Access and Functional Needs Resource Guide

A compilation of resources to assist in public health preparedness planning for individuals with disabilities and others with access and functional needs.

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Introduction

The Access and Functional Needs Resource Guide is a compilation of resources, geared toward local public health planners, to assist in public health preparedness planning for individuals with disabilities and others with access and functional needs.

An individual with a disability, as defined by the Americans with Disabilities Act (ADA), is 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] The term "access and functional needs" refers to a set of broad, cross-cutting access and function-based needs. Access-based needs require ensuring that resources are accessible to all individuals. Function-based needs refer to restrictions or limitations an individual may have that require additional assistance before, during, and/or after an emergency.[2] Individuals with access and functional needs may include, but are not limited to, children, older adults, persons with limited English proficiency, and persons with limited access to transportation.

The Department of Homeland Security (DHS) defines access and functional needs accommodation as follows:[3]
- **Term:** Access and Functional Needs Accommodation
- **Definition:** 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

Public health preparedness planning for the whole community should include additional considerations for individuals with disabilities and others with access and functional needs. Community partners, including individuals with disabilities and others with access and functional needs, as well as the agencies and organizations that serve them should be involved in planning activities. This guide incorporates resources that can be shared with community partners to enhance community preparedness.

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1 U.S. Department of Justice. Civil Rights Division. Disability Rights Section. A Guide to Disability Rights Laws, July 2009.
2 Assistant Secretary for Preparedness and Response. Public Health Emergency. At-Risk Individuals, March 2015.
3 Official DHS Access and Functional Needs Definition. DHS PPD-8 Access and Functional Needs Working Group, 2014.

Guidance Documents and Tools

AARP- We can do better: Lessons Learned for Protecting Older Persons in Disasters
This document includes highlights from an AARP conference with stakeholders discussing strategies to better protect older persons in both the community and in nursing homes during an emergency. It addresses planning and communication, identifying who will need help, and evacuating older persons. http://assets.aarp.org/rgcenter/il/better.pdf

ADA- Best Practices Tool Kit for State and Local Governments
The ADA Tool Kit is designed to teach state and local government officials how to identify and fix problems that prevent people with disabilities from gaining equal access to state and local government programs, services, and activities. It will also teach state and local officials how to conduct accessibility surveys of their buildings and facilities to identify and remove architectural barriers to access. http://www.ada.gov/pcatoolkit/toolkitmain.htm

Alzheimer's Association- Disaster Preparedness: Home and Community-based Services for People with Dementia and Their Caregivers
This toolkit outlines actions states can take to empower caregivers to make informed decisions about the special needs of people with dementia at a time of emergency or disaster. http://www.une.edu/sites/default/files/Toolkit_2_Disaster_Preparedness.pdf

Andrulis et al.- Preparing Racially and Ethnically Diverse Communities for Public Health Emergencies
This study reviews current resources and limitations in public health preparedness and suggests future directions for integrating diverse communities into related strategies. It documents research and interventions, including promising models and practices that address preparedness for minorities.
http://content.healthaffairs.org/content/26/5/1269.full.pdf

CDC- Identifying Vulnerable Older Adults and Legal Options for Increasing Their Protection during All-Hazards Emergencies, A Cross-Sector Guide for States and Communities
This guide aims to equip public health officials, the aging services network, emergency management, and essential partners from other sectors and at all jurisdictional levels with critical information, strategies, and resources to improve the planning for and protection of vulnerable community-dwelling older adults during all-hazards public health emergencies. The guide covers topic areas such as developing plans, partnering and collaboration, using data for action, building registries, using law-based solutions, sheltering, and caregiver preparedness. http://www.cdc.gov/aging/emergency/pdf/guide.pdf

CDC- Public Health Workbook and eTool: To Define, Locate, and Reach Special, Vulnerable, and At-risk Populations in an Emergency
This document describes a process that will help planners to define, locate, and reach at-risk populations in an emergency. Additional tools are included to provide resources for more inclusive communication planning that will offer time-saving assistance for state, local, tribal, and territorial public health and emergency management planners in their efforts to reach at-risk populations in day-to-day communication and during emergency situations. The At-risk Populations eTool is a companion to the At-risk Populations Workbook to assist in creating a Community Outreach Information Network (COIN) to reach at-risk populations in an emergency.
https://emergency.cdc.gov/workbook/pdf/ph_workbookfinal.pdf
http://www.orau.gov/SNS/AtRiskTool/

FEMA- Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelters
This document provides guidance to assist emergency managers and shelter planners in understanding the requirements related to sheltering children and adults with functional support needs in general population shelters. Functional Needs Support Services (FNSS) and the guidance provided are designed to assist in the planning and resourcing of sheltering operations whether government, NGO, faith- or private-based to meet the access and functional needs of children and adults.
http://www.fema.gov/pdf/about/odic/fnss_guidance.pdf

HHS- emPOWER Map
Over 2.4 million Medicare beneficiaries rely upon electricity-dependent medical and assistive equipment, such as ventilators and wheel chairs, in our communities. Severe weather and disasters that cause power outages can be life threatening for these individuals. Every hospital, first responder, electric company, and community member can use this map to find the monthly total of Medicare beneficiaries with electricity-dependent equipment claims at the U.S. state, territory, county, and zip code level and turn on "real-time" NOAA severe weather tracking services to identify areas and populations that may be impacted and at risk for power outages. http://www.phe.gov/empowermap/Pages/default.aspx

HHS Office of Minority Health- Guidance for Integrating Culturally Diverse Communities into Planning for and Responding to Emergencies: A Toolkit
This toolkit was developed to provide preparedness planning and response agencies, organizations, and professionals with practical strategies, resources and examples of models for improving existing activities and developing new programs to meet the needs of racially and ethnically diverse populations.
http://www.hhs.gov/sites/default/files/ocr/civilrights/resources/specialtopics/emergencypre/omh_diversitytoolkit.pdf

Kailes- Moving Beyond "Special Needs": A Function-Based Framework for Emergency Management and Planning
This article provides disability demographics and describes special needs populations to lay the foundation for moving beyond use of the "special needs" category, to better identify and address the diverse needs of those included under this label. It suggests the development of a more accurate and flexible planning and response framework based on essential, sometimes overlapping, functional needs: communication, medical needs, maintaining functional independence, supervision, and transportation (C-MIST). It also proposes new approaches to functional support, leadership, service delivery, and training.
http://www.jik.com/KailesEndersbeyond.pdf

Kailes- Checklist for Integrating People with Disabilities and Others with Access and Functional Needs into Emergency Preparedness, Planning, Response & Recovery
This checklist is for emergency planners, managers, responders, and public information officers (PIOs) who have responsibility for developing, maintaining, testing, delivering and revising emergency plans and services. http://www.jik.com/plancklst.pdf

Markenson and Redlener- Pediatric Terrorism Preparedness National Guidelines and Recommendations: Findings of an Evidenced-based Consensus Process
This article presents guidelines and recommendations on the needs of children in disasters, including chemical, biological, and radiological terrorism.
http://academiccommons.columbia.edu/download/fedora_content/download/ac:161086/CONTENT/_04_Biosec_Mag-Pediat_Terror_Pre_Nat_l_Guidelines.pdf

National Association of State Directors of Developmental Disabilities Services (NASDDDS)- Emergency Response Preparedness Self-Assessment Instrument
The NASDDDS Emergency Response Preparedness Self-Assessment Instrument is designed to assist state developmental disabilities officials to evaluate the extent to which their existing preparedness plans address the unique characteristics and needs of people with intellectual and developmental disabilities during periods of emergency or disaster. The tool may also be used by disability provider organizations to create a checklist of topics to include in an organizational or individual's emergency plan. http://www.rtc.umn.edu/erp/main/

RAND Corporation- Enhancing Public Health Emergency Preparedness for Special Needs Populations: A Toolkit for State and Local Planning and Response
This toolkit is meant to assist state and local public health agencies improve their emergency preparedness activities. It distills the most relevant strategies, practices, and resources from a variety of sources, including peer-reviewed research, government reports, the trade literature, and public health leaders, to identify priority populations and critical strategies. http://www.rand.org/pubs/technical_reports/TR681.html

RAND Corporation- Special Needs Populations Mapping for Public Health Preparedness
The tool will help public health agencies to develop appropriate strategies for incorporating special needs populations into public health preparedness and response planning. Many of the strategies, practices, and resources provided here could be useful to other emergency response agencies in both the public and private sector and are applicable to any emergency response. http://www.rand.org/health/projects/special-needs-populations-mapping.html

Transportation Research Board– Transit Cooperative Research Program Report 150, Communication with Vulnerable Populations: A Transportation and Emergency Management Toolkit
This toolkit demonstrates how to create a communication process to reach vulnerable populations regarding their transportation options in emergencies. It 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. Together, these partners will form interconnected communication channels with the ability to carry out the function of emergency communication in far reaching and resourceful ways not possible by working alone. http://onlinepubs.trb.org/onlinepubs/tcrp/tcrp_rpt_150.pdf

USA Center for Rural Public Health Preparedness- Partnering to Achieve Rural Emergency Preparedness: A Workbook for Healthcare Providers in Rural Communities
This workbook is a practical guide created to assist rural health clinics and community health centers, migrant health centers and hospitals in rural areas that have limited healthcare resources, in preparing for and responding to emergency incidents.
http://www.cidrap.umn.edu/sites/default/files/public/php/318/318_workbook.pdf

Websites

ADA Presentations, Emergency Management/Preparedness
http://adapresentations.org/archive.php

AFN-TIPS
http://www.cds.hawaii.edu/tips/

American Public Health Association (APHA), Preparedness Information for People with Disabilities
http://www.getreadyforflu.org/disabilities.htm

California Office for Access and Functional Needs
http://www.caloes.ca.gov/for-individuals-families/access-functional-needs

Communicating With and About People with Disabilities
http://www.dol.gov/odep/pubs/fact/effectiveinteraction.htm

DelValle Institute for Emergency Preparedness, Access and Functional Needs
https://delvalle.bphc.org/mod/wiki/view.php?pageid=51

Department of Transportation- Departmental Office of Civil Rights, Departmental Guidelines on Emergency Preparedness and Individuals with Disabilities
https://www.civilrights.dot.gov/civil-rights-awareness-enforcement/accessibility/departmental-guidelines-emergency-preparedness-and

Emergency Preparedness for Older Adults
http://www.cdc.gov/aging/emergency/index.htm

Emergency Preparedness and Response
http://emergency.cdc.gov/

Eunice Kennedy Shriver Center, University of Massachusetts Medical School
http://shriver.umassmed.edu/

FEMA for Kids
http://www.ready.gov/kids

FEMA National Preparedness Goal
https://www.fema.gov/national-preparedness-goal

FEMA Whole Community
https://www.fema.gov/whole-community

HHS- Administration for Community Living
https://www.acl.gov/programs/emergency-preparedness

Individuals with Disabilities or Access and Functional Needs
http://www.ready.gov/individuals-access-functional-needs

Information for People with Disabilities in Massachusetts
http://www.disabilityinfo.org/

June Isaacson Kailes, Disaster Resources for People with Disabilities and Others with Access and Functional Needs, Emergency Managers & Planners & Disability-focused Organizations
http://www.jik.com/disaster.html

KCER–Kidney Community Emergency Response
http://www.kcercoalition.com/en/

Mobile TIPS for First Responders
http://disabilitytips.tamu.edu/index.html

National Association of County and City Health Officials (NACCHO), Health and Disability
http://www.naccho.org/programs/community-health/disability

National Council on Disability
https://ncd.gov/policy/emergency-management

National Resource Center on Advancing Emergency Preparedness for Culturally Diverse Communities
http://www.diversitypreparedness.org/

Office of Human Services Emergency Preparedness and Response
http://www.acf.hhs.gov/programs/ohsepr

Office of the Assistant Secretary for Preparedness and Response, At-Risk Individuals, Behavioral Health and Community Resilience (ABC)
http://www.phe.gov/Preparedness/planning/abc/Pages/default.aspx

Substance Abuse and Mental Health Services Administration (SAMHSA), Disaster Technical Assistance Center (DTAC)
http://www.samhsa.gov/dtac

Trainings

IS-368: Including People with Disabilities & Others with Access & Functional Needs in Disaster Operations
The purpose of this course is to increase awareness and understanding of the need for full inclusion of disaster survivors and FEMA staff who are people with disabilities, and people with access and functional needs. The course provides an overview of disabilities and access and functional needs and explains how disaster staff can apply inclusive practices in their disaster assignments. http://training.fema.gov/is/courseoverview.aspx?code=IS-368

Mobile Apps

AMA My Medications (Apple devices)
My Medications, developed by the American Medical Association, is able to keep track of multiple medications, record allergy information, and store emergency contacts.

American Red Cross Disaster apps (Apple and Android devices)
From an all-inclusive emergency app to hazard-specific apps as well as a fun and informative app for kids to use with their parents, Red Cross has a suite of products that can deliver information when and where you need it most.

ASL Dictionary (Apple and Android devices)
Translate English into ASL, from A-Z, plus the entire numerical system, common English phrases, symbols and much more.

Autism 5-Point Scale Emergency (Apple)
The Autism Help App assists individuals with Autism Spectrum Disorders (ASD) and other disabilities to communicate and regulate in emergency situations. This app helps individuals act, react and interact quickly in emergency situations. With a touch of a screen information is provided and can help facilitate interactions for a "safe" outcome for both the individual and first responder.

Eyenote (Apple devices)
EyeNote is a mobile device application to denominate Federal Reserve Notes (U.S. paper currency) as an aid for the blind or visually impaired to increase accessibility. Users can have the denomination of a note scanned and communicated back to them.

IDEAL Currency Identifier (Android devices)
IDEAL Currency Identifier uses advanced image recognition technology to read a note and, in a matter of seconds, provide users with an audible response indicating the note's denomination.

Magnifier (Android devices)
Magnifier has onscreen zoom, lighting controls, negative color mode, and ability to freeze and save images.

Magnifier Flash (Apple devices)
Magnifier Flash magnifies text with light, has 6x magnification, and can freeze and save images.

PFA Mobile (Apple and Android devices)
PFA Mobile was designed to assist responders who provide psychological first aid (PFA) to adults, families, and children as part of an organized response effort. This app provides responders with summaries of PFA fundamentals, PFA interventions matched to specific concerns and needs of survivors, mentor tips for applying PFA in the field, a self-assessment tool for readiness to conduct PFA, and a survivors' needs form for simplified data collection and easy referral.

SAMHSA Behavioral Health Disaster Response (Apple, Android, and Blackberry devices)
It's easier than ever to provide support in the aftermath of disasters, and focus on what really matters—the people in need. SAMHSA Behavioral Health Disaster Response App is designed for behavioral health professionals and provides access to evidenced-based mental health and substance use information, tools, and resources for use in the field.

Show Me for Emergencies and Show Me for Emergencies: FAC (Family Assistance Center) (Apple and Android devices)
Show Me for Emergencies is an essential free app for emergency workers and people with communication needs—like difficulty understanding English, hearing impairments, and cognitive disabilities. It uses easy-to-understand icons for two-way communication during an emergency.

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