



Symposium 2022

A Day in the Life...

KEYNOTE PLENARY

May 25, 2022 from 11:00am to 12:30pm



This workshop was paid for with EMPG funds provided by the U.S. Department of Homeland Security

Connect

Serve

Support



Welcome

- Welcome and Introductions
 - Housekeeping Remarks
 - ASL Interpreters

Partners In Communication LLC

[HOME](#) [ABOUT](#) [INTERPRETERS](#) [SERVICES](#) [CONTACT](#) [SEARCH](#) 



Partners In Communication LLC is a Sign Language Interpreter Referral agency founded on a philosophy that includes integrity, excellence, ease of use and quality customer service.

We are based in the San Francisco/Oakland/San Jose Bay Area, and we provide interpreting services throughout the United States. Partners In Communication LLC will work with you to figure out the best solutions for your interpreting needs. We know you have several choices when looking at interpreter referral agencies. We are confident that our qualified pool of service providers and outstanding customer service will make Partners In Communication LLC your agency of choice!



Welcome

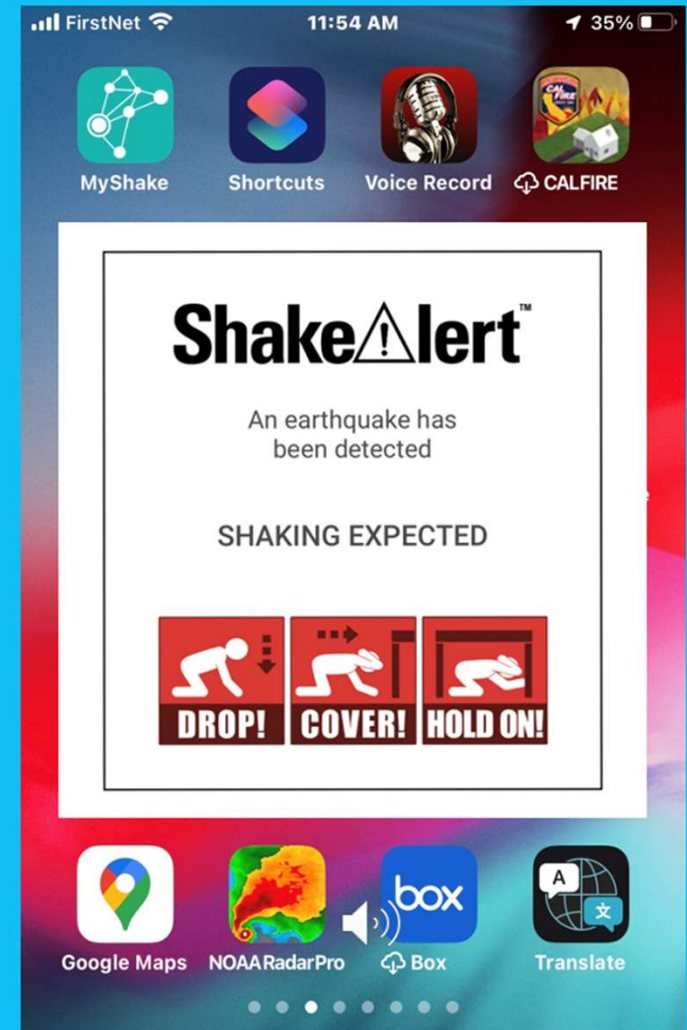
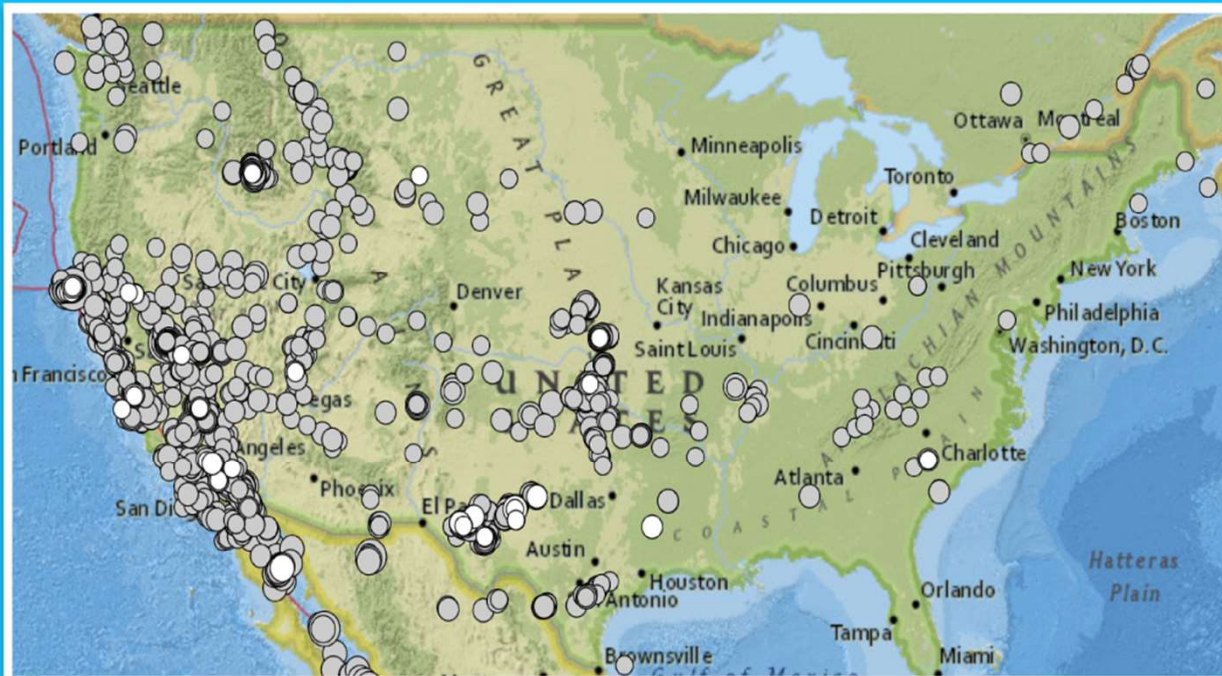
- Accessibility Accommodations Continued
 - Zoom and OtterAI Live Transcription
 - ACCESS Coordinator for today
 - Recording for those who need or request it for notetaking purposes
 - Cameras on PLEASE when you are speaking

WHEN SECONDS COUNT!

Earthquake Safety for your Home

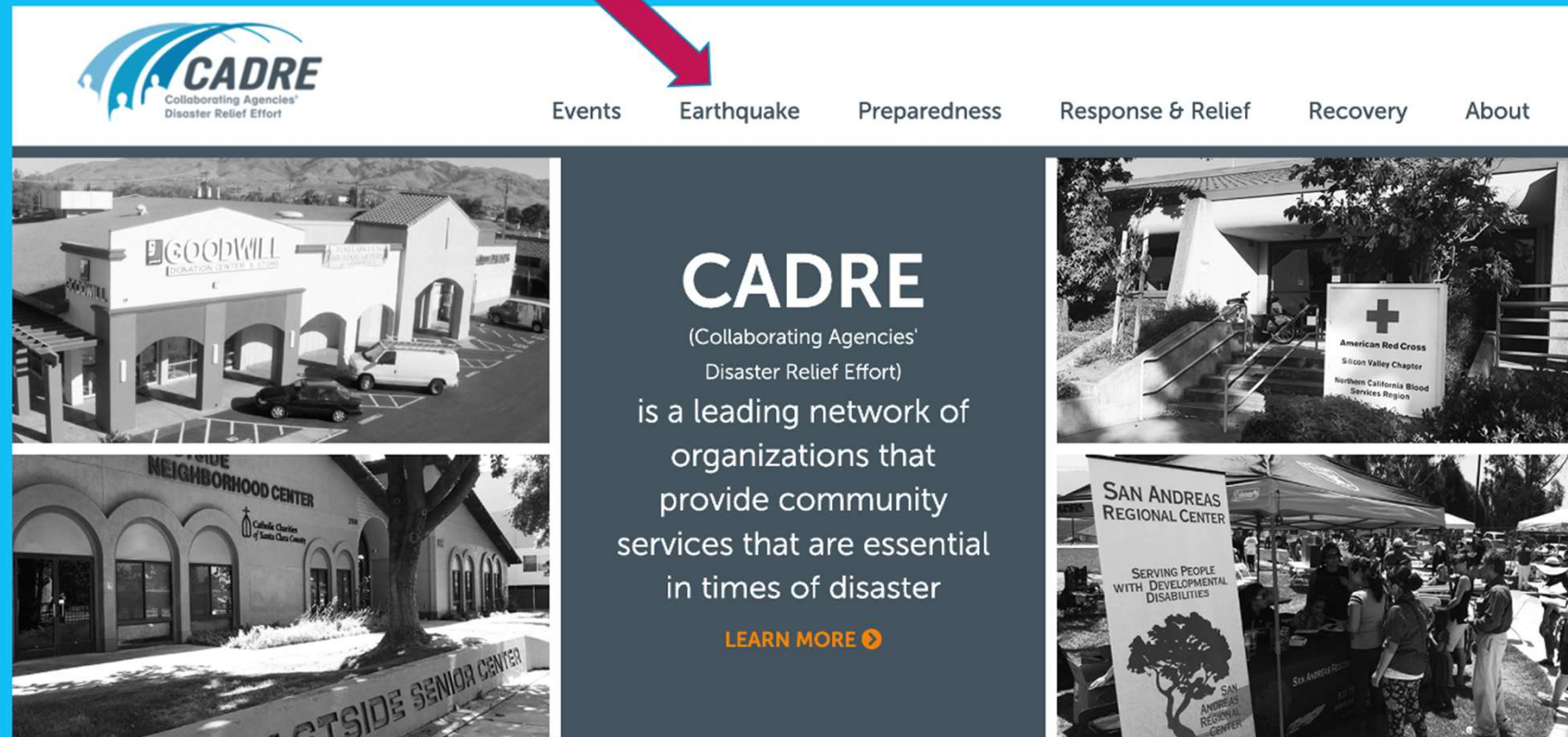


MyShake™ App



www.cadresv.org/EQ

earthquake@cadresv.org
408-577-2175



CADRE
Collaborating Agencies'
Disaster Relief Effort

Events **Earthquake** Preparedness Response & Relief Recovery About

GOODWILL
EDUCATION CENTER & STORE

CADRE
(Collaborating Agencies'
Disaster Relief Effort)
is a leading network of
organizations that
provide community
services that are essential
in times of disaster
[LEARN MORE](#)

NEIGHBORHOOD CENTER
Catholic Charities
of Santa Clara County

OUTSIDE SENIOR CENTER

San Andreas Regional Center
SERVING PEOPLE
WITH DEVELOPMENTAL
DISABILITIES

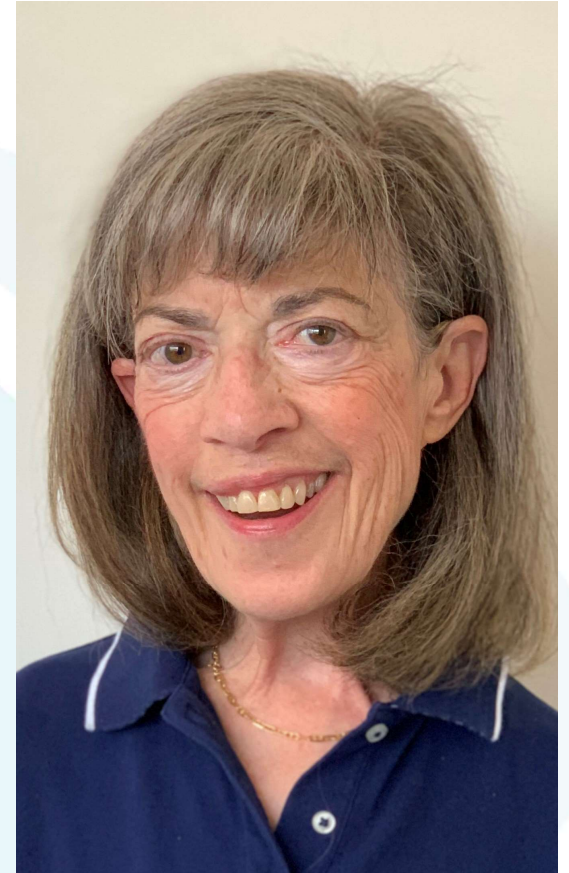
American Red Cross
Silicon Valley Chapter
Northern California Blood
Services Region

English | ASL | Spanish | Vietnamese | Korean | Filipino | Tagalog | Russian | Chinese



Why Are We Here

- To LEARN from June Kailes through her sharing of info, experiences and vast knowledge on how to “get it right” BEFORE, DURING and AFTER disasters
- To ENGAGE in interactive way with participants on the topic and symposium objectives
- To INSPIRE thoughtful reflection and inspire actions/solutions-oriented planning for final Breakout 3 session and closing program



Keynote Speaker: June Isaacson Kailes

Connect

Serve

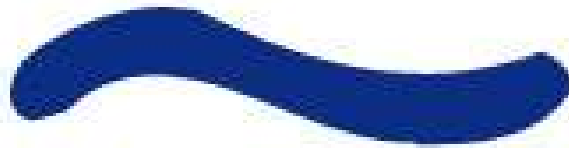
Support

CADRE's 2022 Virtual Symposium 5/25/22

Lessons Learned Depend on Repeatedly Applying the Lessons' Details

Strengthening our roles supporting
people with disabilities in emergency
planning, response, & recovery

June Isaacson Kailes



DISABILITY
POLICY
CONSULTANT



- Adding Value to Service by Increasing Access
- Health Care & Disaster Inclusive Practices
- Training, Policies, Processes, & Exercises
- Actionable Disability Competencies

www.jik.com jik@jik.com

Cover

- **Health Plans as a resource**
- **Core lessons to apply**
- **Support roles**
- **Emergency communication content**
- **Training**
- **Meaningful measures**

Health Plan Member- Focused Emergency Practices Roadmap

No Health Plan Resides in a Disaster-Free Zone

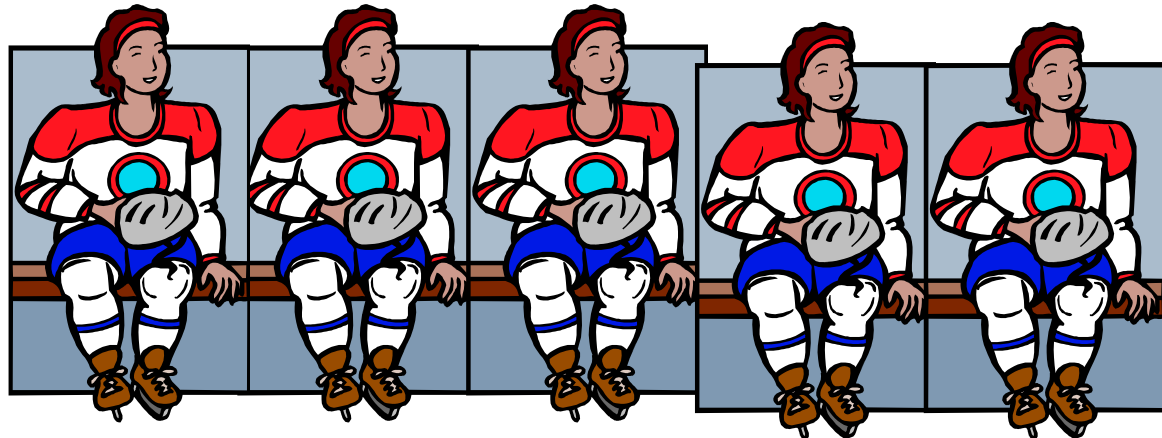
jfk.com/mrp.html

Which is not true of health plans?

- A. Touch & serve more people with disabilities than any other service systems**
- B. In emergencies often under-recognized & underutilized**
- C. An essential partner with many needed resources & capabilities**

***The player's bench is
slim, thin, & narrow!
We need to fatten,
deepen, & strengthen
the team!***

Five hockey players on a bench >



*There was an important job to be done and **EVERYBODY** was sure **SOMEBODY** would do it. **ANYBODY** could have done it, but **NOBODY** did it.*

***SOMEBODY** got angry about that because it was **EVERYBODY'S** job. **EVERYBODY** thought **ANYBODY** could do it but **NOBODY** realized that **EVERYBODY** wouldn't do it.*

*It ended up that **EVERYBODY** blamed **SOMEBODY** when **NOBODY** did what **ANYBODY** could have done!*

Anonymous

**So, no responsibility shifting &
no “who should.”**

WE ALL SHOULD!

Make your next actions, accountability, takeaway list

- **Start**
- **Stop**
- **Change**
- **Continue**

Which of these constraints are not common?

- 1. constant organizational shifting of workload priorities,**
- 2. priority overloads, narrow bandwidths & full plates**
- 3. shrinking budgets & staff**
- 4. today's champions are often not there tomorrow**
- 5. memories degrade, erode, & undependable**

**SHIFT always
happens!
We all live with
endless
constraints!**



(c) June Isaacson Kailes,

1



Guard against the inevitable & pervasive “fade factor”

- Typical human emergency cycle:
 - short-lasting bursts of passionate advocacy & renewed vigilance to prepare for next time
 - followed by a rapid melting away as time passes, & other compelling priorities compete for scarce time, attention, resources & budget



< Person walking railroad tracks while fading away into the distance

True or False?

- We must never assume our past success will be integrated & deployed in the future unless we embed concrete change.

Never assume past success will be integrated & deployed in the future

- **We:**

- must take intense efforts to make lessons permanent through embedding transformational, indelible, concrete change
- all have responsibility to prevent lessons from fading to undetectable, forgotten practices



< Handprint in concrete

True or False?

- The Emergency Operating Plan is where you find the real details.



Shelf-ware

A



EMERGENCY CODES Dial x7-6200	
Clinical Emergency Notification Codes	
Code Blue	Cardiopulmonary Arrest
Code Heart	Rapid Routing to Cath Lab
Code One	Acute Stroke Team
Code Stork	Emergency Labor
Code Yellow	Trauma Alert
Rapid Response	Stabilize and Triage Patients
Anesthesia STAT	Intubation Needed
Surgical Airway	Difficult Airway
Emergency Preparedness Notification Codes	
Dr. RED	Fire
Code Black	Evacuation
Code Brown	Campus Lockdown Plan
Code Green	Hazmat Incident
Code Gray	Tornado Warning
Code Orange	Mass Casualty Incident
Code Purple	Shelter in Place
Security Notification Codes	
Code Copper	Security Assistance Needed
Code Pink	Infant/Child Abduction
Code Silver	Hostage or Weapon Situation
Code White	Bomb Threat or Suspicious Item

Washington Hospital Center

Patient First • We strive to deliver the very best to every patient every day. The patient is the first priority in everything we do.

Respect • We value those we serve and those we work with, treating each individual with dignity.

Teamwork • We build upon the collective strength and the cultural diversity of our people to accomplish our mission.

Integrity • We communicate openly and honestly and conduct

B

Pedro

- Wheelchair user, lives alone
- Gets 40 hours/week of personal attendant services
- Concerned about:
 - Multiple power – dependencies
 - No emergency plan
 - His health, safety & independence

Use Scripts!

- **Why:**
 - **Vague questions make for fuzzy plans**
 - **Improves focus on critical & realistic details**
 - **Make-up for user gaps in experience, skills & undependable memories**
 - **When you live with disability, good planning depends on attention to details**

Support Roles

- **Helping individuals with emergency plans**
- **Life-safety checks**
- **Home delivery of food, water, supplies, etc.**
- **Preventing & diverting unnecessary & inappropriate institutionalization**
- **Debris removal focused on critical accessibility routes**
- **Helping people use & pay for devices & internet connectivity**
- **Navigating disaster recovery assistance**
- **Advocate for contracts**

YOYO so MUMA

**You're on your
own, so map
your mutual aid!**



Two fallen trees blocking accessible sidewalk path.

https://www.silive.com/news/2017/11/tree_down_on_eltingville_sidew.html

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Emergency Communication Content

- **Analyzing gaps in existing emergency content**
- **Applying accessibility standards & building blocks to all channels & content**
- **Using multiple dissemination channels**
- **Applying accessibility standards & building blocks to all channels & content**
- **Employing multiple methods to measure success**

Training

- **Train teams**
- **Elevate importance of exercises**
- **Spaced & reinforced interval learning**
- **Put greater emphasis on just-in-time training**
- **Using evaluation methods that measure performance, impact, & outcomes**

Meaningful Measures

- Evaluate effectiveness of scripts
- Increase # of people who have as part of their emergency plan:
 - helper lists
 - evacuation & transportation plan
 - grab & go bag
- Social media analytics
- Worker performance competencies & standards



Stick figure picking low-hanging fruit from tree.
<http://smokieclennell.blogspot.com/2014/03/low-hanging-fruit.html>

**Disasters are always
inclusive. Planning,
response & recovery
are not, unless we
embed & sustain it!**

**June Isaacson Kailes,
Disability Policy Consultant**

**The goal is not just lessons
observed, documented, or
heard about, but lessons
repeatedly applied so that
we can eventually claim them
as lessons learned.**

**June Isaacson Kailes,
Disability Policy Consultant**

Summing it Up:

- No responsibility shifting & no who should, WE ALL SHOULD!
- Deepen & strengthen the bench
- Shift always happens
- Endless constraints are constant
- Guard against the fade factor
- Keep it on the front burner

Summing it Up:

- No silos
- Embed concrete change
- Attend to details involved in support of individuals' emergency planning
- Provide specific emergency communication information
- Train teams, use drills, & just in time content

Producing major change in an organization is not just about signing up one charismatic leader. You need a group – a team – to be able to drive the change. One person, even a terrific charismatic leader, is never strong enough to make all this happen.

John P. Kotter

Vigilance demands peeling the onions, clarifying the layers, & cutting through the rhetoric to activate the laser focus & do the deep dive to create, define & sustain the details.

June Isaacson Kailes

Smart people learn from
their mistakes. But the
real sharp ones learn
from the mistakes of
others.

Brandon Mull, best selling author



**We are all faced with
a series of great
opportunities
brilliantly disguised
as impossible
situations.**

Charles R. Swindoll

Dogma – can rot on the shelf quickly. It should come with an expiration date!

**June Isaacson Kailes,
Policy Consultant
06.16.16**



CMIST - Use a FUNCTION BASED APPROACH

[https://disasterstrategies.org/blog-
post/defining-functional-needs-
updating-cmist-by-june-isacson-
kailes-disability-policy-consultant/](https://disasterstrategies.org/blog-post/defining-functional-needs-updating-cmist-by-june-isacson-kailes-disability-policy-consultant/)

CMIST

Old

Updated

- **C**ommunication

- **C**ommunication

- **M**edical

- **M**aintaining Health

- **M**aintaining Independence

- **I**ndependence

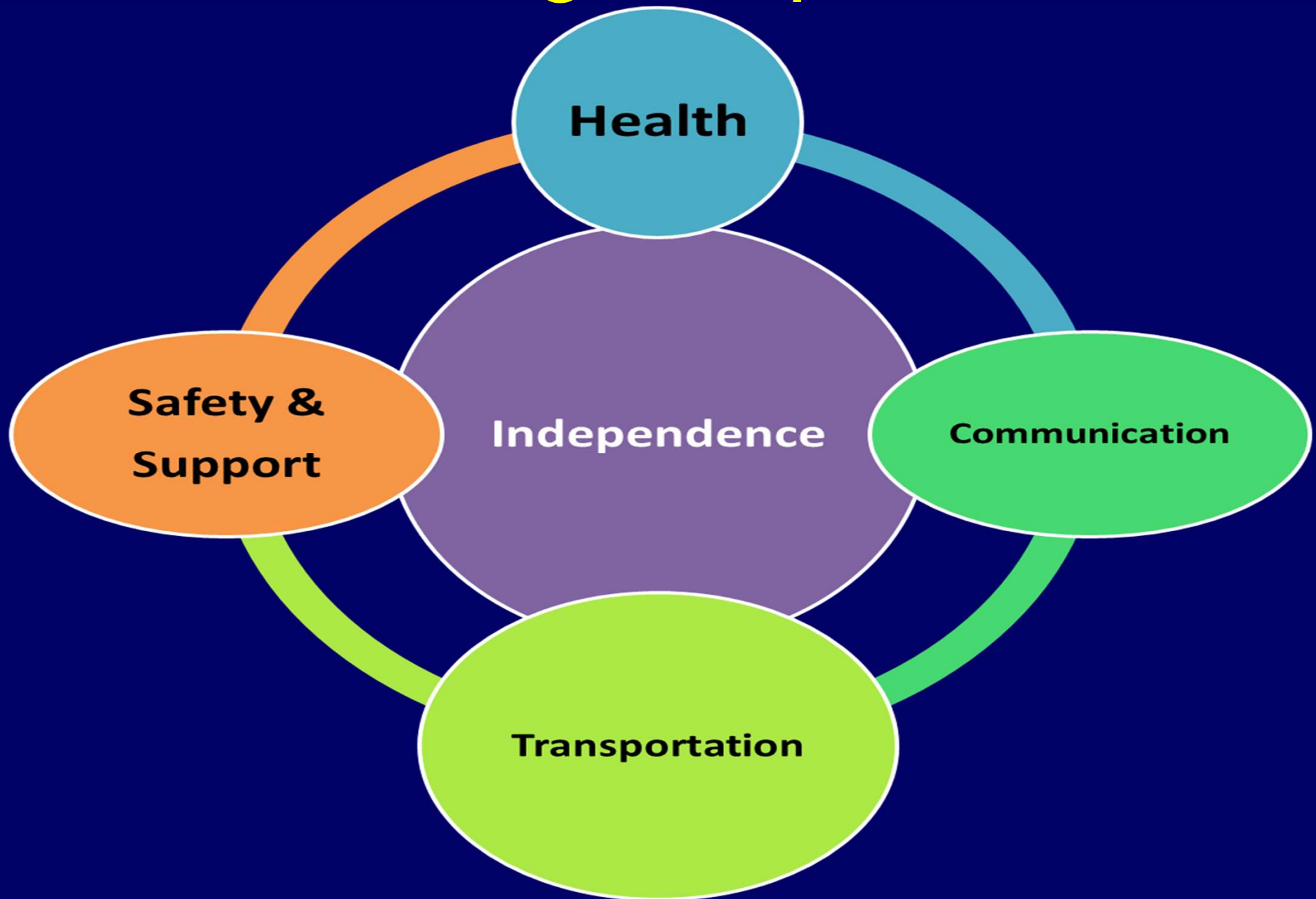
- **S**upervision

- **S**upport and **S**afety

- **T**ransportation

- **T**ransportation

Maintaining Independence



Although everyone has functional needs...

- consequences of not receiving C-MIST support for people who require it can be:
 - much more severe &
 - much less forgiving.

Use a **FUNCTION BASED APPROACH**



FUNCTIONAL NEEDS FRAMEWORK: C-MIST

- **C**ommunication,
- **M**edical,
- Maintaining functional **I**ndependence,
- **S**upervision,
- **T**ransportation.

Why Health Plans

- **Serve more people with disabilities than any other service or system**
- **Often overlooked as an essential partner before, during, & after emergencies**
- **Have of resources, capability, & capacity**
- **Opportunities for strategic partnerships**

Q & A





What's Coming Up Next and Closing Remarks

Connect

Serve

Support



What's Next

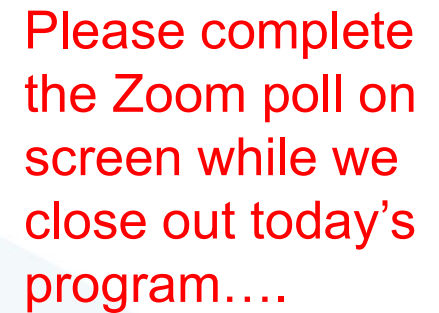
1. Register for sessions you plan to attend
2. Next sessions for tomorrow:
 - Day 3 Session @ 9:00am
will focus on building the PERFECT POD
 - Closing Session @ 1:00pm
with speakers from local jurisdictions



RECAP: Session Objectives

Please complete
the Zoom poll on
screen while we
close out today's
program....

- To LEARN from June Kailes through her sharing of info, experiences and vast knowledge on how to “get it right” BEFORE, DURING and AFTER disasters
- To ENGAGE in interactive way with participants on the topic and symposium objectives
- To INSPIRE thoughtful reflection and inspire actions/solutions-oriented planning for final Breakout 3 session and closing program



Please help us by sharing your feedback in the
Participant Evaluation Poll

[illegible]