.

Mass 2-1-1

<http://www.mass211.org>

- Mass 2-1-1 is a free, 24/7 resource that provides information about critical health and human services available in Massachusetts communities.

Massachusetts Voluntary Organizations Active in Disaster

<http://massvoad.org>

MassMATCH

<http://www.massmatch.org>

- MassMATCH provides information about available Assistive Technology (AT) services, supports, and technical advancements.

Medical Reserve Corps of Massachusetts

<http://www.mamedicalreservecorps.org>

National Organization on Disability

www.nod.org

New England Index

<http://www.disabilityinfo.org>

- The New England Index is a database of information on a wide variety of disability- related resources, programs, services, agencies, and individual providers in Massachusetts.

Northeast ADA Center

<https://www.northeastada.org>

Pacific ADA Center

<http://www.adapacific.org>

Pass It On Center

<http://passitoncenter.org>

- National assistive technology device reutilization coordination and technical assistance center.

Salvation Army- Massachusetts Division
<http://massachusetts.salvationarmy.org/>

Save the Children
www.savethechildren.org

- The world's leading independent organization for children. For information on disaster preparedness and response, click on the “What We Do” tab, and then click on “Emergency Response.”

The National Center for Disaster Preparedness at the Earth Institute
<http://ncdp.columbia.edu/>

3.2 State Agencies

Department of Agriculture and Resources
www.mass.gov/eea/agencies/agr

Department of Children and Families
www.mass.gov/dcf

Department of Developmental Services
www.mass.gov/dds

Department of Housing and Community Development
www.mass.gov/dhcd

Department of Mental Health
www.mass.gov/dmh

Department of Transitional Assistance
www.mass.gov/dta

Department of Veterans' Services
www.mass.gov/veterans

Executive Office of Health and Human Services
<http://www.mass.gov/eohhs/>

Executive Office of Elder Affairs
www.mass.gov/elders

Massachusetts Bay Transportation Authority
<http://www.mta.com>

Massachusetts Commission for the Blind

www.mass.gov/mcb

Massachusetts Commission for the Deaf and Hard of Hearing

www.mass.gov/mcdhh

Massachusetts Department of Public Health

www.mass.gov/dph

Massachusetts Emergency Management Agency

<http://www.mass.gov/eopss/agencies/mema/>

Massachusetts Office on Disability

www.mass.gov/mod

Massachusetts Rehabilitation Commission

www.mass.gov/mrc

Office for Refugees and Immigrants

www.mass.gov/ori

3.3 Massachusetts-Based Councils and Commissions

Animal Control Officers Association of Massachusetts (ACOAM)

<http://massanimalcoalition.com>

Central Massachusetts Regional Planning Commission

<http://www.cmrpc.org/homeland-security>

Massachusetts Association of Councils on Aging

<http://www.mcoaonline.com/>

Massachusetts Statewide Independent Living Council

www.masilc.org

Northeast Homeland Security Advisory Council

<http://www.nerac.us/>

Southeast Homeland Security Advisory Council

<http://www.srpedd.org/homeland-security>

Western Regional Homeland Security Advisory Council (WRHSAC)

<http://westernmassready.org/preparedness-projects/iraa>

- Part of the Western Massachusetts Individuals Requiring Additional Assistance (IRAA) Preparedness Project includes a website, “Western Mass Ready”, that provides resources, links, and guidance documents related to access and functional needs.

3.4 Federal Agencies and Programs

Centers for Disease Control

www.cdc.gov

Federal Communications Commission, Disability Rights Office

<https://www.fcc.gov/general/disability-rights-office>

Federal Emergency Management Agency

<https://www.fema.gov/>

- FEMA-Children and Disasters
<https://www.fema.gov/children-and-disasters>
- FEMA, Office of Disability Integration & Coordination
www.fema.gov/office-disability-integration-coordination

Substance Abuse and Mental Health Services Administration (SAMHSA)

www.samhsa.gov

- The SAMHSA Disaster Distress Helpline (DDH) is the nation’s first domestic helpline dedicated to providing disaster crisis counseling. This domestic toll-free helpline operates 24 hours a day, seven days a week. This free, confidential, and multilingual crisis support service is available via telephone (1-800-985-5990) and SMS (Text “TalkWithUs” to 66746) to U.S. residents who are experiencing psychological distress as a result of natural or human-caused disasters. TTY for deaf and hearing impaired: 1-800-846-8517. Callers are connected to trained and caring professionals from crisis counseling centers in the network.

National Council on Disability

www.ncd.gov

U.S Access Board

www.access-board.gov

U.S. Department of Education

www.education.gov

U.S Department of Health and Human Services

<http://www.hhs.gov>

- U.S Department of Health and Human Services: Outreach Activities & Resources Special Populations: Emergency and Disaster Preparedness visit
<http://disasterinfo.nlm.nih.gov/outreach/specialpopulationsanddisasters.html>
- U.S Department of Health and Human Services, ASPR, Technical Resources, Assistance Center, and Information Exchange (TRACIE)
<https://asprtracie.hhs.gov/>

U.S. Department of Homeland Security- Ready.Gov
www.ready.gov

U.S Department of Justice
<https://www.justice.gov/>

U.S Department of Justice: Information and Technical Assistance on the Americans with Disabilities Act (ADA)
www.ada.gov

SECTION 4.0: PROGRAMS AND SERVICES IN MASSACHUSETTS

4.1 Personal Emergency Preparedness Program

The Massachusetts Office on Disability (MOD) “Personal Emergency Preparedness Program” conducts community meetings throughout Massachusetts, bringing together people with disabilities, their local emergency planners, and first responders to discuss personal and community preparedness plans.

Meetings are being held throughout the Commonwealth. If you would like MOD to host one of these meetings for your organization or group, please contact MOD at www.mass.gov/mod

4.2 Architectural Review/Site Visits

MA Office of Disability frequently assists communities, businesses and advocates; either through plan review or on-site visits, to ensure compliance with the various building requirements specific to persons with disabilities.

If you are interested in this free service, visit the MOD website www.mass.gov/mod and click on the “Monitoring” tab for more information.

SECTION 5.0: GUIDING DOCUMENTS FOR PLANNING

Annie E. Casey Foundation. (2008). *Integrating immigrant families in emergency response, relief, and rebuilding efforts*. Retrieved from <http://www.gcir.org/publications/gcirpubs/emergency>

Centers for Disease Control and Prevention. (2011). Principles of community engagement, 2nd edition. Retrieved from <http://www.cdc.gov/phppo/pce>

Centers for Disease Control and Prevention. (2011). *Public health emergency response guide for state, local, and tribal public health directors*. Retrieved from <http://www.bt.cdc.gov/planning/responseguide.asp>

Centers for Disease Control and Prevention. (n.d.). *Public health workbook to define, locate and reach special, vulnerable, and at-risk populations in an emergency*. Retrieved from http://emergency.cdc.gov/workbook/pdf/ph_workbookFINAL.pdf

Department of Justice. (n.d). *ADA best practices tool kit for state and local governments: Emergency management under title II of the ADA*. Retrieved from <http://www.ada.gov/pcatoolkit/chap7emergencymgmt.htm>

Department of Justice. (n.d). *An ADA guide for local governments: Making community emergency preparedness and response programs accessible to people with disabilities*. Retrieved from <http://www.ada.gov/emergencyprepguide.htm>

Federal Emergency Management Agency. (2011). *A whole community approach to emergency management: Principals, themes, and pathways for action*. Retrieved from <http://www.fema.gov/whole-community>

Federal Emergency Management Agency. (2012). *Accommodating individuals with disabilities in the provision of disaster mass care, housing, and human services: Reference guide*. Retrieved from <https://www.hsdh.org/?view=docs/dhs/nps03-082207-01.pdf>

Federal Emergency Management Agency. (2010). *Developing and maintaining emergency operations plans: Comprehensive preparedness guide version 2.0*. Retrieved from http://www.fema.gov/pdf/about/divisions/npd/CPG_101_V2.pdf

Federal Emergency Management Agency. (2010). *Guidance on planning for integration of functional needs support services in general population shelters*. Retrieved from http://www.fema.gov/pdf/about/odc/fnss_guidance.pdf

IAEM-NEMA Task Force (2015). *Disability AFN Emergency Planning Guide: Final June 2015*. Retrieved from http://nationalmasscarestrategy.org/accessibility_resources/

IAEM-NEMA Task Force (2015). *FNSS /accessibility reference glossary of terminology for emergency management whole community planning*. Retrieved from http://nationalmasscarestrategy.org/accessibility_resources/

Inclusive Preparedness Center. (2011). *Shelter worker's guide to accommodate children with access and functional needs*. Retrieved from http://www.pediatricemergencypreparedness.org/2.%20shelter_workers_guide_final_final.pdf

Kailes, J. (2007). *Moving beyond "special needs": A function-based framework for emergency management and planning*. *Journal of Disability Policy Studies*. Retrieved from <http://www.jik.com/KailesEndersbeyond.pdf>

Massachusetts Department of Public Health. (2013). *Communication and assistive technologies in emergencies: Guidance for local emergency planners*. Retrieved from <http://www.mass.gov/eohhs/docs/dph/emergency-prep/risk-communication/assistive-technologies-in-emergencies.pdf>

National Center for Disaster Preparedness. (2007). *Pediatric preparedness for disasters and terrorism*. Retrieved from <http://www.ncdp.mailman.columbia.edu/files/peds2.pdf>

National Council on Disability. (2009). *Effective emergency management: Making improvements for communities and people with disabilities*. Retrieved from http://www.ncd.gov/policy/emergency_management

National Mass Care Council. (2012). *National mass care strategy: A roadmap for the national mass care strategy service system*. Retrieved from <http://www.nationalmasscarestrategy.org/wp-content/uploads/2014/07/national-mass-care-strategy-september-2012-comp.pdf>

National Organization on Disability. (2009). *Emergency preparedness initiative guide on the functional needs of people with disabilities: A guide for emergency managers, planners, and responders*. Retrieved from <http://nod.org/assets/downloads/Guide-Emergency-Planners.pdf>

Pass it on Center. (n.d.). *Guidance on planning for integration of functional needs support services*. Retrieved from <http://www.passitoncenter.org/Portals/passitoncenter/SummitResources/FNSS%20OK%20State%20Guidance%20revised%20329.pdf>

Save the Children. (2007). *The unique needs of children in emergencies: A guide for the inclusion of children in emergency operations plans*. Retrieved from <http://www.savethechildren.org/atf/cf/%7B9def2ebe-10ae-432c-9bd0-df91d2eba74a%7D/children-emergencies-planning-guide-2010.pdf>

Transit Cooperative Research Program. (2012). *Report 150 communication with vulnerable populations: A transportation and emergency management toolkit*. Retrieved from http://onlinepubs.trb.org/onlinepubs/tcrp/tcrp_rpt_150.pdf

United States Access Board. (n.d.). *Resources on emergency evacuation and disaster preparedness*. Retrieved from <http://www.access-board.gov/evac.htm>

U.S. Department of Homeland Security. (2012). *Homeland security grant program. Supplemental resources: Children in disasters guidance*. Retrieved from http://www.fema.gov/pdf/government/grant/2012/fy12_hsgp_children.pdf

U.S. Department of Justice. (2007). *ADA best practices toolkit for state and local governments*. Retrieved from <http://www.ada.gov/pcatoolkit/toolkitmain.htm>

U.S. Department of Justice. (2009). *A guide to preparing for and responding to jail emergencies*. Retrieved from <http://static.nicic.gov/Library/023494.pdf>

SECTION 6.0: RESOURCES AND TOOLS TO IDENTIFY COMMUNITY DEMOGRAPHICS

American Community Survey

<http://www.census.gov/acs>

SAMHSA: Behavioral Health Treatment Facility Locator

<http://findtreatment.samhsa.gov>

- For a map of adult and youth behavioral health treatment centers, substance abuse treatment centers, and residential facilities (at the state, county, and city/ town level) visit

Community Level Information on Kids (CLIKS)

<http://datacenter.kidscount.org/data#MA/2/0>

- Annie E. Casey Foundation Economic, education, demographic, health insurance, and other county-level data about children.

Disability Statistics: Resources for Disability Statistics

www.disabilitystatistics.org

Modern Language Association Map

http://www.mla.org/census_main

- This map uses census data to display the locations and numbers of speakers of 33 languages spoken in the United States. Users can search by town, city, county, state, or ZIP code to generate maps of numbers and percentages of languages spoken.

Partners in Information Access for the Public Health Workforce

http://phpartners.org/health_stats.html

- A collaboration of U.S. government agencies, public health organizations and health sciences libraries.

Social Security Online

http://www.socialsecurity.gov/policy/docs/statcomps/ssi_sc/2007/index.html

- US Social Security Administration County level data on numbers of people receiving supplemental security income (i.e., low-income, blind, disabled, or aged).

Social Vulnerability Index (SVI Index)

<http://svi.cdc.gov/>

U.S. Census Data: American Fact Finder

<http://factfinder.census.gov/>

SECTION 7.0: FREE MOBILE APPLICATIONS

7.1 Show Me for Emergencies

A mobile app, piggybacked on the foundation of the Show Me booklet, and incorporated and expanded upon all of the icons and concepts from the booklet. The app includes not just shelter environments, but also emergency dispensing sites (EDS) and door-to-door outreach required for shelter-in place or evacuation directives. Much like the paper-based tool, the Show Me app is an interactive tool that was created for effective two-way communication: just as users of the booklet can use a dry erase marker to modify or create their own messages, the app incorporates a 'write' ability, that when selected, brings up a keyboard for custom entries to be typed.

The audience for this app includes volunteer organizations and staffers, mental health workers, and various public safety personnel. Upon opening the app, users have the option either to get started immediately or walk through a brief tutorial. The app is organized by response scenario, and end users choose their scenario based on the real life incident.

Show Me for Emergencies is available to download from both the iTunes and Google Play stores.



7.2 Show Me for Emergencies: FAC (Family Assistance Center)

Show Me for Emergencies: FAC (Family Assistance Center) is the final tool in the Show Me suite. It, too, is a free app that was built upon the foundation of the tools before it and incorporates and expands upon some of the previous icons and concepts. Show Me: FAC is intended to be used within the scenario of a mass casualty or mass fatality incident, and it's thought that disaster relief and medical professionals like American Red Cross volunteers and forensic nurses would use the app to supplement the tools they employ to communicate information to and collect data from families and loved ones of victims.

Show Me for Emergencies: FAC is available to download from both the iTunes and Google Play stores.



7.3 Americans with Disabilities Act (ADA) Reference- Lite Edition

The ADA Reference – Lite Edition mobile Android app is available to download for **free** from Google Play stores.



7.4 iTranslate

iTranslate is very easy to use. It consists of one menu where you choose from over 90 languages and then just plug in a word or phrase. iTranslate is available to download for free from both the iTunes and Google Play stores.



SECTION 8.0: TOOLKITS FOR PREPAREDNESS AND PLANNING

The following toolkits are available **free** of cost. While these toolkits are not endorsed by MEMA, the agency believes sharing such information will help local communities in their efforts to plan for individual with disabilities and others with access and functional needs.

| | |
|--|--|
| Tool: Tips for First Responders (5 th Edition) | |
| Website: http://www.cdd.unm.edu/dhpd/pdfs/FifthEditionTipsSheet.pdf | Description: Quick easy-to-use procedures for assisting individuals with disabilities and others with access and functional needs. |
| Source: Division of Disability and Health Policy, University of New Mexico Center for Development and Disability | |
| Type: Tip book | |

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|--|--|
| Tool: ADA Checklist for Emergency Shelters | |
| Website: https://www.ada.gov/shleterck.htm | Description: Checklist to assist state and local officials, and operators of emergency shelters, to determine whether a facility being considered for use as an emergency shelter is accessible and if not, whether modifications are needed to remove barriers or whether relocation to another accessible facility is necessary. |
| Source: U.S. Department of Justice | |
| Type: Checklist | |

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|--|---|
| Tool: Show Me: A Communication Tool for Emergency Shelters | |
| Website: http://www.mass.gov/eohhs/docs/dph/emergency-prep/risk-communication/show-me-tool.pdf | Description: This tool is intended to be used by shelter staff and any shelter resident that may have difficulty communicating. The booklet has been divided into topic-themed sections identified by labeled tabs. Shelter staff members and residents alike can flip through the pages of the booklet to find images or messages to help ask questions or communicate a need. |
| Source: MA Department of Public Health, Office of Emergency Preparedness | |
| Type: Pictograph-based booklet | |

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|--|--|
| Tool: Emergency Response for People Who Have Access and Functional Needs: A Guide for First Responders | |
| Website: http://terrorism.spcollege.edu/SPAWARAFN/flipbook.html | Description: The purpose of this information is to provide emergency personnel with a reference tool that will provide guidance for assisting people who have access and functional needs (formerly known as special needs) during the response and recovery phases of an emergency situation. The information is to be applied in conjunction with training, experience, and your agency's standard operating procedures. |
| Source: The National Preparedness Institute at St. Petersburg College | |
| Type: Flip book | |

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|--|--|
| Tool: Foreign Language Materials: "Get the Facts, Be Prepared" | |
| Website: http://www.redcross.org/prepare/disaster-safety-library | Description: The American Red Cross has created a Disaster and Safety Library where you can find and print fact sheets, preparedness checklists, recovery guides and other helpful information for the public. These materials are available in English and foreign languages. |
| Source: American Red Cross | |
| Type: Guides and checklists | |

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|--|---|
| Tool: Safe and Well | |
| Website: https://safeandwell.communityos.org/cms | Description: A web-based registry that may be used for the assistance of reunifying individuals (i.e. unaccompanied minors) with their families. Shelter staff can use this tool or assist shelter residents on how to use this tool to (1) post "safe and well messages" that family and friends of shelter residents can view, or (2) search shelter registrants. |
| Source: American Red Cross | |
| Type: Disaster victim registry | |

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| Tool: The State of Texas Functional Needs Support Services Toolkit | |
| Website: https://www.preparingtexas.org/preparedness.aspx?page=32137bc8-eed7-42bb-ad7e-%202765fd8abdb9 | Description: A toolkit which contains various Functional Needs Support Services (FNSS) templates that can be used by shelter staff (i.e. Medical/ Functional Needs Discharge Assessment form). |
| Source: The State of Texas FNSS Integration Committee | |
| Type: Shelter planning template | |

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|--|--|
| Tool: MA Statewide Mass Care and Shelter Coordination Plan: Local Shelter Toolkit | |
| Website: http://www.mass.gov/eopss/docs/mema/financial-mema-local-mcs-toolkit-with-cover.pdf | Description: To enhance the overall mass care and sheltering capabilities of the Commonwealth, the Massachusetts Emergency Management Agency (MEMA) with the aid of other mass care and shelter partners has developed a statewide mass care and shelter strategy and created this toolkit to assist local emergency managers with mass care and shelter planning. |
| Source: MA Emergency Management Agency | |
| Type: Shelter planning templates | |

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|--|--|
| Tool: Communication with Vulnerable Populations: A Transportation and Emergency Management Toolkit | |
| Website: http://www.trb.org/Publications/Blurbs/166060.aspx | Description: The toolkit provides a guiding framework and tools for constructing a scalable, adaptable communication process built on a network of agencies from public, private, and nonprofit sectors. |
| Source: Transit Cooperative Research Program | |
| Type: Framework and tools | |

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|--|---|
| Tool: Functional Needs Planning Toolkit for Emergency Planners | |
| Website: https://dps.mn.gov/divisions/hsem/access-functional-needs/Documents/functional-needs-planning-toolkit.pdf | Description: This online toolkit provides the latest methods and the most comprehensive resources available for including people with access and functional needs in whole community emergency plans. |
| Source: Homeland Security and Emergency Management: A Division of Minnesota Department of Public Safety | |
| Type: Framework and tools | |

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|--|--|
| Tool: Kentucky Outreach and Information Network (KOIN) | |
| Website: http://healthalerts.ky.gov/koin/Pages/default.aspx | Description: A public information alert concept. The goal of the KOIN is to ensure that, in the event of an emergency, communication channels are in place and KOIN members understand and perform their roles in notifying individuals in their appropriate channels. This network can be used in emergencies and disasters as well as to protect the health of citizens in day-to-day situations, like providing immunization clinics. |
| Source: The Cabinet for Health and Family Services/Kentucky Department of Public Health | |
| Type: Public information communication tool | |

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|--|--|
| Tool: Functional and Access Needs Support: a Toolkit for Empowering Inclusive Action | |
| Website: http://www.nationalmasscarestrategy.org/wp-content/uploads/2014/11/Functional-Access-Needs-Toolkit-Chicago-Red-Cross-2014.pdf | Description: This toolkit was compiled by the American Red Cross Greater Chicago Region from partner resources. It is not a replacement for training regarding the inclusion of people who have functional and access needs in emergency and disaster planning, preparedness, response and recovery. |
| Source: American Red Cross, Greater Chicago Region | |
| Type: Guide and toolkit | |

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|---|--|
| Tool: Access and Functional Needs Injects for Use by Local Emergency Planning Personnel in Emergency Management Tabletops and Exercises | |
| Website: https://uofapartners.uark.edu/wp-content/uploads/sites/105/2015/11/Table-tops-book.pdf | Description: These are disability related materials for use by local emergency planning personal in emergency exercises and drills – based on listening sessions with people with intellectual and developmental disabilities, their family members, and emergency responders. |
| Source: State of Arkansas | |
| Type: Injects for Tabletops and Exercises | |

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|--|--|
| Tool: Effective Communications Toolkit (2015) | |
| Website: https://www.preparingtexas.org/preparedness.aspx?page=df9e78fc-3f14-4c6c-aad8-7a2b90c425ef | Description: This toolkit applies to emergency management and public information professionals who work for or with local jurisdictions to communicate warnings, notifications, and other messages to news media and to the public. It also contains face-to-face operational communication tools for shelter managers and first responders. The purpose of the toolkit is to help ensure that emergency communications services and equipment address the functional and access needs of people with disabilities as part of a “whole community” approach endorsed by FEMA. |
| Source: State of Texas: Texas Disability Task Force on Emergency Management | |
| Type: Guide and toolkit. | |

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|---|---|
| Tool: Social Vulnerability Index (SVI) | |
| Website: http://svi.cdc.gov/index.html | Description: ATSDR has created a tool to help emergency response planners and public health officials identify and map the communities that will most likely need support before, during, and after a hazardous event. The Social Vulnerability Index (SVI) uses U.S. Census data to determine the social vulnerability of every Census tract. Census tracts are subdivisions of counties for which the Census collects statistical data. The SVI ranks each tract on 14 social factors, including poverty, lack of vehicle access, and crowded housing, and groups them into four related themes. Each tract receives a separate ranking for each of the four themes, as well as an overall ranking. |
| Source: Agency for Toxic Substances and Disease Registry | |
| Type: Mapping tool | |

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|---|--|
| Tool: HIPPA. Disclosures for Emergency Preparedness - A Decision Tool: Overview | |
| Website: http://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/decision-tool-overview/index.html | Description: To guide you in determining how the Privacy Rule applies to the disclosure in question, this tool focuses on the source of the information being disclosed, to whom the information is being disclosed, and the purpose of the information being disclosed. To make your determination, go to the question that is most relevant to your emergency preparedness planning need and follow the information flow to find the appropriate answer. Many terms used in the tool are defined by law or have a special meaning. The definitions or special meanings are discussed on the relevant pages or will be linked to other locations on this Web Site to assist you. |
| Source: U.S. Department of Health and Human Services | |
| Type: Web-based interactive decision tool | |

| | |
|---|---|
| Tool: Access and Functional Needs Resource Guide | |
| Website: http://www.mass.gov/eohhs/docs/dph/emergency-prep/dph-afn-resource-guide.pdf | Description: A compilation of resources to assist in public health preparedness planning for individuals with disabilities and others with access and functional needs. |
| Source: MA Department of Public Health, Office of Preparedness and Emergency Management | |
| Type: Resource guide | |

SECTION 9.0: TRAININGS AND COURSES

9.1 Online Trainings

The following online trainings are available **free** of cost. While these online trainings are not endorsed by MEMA, the agency believes sharing such information will help create a better awareness, and understanding, of individuals with disabilities and others with access and functional needs, and the assistance they may require before, during or after an emergency.

| | |
|--|--|
| Title: Planning for the Needs of Children in Disasters | |
| Website: https://training.fema.gov/is/courseoverview.aspx?code=IS-366.a | Description: The purpose of this course is to provide guidance for Emergency Managers and implementers of children’s programs about meeting the unique needs that arise among children as a result of a disaster or emergency. |
| Source: FEMA | |
| Course ID: IS 366 | |

| | |
|---|--|
| Title: ADA Title II Tutorial | |
| Website: http://www.adatitle2.org | Description: Provide education and resources on the requirements applicable to State and Local government under Title II of the Americans with Disabilities Act (ADA). |
| Source: National Network of ADA Centers | |
| Course ID: N/A | |

| | |
|--|---|
| Title: Ready, Willing, & Able - Disaster Preparedness and Response Course on Meeting the Needs of Persons with Disabilities | |
| Website: https://www.train.org | Description: Specific training covers disability etiquette, terminology, and communications and assistance techniques during disasters for assisting people with disabilities. Course participants will become familiar with various disaster assistance needs of persons with sight, mobility, hearing and cognitive disabilities. Instruction is given in the video by professional educators with one educator being a person with a disability to enhance the experience of acquainting the audience with disabilities. |
| Source: Public Health Foundation: Train National | |
| Course ID: 1020884 | |

| | |
|---|---|
| Title: Introduction to Mental Health and Disaster Preparedness | |
| Website: http://www.jhsph.edu/research/centers-and-institutes/johns-hopkins-center-for-public-health-preparedness/training/online/mental_hlth_intro.html | Description: Dr. Cindy Parker introduces the topics of disaster mental health services, mental health surge capacity, and psychiatric first aid. |
| Source: Johns Hopkins Center for Public Health Preparedness | |
| Course ID: N/A | |

9.2 In- Person Trainings and Courses

In-person trainings and courses are continuously offered through various local, state and federal agencies and non-governmental organizations. Please contact the specific agency or organization for more information about the training/course (e.g. there may be a fee for taking the course). While these trainings are not endorsed by MEMA, the agency believes sharing such information will assist local communities in their efforts to incorporate considerations for individuals with disabilities and others with access and functional needs into their community's emergency plans, activities, programs and services.

| | |
|--|--|
| Title: ADA for Municipalities (Title I and II) | |
| Source: MA Office of Disability | Description: This training for municipal officials and staff concerns the municipality's obligations under Title I (Employment) and Title II (State and Local Government Services) of the ADA. This training can also be geared to specific municipal departments if the interest and attendance is significant. The Title I portion of this training covers topics related to a municipality's obligations to its employees, including the definition of disability, reasonable accommodation requests, who is a qualified individual with a disability, essential job functions, non-discrimination, nondiscriminatory job descriptions, confidentiality, etc. The Title II portion of this training covers obligations a municipality has to members of the public it serves. Topics include programmatic access, reasonable accommodations, effective communication, service animals, nondiscriminatory eligibility criteria, administrative requirements under Title II (ADA Coordinator, public notice, self-evaluation, transition plan, grievance procedure, and structural changes), holding accessible meetings and events, etc. |
| Contact: Rita DiNunzio, ADA Training Manager Phone: 617-727-7440 Email: Rita.DiNunzio@massmail.state.ma.us Please note: MOD's ability to meet training requests is based on many factors including staff availability, agency resources, etc. MOD endeavors to respond to requests for training on a first-come first-serve basis. | |
| Course ID: N/A | |

| | |
|--|---|
| Title: Shelter Operations and Functional Needs Support Services (FNSS) | |
| Website: https://delvalle.bphc.org/search/courses/ | Description: The course provides ESF 8 supporting agencies with a framework for the consideration of Functional Needs Support Services (FNSS) in shelter planning and operations as outlined by FEMA guidance issued in November 2010. This course is under revision as of October 2016, and is available for request by Health and Medical Coordinating Coalitions (HMCCs). *The course is offered periodically and may not always appear on the course list. |
| Source: The DelValle Institute for Emergency Preparedness | |
| Course ID: N/A | |

| | |
|--|--|
| Title: Introduction to Disaster Behavioral Health Response: Enhancing Resiliency in an Emergency | |
| Website: https://delvalle.bphc.org/search/courses/ | Description: Disaster responders and other professionals may be unaware of how significant the psychological impact of a disaster can be, even among those who appear to be unaffected. Both disaster survivors and witnesses alike may display a range of strong traumatic reactions. Disaster behavioral health is the provision of behavioral health, stress management, substance abuse services, and other interventions to disaster survivors as well as responders. Participants will learn to recognize typical traumatic reactions and how to play a supportive role to those experiencing them. Participants will also learn strategies to manage the psychological impact of emergencies on themselves and their team members. *The course is offered periodically and may not always appear on the course list. |
| Source: The DelValle Institute for Emergency Preparedness | |
| Course ID: N/A | |

| | |
|--|--|
| Title: Integrating Access and Functional Needs into Emergency Planning | |
| Website: https://training.fema.gov/emcourses/ | Description: To provide participants who are responsible for Emergency Planning with the information necessary to utilize disability and access and functional needs-inclusive practices, as well as the additional updated skills and knowledge they will need to prepare for, respond to, and recover from emergencies |
| Source: FEMA- Emergency Management Institute (EMI): Courses and Schedules | |
| Course ID: EO 197 | |

9.3 Online Informational and Training Videos

The following online training videos are related to Access and Functional Needs populations, and are available **free** of cost. While these online training videos are not endorsed by MEMA, the agency believes that sharing such information will help create a better awareness and understanding of such populations

| | |
|--|---|
| Title: Emergency Response for People Who Have Access and Functional Needs: A Guide for First Responders | |
| Website: http://terrorism.spcollege.edu/SPAWARAFN/video.html | Description: 15 training videos to demonstrate to first responders and shelter staff how to assist, support and communicate with individuals in an emergency shelter setting. |
| Source: The National Preparedness Institute at St. Petersburg College | |

| | |
|---|---|
| Title: Just In Time Disaster Training: Functional Needs Support Services (FNSS) Shelter Operations | |
| Website: http://www.drc-group.com/project/jitt-fnss.html | Description: 15 training videos to demonstrate to shelter staff how to assist, support, and communicate with individuals in an emergency shelter setting. |
| Source: Disaster Resistant Communities Group LLC | |

| | |
|--|---|
| Title: Live Response: Planning for the Whole Community (June 2011) | |
| Website: http://terrorism.spcollege.edu/Broadcasts/LRBroadcast0611.aspx | Description: FEMA/DHS initiative, Planning for the Whole Community. A new division, referred to as the Office of Disability Integration and Coordination (ODIC), has been working diligently since 2010 to redesign how emergency management defines and serves people with access and functional needs in our communities in the event of disasters. The new paradigm works toward the notion that all segments of American society will be integrated and served through a single and inclusive emergency management approach. Important elements of the planning process; public communications needs for non-English-speaking people, visual- and hearing-impaired citizens, and others; evacuation challenges; sheltering needs; and some of the work being done to aid in disaster recovery is discussed. |
| Source: National Terrorism Preparedness Institute | |

| | |
|--|--|
| Title: Emergency Planning for People with Access & Functional Needs | |
| Website: https://www.youtube.com/watch?feature=player_embedded&v=ZsFEG3QaCJ8 | Description: This video is intended for emergency management personnel and focuses on emergency planning for populations with access and functional needs, sometimes called "Inclusive Planning." This includes people with disabilities, mobility issues, special needs, and vulnerabilities. The video emphasizes the need for a plan that covers all members of the community and ways to identify and incorporate populations with functional needs into the emergency planning process. |
| Source: Chemical Stockpile Emergency Preparedness Program (CSEPP) | |

