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
Welcome

• Welcome and Introductions
  – Housekeeping Remarks
  – ASL Interpreters
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
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
Lessons Learned Depend on Repeatedly Applying the Lessons’ Details

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

jik.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!
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!

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!
Stuff Happens!
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
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.
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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

<table>
<thead>
<tr>
<th>Old</th>
<th>Updated</th>
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<tbody>
<tr>
<td>Communication</td>
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<td>Medical</td>
<td>Maintaining Health</td>
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<td>Maintaining Independence</td>
<td>Independence</td>
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<td>Supervision</td>
<td>Support and Safety</td>
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<td>Transportation</td>
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Maintaining Independence

- Health
- Safety & Support
- Communication
- Transportation

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

- Communication,
- Medical,
- Maintaining functional Independence,
- Supervision,
- Transportation.
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
What’s Coming Up Next and Closing Remarks
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

- 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
Thank You!

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

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