SOLANO COUNTY

Solano County Emergency Operations Plan

Access and

Functional Needs Guidance Annex

Updated January 2017

Solano County

Office of Emergency Services

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Section 1. Introduction

Supporting population with access and functional needs is to plan, prepare and provide for the needs of people with access and functional needs. Considerations for populations with access and functional needs include notification, alert and warning, evacuation and transportation needs, care and sheltering, first aid and medical services, and other general support services. All considerations are integrated throughout the *Solano County Emergency Operations Plan*, as well as the supporting and functional annexes.

1.1 Purpose

The *Access and Functional Needs Guidance ,* an annex to the *Solano County Emergency Operations Plan (EOP),* provides an overview of the policy of the County with respect to emergency planning and emergency services for citizens with access and functional needs. It also provides agency functions, agency roles and responsibilities and overall guidelines for the provision of emergency services for citizens with additional needs. It describes the actions, roles, and responsibilities of coordinating and participating organizations and how the County will endeavor to provide services before, during and after the emergency. This annex addresses only general strategies. Specific actions are described in each functional annex and in the respective agency plans and Standard Operating Procedures (SOPs).

1.2 Quick Reaction Guide

See the quick reaction checklist under separate cover.

1.3 Scope

This annex is intended to address certain access and functional needs of the population before, during, and after a disaster. Each of the specific functional annex includes detailed information regarding access and functional needs considerations that are respective to that function. This annex does not address the emergency services and needs of the medically fragile population.

This annex provides the following information:

- *Alert and Warning/Public Information.* This includes how to communicate with via multiple channels and means to reach the whole community before and during a disaster.
- *Evacuation.* This includes the transportation and evacuation of those with access or functional needs to designated shelter areas.
- *Care and Shelter.* This includes considerations for access and functional needs during disaster shelter operations.
- *Specialized Resources.* This includes tables and information related to the specific needs and resources for those with access and functional needs and involves coordination with various private, non-profit and non-governmental organizations.

1.4 Policy

It is the Policy of the County to develop plans and procedures to address all citizens and visitors to Solano County, including those with Access and Functional Needs. In addition, the Americans with Disabilities Act (ADA) states that transportation providers must permit passengers with disabilities to be accompanied by their service/companion animals. The County will use local resources to every extent possible before requesting outside assistance from Mutual Aid or the State. The County

is responsible for the planning and preparation to meet the needs of the access and functional needs population during disaster operations and will take every effort to ensure all their needs are met.

Section 2. Authorities and References

Authorities and references for the development and implementation of the support services for the Access and Functional Needs population, including preparedness, alert and warning, transportation and evacuation and care and sheltering include:

2.1 Federal

- Americans with Disabilities Act (ADA)
- ADA Amendments Act (ADAAA)
- Americans with Disabilities Act Accessibility Guidelines (ADAAG)
- ADA Checklist for Emergency Shelters
- Executive Order 13347 – Individuals with Disabilities in Emergency Preparedness
- Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988
- Post-Katrina Emergency Reform Act
- Federal Communications Commission – Emergency Alert System Rules
- Communications Act of 1934, as amended
- Section 508 of the Rehabilitation Act of 1973
- SARA Title III – 1986 Superfund Amendment and Reauthorization Act
- The Joint Commission on Accreditation of Healthcare Organizations (JCAHO)
- National Incident Management System (NIMS)
- Homeland Security Act of 2002
- Homeland Security Presidential Directive 5
- H.R. 5441 (PL 109-295), Section 689: Individuals with Disabilities

2.2 California

- California Emergency Services Act
- State of California Emergency Plan
- Standardized Emergency Management System (SEMS)
- California Government Codes, §§11135, 8588.15 and 8608
- California Health and Safety Codes, §§101025 and 34070-34082
- California Education Code, §32282
- Title 22, California Code of Regulations (CCR), §72551
- Title 22 CCR §87223
- Title 24 CCR, Accessibility Regulations

2.3 Solano County

- Child Protective Services Disaster Response Plan Template
- Solano County Emergency Operations Plan

Section 3. Assumptions and Considerations

3.1 Planning Assumptions

The Solano County Office of Emergency Services (OES) is the primary agency responsible for the inclusion of Access and Functional Needs considerations in the *Solano County Emergency Operations Plan* (EOP) and supporting annexes with the assistance of local community organizations. A representative from the Department of Health and Social Services (DHSS) for people with disabilities will have a seat in the County Emergency Operations Center (EOC) to address the needs during a disaster operation. People with disabilities will likely be a large percentage of the evacuee population and will need additional assistance for alert and warning, transportation and evacuation, and care and sheltering. Key components highlighted in this annex will be covered in more extensive detail in each of the respective functional annexes.

Community resources such as interpreters, health care personnel and housing managers will provide assistance to members of the access and functional needs community and emergency response personnel who require their assistance. Local health care organizations will play a major role in access and functional needs services during a disaster in coordination with the efforts of the Operational Area.

Collaboration and partnerships with functional needs stakeholders (e.g., community and faith-based organizations, and other non-profit organizations) will build community resource capacity for preparedness, response, recovery and mitigation.

Mutual-Aid Agreements and Memorandums of Understanding (MOA/MOU) with neighboring jurisdictions may provide additional emergency capacity resources.

Every reasonable effort should be made by emergency managers and shelter providers to ensure durable medical supplies such as wheelchairs, walkers, telephones, etc. are made available or are made accessible to community members. Most people with access and functional needs consider their mobility devices as part of their body and It is unacceptable to evacuate them without them.

3.2 People with Access and Functional Needs Planning Considerations

3.2.1 Definition of "Access and Functional Needs"[1]

Actions that address people with disabilities are defined as those actions, services, accommodations, and programmatic, architectural, and communication modifications that a covered entity must undertake or provide to afford individuals with disabilities a full and equal opportunity to use and enjoy programs, services, activities, goods, facilities, privileges, advantages, and accommodations in the most integrated setting. These actions are in light of the exigent circumstances of the emergency and the legal obligation to undertake advance planning and prepare to meet the disability-related needs of individuals who have disabilities as defined by the Americans with Disabilities Act Amendments Act of 2008, P.L. 110-325, and those associated with them. Examples of People with Access and Functional Needs include people of ALL ages with vision and hearing loss, physical disabilities, mental health disabilities, developmental, intellectual and other cognitive

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[1] Comprehensive Preparedness Guide (CPG) 101 v2, November 2010

disabilities, behavioral health issues, people with learning, understanding, remembering, reading, and speaking and mobility limitations, and people from diverse cultures; who have limited English proficiency or are non-English speaking; and who are transportation disadvantaged. (Kailes)

Accommodating Access and Functional Needs may include modifications to programs, policies, procedures, architecture, equipment, services, supplies and communication methods. Examples of Access and Functional Needs services may include a reasonable modification of a policy, practice, or procedure of the provision of auxiliary aids and services to achieve effective communication, including but not limited to:

- An exception for service/companion animals in an emergency shelter where there is a no-pets policy
- The provision of way-finding assistance to someone who is blind to orient to new surroundings
- The transferring and provision of toileting assistance to an individual with a mobility disability
- The provision of an interpreter to someone who is deaf and seeks to fill out paperwork for public benefits.

3.2.2 Alert and Warning/Public Information

Specialized alert and warning systems are in place to address the needs of people with disabilities. DHSS will take the lead on alert and warning for people with disabilities, working in coordination with other supporting agencies, programs and organizations such as IHSS, Mental Health Crisis, school superintendents and local community businesses. Many of the entities for people with disabilities have current client lists with detailed information regarding needs, locations and contact information. During an emergency, the EOC will be granted access to this information through the DHSS and representatives for people with disabilities in the EOC.

Depending on the situation, numerous forms of alert and warning may be required to reach the entire population, including those without hearing, eyesight or speak a different language. The types of important information to deliver to access and functional needs populations include the location of shelters and food, availability of transportation, and health care locations and availability. Considerations for these specific populations will be addressed prior to a disaster event and communicated to the affected populations. Specific information regarding communication with the Access and Functional Needs population is included in the Public Information Annex of the Solano County EOP. Alert and waning methods for people with disabilities include:

- TDD/TDY (for foreign language translation)
- Metal Health client list
- In Home Support Services (IHSS) client list
- Superintendent of Schools
- 211

3.2.3 Evacuation

Specific transportation services may be needed for the transport and evacuation of people with disabilities. Evacuation and transportation methods such as school buses and charter buses may not be suitable for people with disabilities. Additional resources may need to be called in to address those needs such as paratransit companies. These specialized companies will also be utilized for their extensive knowledge regarding the location and needs of specific people with disabilities within the County. Specific information regarding the transportation and evacuation of the Access and Functional Needs population is included in the *Evacuation Annex* of the *Solano County Emergency Operations Plan.*

3.2.4 Care and Shelter

Shelters should be individually evaluated for access and functional needs compliance. The American Red Cross (ARC), Solano County Chapter is responsible for care and shelter functions within the County and completes required shelter surveys to determine their respective ADA/access and functional needs compliancy. Not all ARC shelters are suitable for people with disabilities. Each shelter will be surveyed prior to a disaster. The specifications of the identified facilities during an emergency operation will be communicated to the EOC and an access and functional needs representative within the EOC. Specific information regarding the care and sheltering of the Access and Functional Needs population is included in the *Care and Shelter Plan,* an annex of the *Solano County Emergency Operations Plan.*

Note: This annex does not include considerations for the medically fragile population.

3.3 Solano County Population Considerations

In addition to the various types of people with disabilites, each disability or access and functional need may require additional steps for alert and warning, evacuation and care and shelter operations. Table 3-1 lists several disabilities and other access and functional needs along with the corresponding additional steps that may need to be taken during a disaster operation.

Table 3-1: Additional Considerations for People with Disabilities

Additional Considerations for People with Disabilities

Disability and Other Access and Functional Needs	Additional Considerations and Steps[2]
Children	May be reluctant to follow instructions from strangers. Should never be separated from an adult caretaker. If alone, should be provided with a caretaker immediately and have their situation communicated to Child Welfare Services.
Visually Impaired	May be extremely reluctant to leave familiar surroundings when the request for evacuation comes from a stranger. A guide dog could become confused or disoriented in a disaster. People who are blind or partially sighted may have to depend on others to lead them, as well as their dog, to safety during a disaster.
Hearing Impaired	May need to make special arrangements to receive warnings. (Identify specific arrangements)
Mobility Impaired	May need special assistance to get to a shelter.
Single Working Parent	May need help to plan for disasters and emergencies.
Non-English Speaking Persons	May need assistance planning for and responding to emergencies. Community and cultural groups may be able to help keep people informed. Major languages to consider in Solano County include English, Spanish and Tagalog.
People without Vehicles	May need to make arrangements for transportation. Work with Solano Transportation Authority (STA) and the respective city transportation entities regarding people with disabilities and ADA compliant transportation options.
People with Special Dietary Needs	Should take special precautions to have an adequate emergency food supply.
People with Medical Conditions	Should know the location and availability of more than one facility if dependent on a dialysis machine or other life-sustaining equipment or treatment.
People with Intellectual Disabilities	May need help responding to emergencies and getting to a shelter.
People with Dementia	Should be registered in the Alzheimer's Association Safe Return Program.

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[2] http://www.fema.gov/plan/prepare/specialplans.shtm

Section 4. Roles and Responsibilities

4.1 Overview

Planning for and providing appropriate services for people with disabilities during disasters is the responsibility of the County, specifically OES during emergency situations. The County has the overall responsibility and legal liability to provide for people with disabilities, but will coordinate services and response efforts with local community groups and organizations who are experienced in providing these services on a day to day basis. Listed below are the departments, agencies and community/non-profit organizations that may play a role during a disaster, along with their respective responsibilities. The Access and Functional Needs Unit Leader Checklist can be found in Volume 2 Section 3.2.5.4.

4.2 Roles and Responsibilities Table

Table 4-1 lists the various emergency functions in relation to people with disabilities along with the corresponding responsible County department or local organization.

Table 4-1: Roles and Responsibilities Table in Support of People with Access and Functional Needs

Roles and Responsibilities Table — In support of People with Disabilites								
P= Primary S= Secondary Cooperating Agency	Alert and Warning/ Public Information	Evacuation	Care and Sheltering	Resource Identification	Child Focus Welfare	Welfare of Sick and Medically Fragile	Mental Health Support	State Services
Office of Emergency Services (OES) - PIO	P	P				S	S	S
DHSS EOC Reps	S	S	P	P	S		S	
DHSS Child Welfare Services		S		S	P			
DHSS In-Home Supportive Services		S		S				

Roles and Responsibilities Table
In support of People with Disabilites

P= Primary

S= Secondary

Cooperating Agency	Alert and Warning/ Public Information	Evacuation	Care and Sheltering	Resource Identification	Child Focus Welfare	Welfare of Sick and Medically Fragile	Mental Health Support	State Services
DHSS Pubic Health Division				S		P		
DHSS Mental Health Division							P	
Solano VOAD		S		S				
California Department of Social Services								P
California Department of Mental Health							S	
California Emergency Management Agency								S

4.3 Solano County

4.3.1 Office of Emergency Services

The Solano County Office of Emergency Services (OES) has the lead responsibility in planning for effectively responding to people with disabilities during a disaster situation. Specific needs for people with disabilities will be determined during a disaster operation. Specific resources, equipment, personnel and technical information that will support people with disabilities during an emergency will be provided by the Access and Functional Needs Unit Coordinator that is part of the Medical Health Branch of the Operations Section in the County EOC.

4.3.2 Department of Health and Social Services

The Solano County DHSS is responsible for the implementation and maintenance of cost-effective services that safeguard the physical, emotional and social wellbeing of the people of the County. During a disaster, DHSS will assist in ensuring that all emergency services are accessible to people with disabilities. The Department will utilize its day-to-day resources

to communicate and serve their normal client base (and possibly others as well) during a disaster operation. Key responsible divisions within DHSS include the following.

DHSS - Older and Disabled Adult Services Bureau

This DHSS Division supports the County In-Home Supportive Services (IHSS) program. The program deals with fragile and elderly clients. The IHSS program maintains a database of clients that could be used by the EOC in the event of an emergency to locate and contact the affected population, ensuring that all clients are notified of the emergency and evacuated if needed.

A GIS map showing the general locations of IHSS funding recipients provides the EOC (or DHSS DOC) a way to identify evacuation areas that need special attention. While the IHSS recipient addresses are protected as confidential data, in a declared emergency the EOC has access to the IHSS addresses to support alerts, warnings, evacuations and other disaster service provisions.

DHSS - Child Welfare Services Division

Child Welfare Services (CWS) maintains its own response plan to support its staff members. In a disaster, CWS must identify and locate all children via phone call to foster parents, or by actually visiting if communications cannot be managed. CWS staff must also identify shelters and evacuation procedures for the children under State care, and in general, ensure that they are receiving adequate care.

CWS must also provide continuity planning so that caseworkers are available and can communicate in order to support the Divisions Essential Functions during a disaster.

DHSS - Mental Health Division

Mental Health Division provides services for those in the County who are under care for a recognized mental health disorder. Many of these individuals live in a regulated facility. Mental Health Division is also able to provide mental health workers to provide counseling support to those who have recently experienced a disaster.

The *Solano County EOP* also includes a *Mental Health Plan,* an annex to the EOP, to support response activities for the Mental Health Unit in the Medical and Health Branch of the Operations Section of the County EOC. The Mental Health Division also maintains its own technical guidance and training program for its staff readiness during a disaster.

Mental Health works with mentally ill clients whose conditions can change day-to-day depending on the medications a client is currently taking. Mental Health also maintains a database of client information that could be used by the EOC in the event of an emergency to ensure that all clients are located, notified and evacuated if needed.

DHSS - Public Health Division

The Public Health Division maintains its own Disaster Response Plan that includes guidance on how to activate and staff the Public Health Departmental Operations Center during a disaster.

Public Health is assigned to provide services for the entire community, and plays a uniquely significant role during epidemic or pandemic flu response. Public Health also supports the response to mass casualty, mass decontamination events, and those that require the care of multiple wounded persons.

DHSS staff members as a whole may also need to utilize The PH Division DOC to support their activities, especially communications, logistics, and media information provisions functions.

DHSS - Maternal Child and Adolescent Health Services Bureau

The Maternal, Child and Adolescent Health (MCAH) Bureau of the Health and Social Services Department will assess, develop, preserve, and improve access and services for women, infants, children adolescents, and families in the community. The Bureau promotes wellness and prevents disease, injury, and violence through advocacy, outreach, resource development, education, and collaboration with Department and community partners and embraces the public health principles of assessments, assurance, and policy development. The Bureau will continue to provide services as possible during a disaster event, tailoring the services to the immediate needs of the community.

4.4 Non-Profit Organizations

Non-profit organizations play enormously important roles before, during, and after an incident. For example, non-profits provide sheltering, emergency food supplies, counseling services, and other vital support services to support response and promote the recovery of disaster victims. These groups often provide access and functionalized services that help individuals with access and functional needs, including those with disabilities. The following is a list of private, non-profit and non-government organizations that have a role in serving people with disabilities during a disaster operation.

4.4.1 Volunteer Organizations Active in Disasters

The Solano County Volunteer Organizations Active in Disaster (VOAD) serves as a central organization for many local non-profit organizations that provide services during disaster operations. The Red Cross, as a lead representative from VOAD, has a seat in the County EOC and will serve as the liaison between Operational Area operations and the local non-profit and community groups.

4.4.2 Community Action Partnership[3]

Community Action Partnership of Solano, Inc. (CAP – Solano) is a nonprofit organization working to move low-income people out of poverty and homelessness through partnerships with public and private organizations in the County, by administering grants and contracts, providing capacity-building, training, oversight and coordination of services, and promoting community action at local, State and national levels, resulting in stronger communities. CAP will continue to provide services during a disaster event, working with their clients to address their immediate needs.

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[3] www.capsolano.org

4.4.3 Other Key Non-Profit Partners

The following partners provide significant services before, during and after a disaster.

- *Mission Solano*. Provides services for homeless populations.
- *Family Resource Centers*. These facilities are funded by both the County and the community, and provide food, housing and crisis support for vulnerable families.
- *2-1-1*. The telephonic support services is a part of San Francisco 2-1-1. They provide crisis counseling support, as well as serve as a local reference entity.

4.4.4   Superintendent of Schools

The Superintendent of Schools office maintains an emergency telephonic call down to its school districts throughout the County. In turn, the schools each maintain a telephonic automated call down to the parents. This system both supports and quickly alerts those who are in roles of caring for children. It also provides the County a secondary call-out procedure that supports County-wide alerts.

Each of the schools within the district are required to have their own emergency plans that provide for alerts, lock-down, evacuations, sheltering in place, and organizing their response actions.

4.5 For-Profit Entities

The for-profit entities with the largest responsibilities for people with disabilities includes the following:

- Licensed Board and Care facilities
- Hospitals
- Mental health care facilities
- Private schools

These for-profit facilities are required to have plans in place to support their clients in the event of a disaster. Such plans include evacuation, sheltering, transportation, and long-term care. In the event of evacuation of a facility, the for-profit entities must plan to move their clients to like-facilities, and develop a Memorandum of Understanding (MOU) with these facilities before a disaster occurs. Such entities are encouraged to conduct drills to ensure their readiness, and to coordinate with the County to ensure a coordinated understanding as to resource provisions in the event of a disaster.

These private for-profit entities are often a key partner in resource provision to other facilities that suffer from a disaster. The county should make sure that each facility is not relying on the same limited resources for evacuation as other facilities. During a regional hazard event, the possibility of competition for resources between facilities is high.

4.6 California State Entities

4.6.1 California Emergency Management Agency

The California Office of Emergency Services (Cal OES) Office for Access and Functional Needs (OAFN) reports directly to the Agency's Chief of Staff. Their purpose is to identify the needs of people with disabilities and others with access and functional needs before, during and after a disaster. Furthermore, their purpose is to integrate disability needs and resources into all aspects of the emergency management system.

[Note that the focus on identifying the community's needs and the community's support network is part of all County planning efforts. The EOP, and all supporting annexes, integrate care for people with disabilities.]

4.6.2 California Department of Mental Health

The State Department of Mental Health provides training support to local jurisdictions in their preparing for day-to-day and emergency services for those diagnosed with mental health issues.

4.6.3 California Department of Social Services

The California Department of Social Services licenses the skilled nursing facilities and the board and care facilities. They have responsibility for ensuring preparedness plan for their facilities are in place as a stipulation of the licensing.

4.7 Federal Entities

4.7.1 Federal Emergency Management Agency

The Federal Emergency Management Agency (FEMA) is the lead agency for emergency management in the nation. FEMA will activate the various Emergency Support Functions (ESFs) when the disaster has expanded beyond the capability of the County and State emergency services. FEMA includes considerations for populations with access and functional needs. FEMA resources can be accessed via requests from the State of California, and specifically from an activated Regional EOC.

Although planning considerations for people with disabilities are comprehensively included throughout all emergency functions, the National Response Framework specifically mentions "special needs" disaster requirements in the following ESFs:

Emergency Support Function #1 Transportation[4]*.* During mass evacuations, consistent with the Mass Evacuation Incident Annex, DHS/FEMA provides transport for persons, including individuals with special needs, provided they meet the following criteria:

- Evacuees can be accommodated at both embarkation points and at destination general population shelters
- Evacuees can travel on commercial long-haul buses, aircraft or passenger trains, or lift equipped buses
- Evacuees do not have medical needs indicating that they should be transported by ESF #8 – Public Health and Medical Services

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[4] National Response Framework

Emergency Support Function #6 Mass Care, Emergency Assistance, Housing and Human Services[5]***.*** ESF #6 will support local, tribal, State, and Federal agencies, voluntary agencies and non-governmental organizations, and ESF #8 – Public Health and Medical Services in addressing the functional needs of special needs populations, as defined in the National Response Framework (NRF) Glossary. Functional needs may be present before, during, or after an incident in one or more areas, including but not limited to:

- Maintaining independence
- Communication
- Transportation
- Supervision
- Medical care

Individuals in need of additional response assistance may include those who have disabilities, who live in institutional settings, who are elderly, who are from diverse cultures, who have limited English proficiency or who are non-English speaking, who are children, or who are transportation disadvantaged.

4.7.2 FEMA Office of Disability Integration and Coordination

The purpose of this FEMA office is to integrate and coordinate emergency preparedness, response and recovery for children and adults with disabilities and others with access and functional needs. This office supports people pre-disaster, during disaster and during recovery operations.

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[5] National Response Framework

Access and Functional Needs Annex

Section 5. Concept of Operations

5.1 Pre-Response / Initial Actions

The following is a list of items that are to be completed by the Access and Functional Needs Unit Coordinator and assigned individuals before an actual disaster occurs. These items represent ongoing roles and responsibilities.

- Develop a general understanding of the Solano County Access and Functional Needs populations, their distribution throughout the County and their general needs.
- Work with County Communications/Public Information Officer (PIO) to ensure methods used for alert and warning are accessible to persons with hearing, speech and vision disabilities, as well as non-English speaking persons.
- Work with the Transportation Unit Coordinator to ensure plans are in place with public and private providers of accessible transportation to assist, as needed, with the evacuation of persons with access and functional needs, including identification of a mechanism to track equipment when life safety requires separation of the equipment from the owner during evacuation. Take care to understand which providers may have pre-arranged agreements with multiple facilities—essentially "double-" or "triple-booking" them—risking insufficient services should an emergency affect the region.
- Work with the PIO to develop preparedness and pre-scripted emergency messages and associated communication methods that are appropriate for all elements of the access and functional needs community.
- In conjunction with the Care and Shelter Coordinator and the Red Cross, review existing potential shelter sites regarding compliance with ADA requirements, (access, signage, etc).
- Identify shelters that have access to electricity for people with disabilities who may need such support for battery-powered wheelchairs, respirators, light computers, and other such electronic assistance devices.
- Identify sources for support resources such as durable medical equipment (i.e., wheelchairs, walkers, and canes), personal hygiene supplies, skilled staff (such as translators, persons who can assist with activities of daily living, etc.).
- Ensure policies and procedures have been developed for the assessment of need and approval for replacement of medication and durable medical equipment (including equipment repair).
- Ensure language has been incorporated or changed in policy and procedure revisions which allows for service/companion animals in shelters.

5.2 Access and Functional Needs Coordination

The Access and Functional Needs Unit Coordinator is the leader for the Access and Functional Needs Unit in the Medical and Health Branch of the Operations Section in the County EOC. See Figure 5-1 .
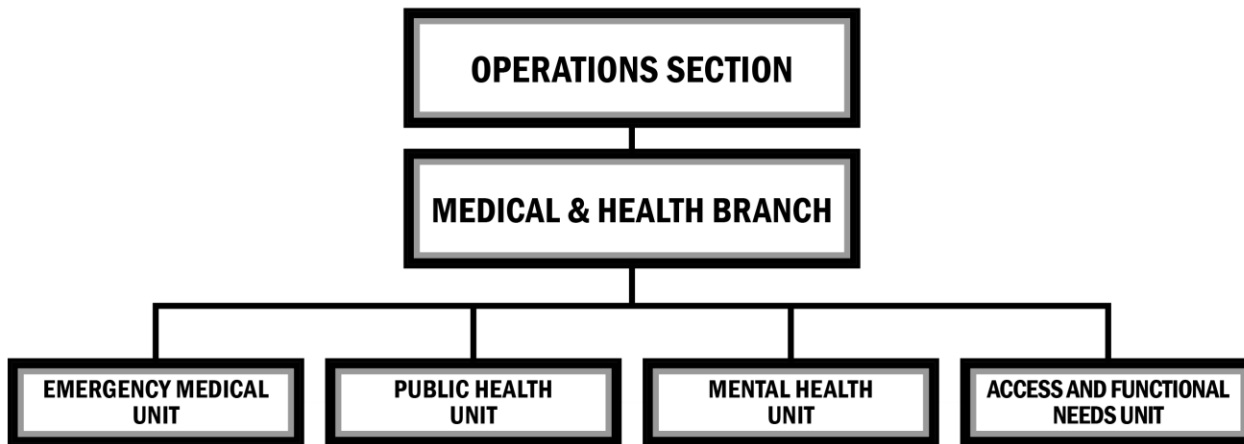
Figure 5-1: Access and Functional Needs Organization

Since considerations for people with disabilities are included in so many aspects of an emergency response, the Access and Functional Needs Unit Coordinator will be working in coordination with a large number of the County EOC representatives. The Access and Functional Needs Unit Coordinator is responsible for ensuring that people with disabilities are planned for and have the same services available to them as the rest of the community. Coordination will take place on a variety of levels including, but not limited to:

- *Medical & Health Branch.* Work to address the needs of people with disabilities in all aspects of the emergency response. The Medical & Health Branch leader serves as the reporting source for the Access and Functional Needs Unit Leader.

- *Public Health Unit.* Work to address the needs of people with disabilities throughout emergency operations, especially those involving public health threats.

- *Mental Health Unit.* Work to identify and address the needs of those with specific mental health issues; by definition, this is an Access and Functional Needs population.

- *Public Information Officer.* Work to provide approved messages that are accessible to all sectors within the people with disabilities population, including the deaf, blind and those who require messages in a different language.

- *Care and Shelter Unit.* Work to accommodate people with disabilities in the shelter locations, ensuring that medical and health services are available, including access to medications, medical supplies, counseling, translation services, etc.

- *Animal Care and Welfare Unit.* Work to address the needs of service dogs that are serving evacuees of people with disabilities. (Service animals are allowed in approved shelters and will be accommodated for through coordination with the Care and Shelter Unit.)

- *Transportation Unit*. Work to address the access and transportation needs of people with disabilities, including the use of paratransit companies, vehicles and equipment. The Transportation Unit Coordinator and the Access and Functional Needs Unit Coordinator will work closely together during evacuation operations.

- *Logistics Section.* Work to coordinate the procurement and purchasing of equipment and supplies for people with disabilities. A large portion of efforts will be focused around transportation and care and shelter operations.

- ***Volunteer/Service Representatives.*** Work with volunteer representatives and their respective organizations to address the needs of people with disabilities.

Specific tasks for the Access and Functional Needs Unit Coordinator are included in the Access and Functional Needs Unit Coordinator checklist which is included as an attachment to this annex.

5.3 Post-Response Actions

Post-response actions will include initial damage assessment, continuation of public services for the access and functional needs population. Many of the services will need to be provided in the response phase, as well as the recovery phase. Entities that were needed to provide services to meet the immediate disaster needs will implement their respective continuity plans to continue services following the initial response.

Appendix A. Acronyms

Table A-1: Acronyms

ADA	Americans with Disabilities Act
ADAAA	Americans with Disabilities Amendments Act
ADAAG	Americans with Disabilities Act Accessibility Guidelines
ARC	American Red Cross
CBO	Community Based Organizations
CWS	Child Welfare Services
DHSS	Department of Health and Social Services
DOC	Department Operations Center
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
ESF	Emergency Support Functions
FAST	Functional Assessment and Support Teams
FBO	Faith Based Organizations
FEMA	Federal Emergency Management Agency
IHSS	In-Home Supportive Services (DHSS)
MOA	Memorandums of Agreement
MOU	Memorandums of Understanding
NIMS	National Incident Management System
NRF	National Response Framework
OAFN	Office of Access and Functional Needs (Cal OES)
OES	Office of Emergency Services (Solano County)
PIO	Public Information Officer
SEMS	Standardized Emergency Management System
SOP	Standard Operating Procedures
TDD/TDY	Telecommunication Device for the Deaf
VOAD	Voluntary Organizations Active in Disasters

Appendix B. People with Disabilities

The County can best serve people with disabilities when the key entities that support people with disabilities are identified and involved in planning and response activities. During a disaster event, the table below provides a very broad list of populations to consider during emergency operations, including those that may, or may not, need additional assistance. This table will be further populated as support entities are clarified.

Table B-1: Access and Functional Needs Populations

Access and Functional Needs Populations (list to consider for those who MAY need assistance)	
Category	**People with Disabilities Support Entities**
Children	
Children receiving County support	DHHS Child Support Services
School Aged Children	Superintendent of Schools; individual schools
Poor	
Non-English Speakers	Translation services; various others
Daily/Regular Use Homeless Services	Mission Solano, Salvation Army
Food Stamp Recipients	DHSS – CalFresh List
Elderly	
House-Bound, Elderly or Disabled	DHSS – In home supportive services.
Assisted Living Centers	Facility Staff, like-facilities
Board and Care Facilities	DHSS maintains list of credentialed facilities
Skilled Nursing Facilities	DHSS maintains list of credentialed facilities
Elderly (with no specific problems/issues)	Various community groups and programs

Access and Functional Needs Populations
(list to consider for those who MAY need assistance)

Disabled	
Functional Disability (blind, deaf, disabled)	Various community support groups and programs
House-Bound, Elderly or Disabled	DHSS – In home supportive services.
Hospitals	Facilities located in County
Mentally Ill	DHSS Mental Health Division
No Motor Vehicle Ownership	
People without motor vehicles (with no disability or other issue)	