

OFFICE OF EMERGENCY SERVICES

LAKE COUNTY SHERIFF'S OFFICE

2017

LAKE OPERATIONAL AREA

Lake County Emergency Operations Plan

Access and Functional Needs Annex

DRAFT

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For

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I. ACCESS AND FUNCTIONAL NEEDS

DISCLAIMER: *This plan is intended to support the Access and Functional Needs (AFN) community in the County by providing awareness and guidance to support many identified AFN needs. There is no guarantee that the public agencies will be able to respond to the needs of everyone. Effective action during a disaster implies the preparedness efforts on the part of every individual to the best of their ability, their caretaker, and/or their responsible facility.*

AFN Considerations during Disaster Response

Considerations for the AFN population include alert and warning, evacuation and transportation needs, care and sheltering and other general support services.

1. Purpose

The Access and Functional Needs Plan, is an annex to the Lake County Emergency Operations Plan (EOP), providing 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 AFN. It describes the actions, roles, and responsibilities of coordinating and participating organizations and how the County will endeavor to provide AFN services before, during and after the emergency. This annex addresses only general strategies. Specific actions will be described in each functional annex and in the respective agency plans and Standard Operating Procedures (SOPs).

2. Scope

This annex is intended to address the needs of the Access and Functional Needs population during a disaster. The needs of the AFN population are extensive and included throughout various emergency functions and operations.

This annex provides the following information:

- a) Alert and Warning/Public Information: This includes how to communicate with the AFN population before and during a disaster.
- b) Evacuation: This includes the transportation and evacuation of members of the AFN population to designated shelter areas.
- c) Care and Shelter: This includes AFN considerations that are included during disaster shelter operations.

3. Policy

It is the Policy of Lake County to develop plans and procedures to address all citizens and visitors to the County, including people with Access and Functional Needs. 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.

4. 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:

Federal

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

California

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

Lake County

- a) Lake County Emergency Operations Plan

II. ASSUMPTIONS AND CONSIDERATIONS

1. Planning Assumptions

The Lake County Office of Emergency Services (OES) is the primary agency responsible for the inclusion of Access and Functional Needs considerations in the *Lake County Emergency Operations Plan (EOP)* and supporting annexes with the assistance of local community organizations. The AFN Coordinator will have the responsibility in the County Emergency Operations Center (EOC) to address AFN needs during a disaster operation. The AFN evacuee population will need additional assistance for alert and warning, transportation and evacuation, and care and sheltering. 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 AFN 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 agencies, organizations and neighboring jurisdictions may provide additional emergency capacity resources. Some members of the functional needs community could be evacuated without or separated from the durable medical supplies and specialized equipment they need (i.e. wheelchairs, walkers, telephones, etc.) for life activities. Every reasonable effort should be made by emergency managers and shelter providers to ensure these durable medical supplies are made available or made accessible to community members.

1.1 People with Access and Functional Needs Planning Considerations

1.1.1 Definition of “People with Access and Functional Needs”

Actions that address people with Access and Functional Needs (AFN) 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. 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:

- a) An exception for service/companion animals in an emergency shelter where there is a no-pets policy.

- b) The provision of way-finding assistance to someone who is blind to orient to new surroundings.
- c) The transferring and provision of toileting assistance to individuals with a mobility disability.
- d) The provision of an interpreter to someone who is deaf and seeks to fill out paperwork for public benefits.

1.1.2 Alert and Warning/Public Information

Alert and warning systems are in place to address the AFN population. The OAEOC will take the lead on AFN alert and warning, working in coordination with other AFN supporting agencies, programs and organizations such as Human Services Agency, Health Care Agency, Area Agency on Aging, Superintendent of Schools, local community organizations and businesses. Many of the AFN entities have current client lists with detailed information regarding needs, locations and contact information. During an emergency, the OAEOC should be granted access to this information through agency representatives in the OAEOC.

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.

The County's Emergency Notification System is capable of sending emergency information via voice, text and e-mail, and also through free applications available for "smart phones." Every Emergency Notification is sent through as many "channels" as possible.

1.1.3 Evacuation

Specific transportation services may be needed for the transport and evacuation of the AFN population. Evacuation and transportation methods such as school buses and charter buses may not be suitable for members of the AFN population. Additional resources may need to be called in to address those needs (such as para-transit companies). These specialized companies may also be utilized for their extensive knowledge regarding the location and needs of specific members of the AFN population within the County.

1.1.4 Care and Shelter

Shelters should be individually evaluated for AFN compliance. The Department of Social Services and American Red Cross (ARC), are responsible for care and shelter functions within the County and are completing the required shelter surveys to determine their respective ADA/AFN compliancy. Not all shelters are suitable for AFN populations. Each shelter will be surveyed prior to use. The specifications of the identified facilities during an emergency operation will be communicated to the OAEOC and AFN representative within the OAEOC.

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

1.2 Lake County Population Considerations

In addition to the various types of AFN populations, each disability or access and functional need may require additional steps for alert and warning, evacuation and care and shelter operations. The list below identifies some access and functional need issues along with the corresponding additional steps that may need to be taken during disaster operations.

AFNs Disability and Other Access and Functional Needs Additional Considerations and Steps

In planning for emergencies, all of these individual differences make it important for every household and each individual to consider what they need in their plans and their supplies. A few examples of considerations for tailoring your plans and supplies include:

- a) Households with children should understand the school's plan where the children will stay safe, if adults in the household need to shelter in other locations, until the immediate hazard is over.
- b) Individuals who are deaf or hard of hearing should make sure that they can receive emergency alerts and warnings in an accessible form.
- c) Individuals who require accessible transportation should work with their local para-transit and disability service providers to make an emergency plan.
- d) People who speak languages other than English may need to identify sources of alerts and warnings and information about community plans in other languages.
- e) People without vehicles should know local plans for public transportation and may need to make arrangements for transportation from local government, organizations or others.
- f) Households with infants should plan for food and supplies for infants and nursing mothers.
- g) People with dietary needs should have an adequate emergency food supply to meet their needs.
- h) People who take medications should maintain an adequate supply, and copies of their prescriptions.
- i) People with service animals should work with local emergency management to ensure that their service animal will be admitted to shelters with them during emergencies (as required by law) and should make sure their plan kit supplies include food and other items for their service animal.
- j) People who require power for medical or other assistive devices should consider how they will maintain the use of these devices if there is a loss of power. Keep extra batteries for small devices (hearing aids, cell phones for example) and consider obtaining and learning how to use a generator for home use and carrying a charger when away from home, especially when loss of power may jeopardize health or safety.

2. Roles and Responsibilities

2.1 Overview

Planning for and providing appropriate services for AFN populations during disasters is coordinated by the County, specifically OES during emergency situations. Listed below are the departments, agencies and community/non-profit organizations that may play a role during a disaster, along with their respective responsibilities.

2.2 Lake County

2.2.1 Office of Emergency Services (OES)

The Lake County Office of Emergency Services (OES) has the lead responsibility in planning for effectively responding to the AFN population during a disaster situation. Specific needs for the AFN population will be determined during a disaster operation.

2.2.2 Department of Social Services (DSS)

The Lake County DSS 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, DSS will assist in ensuring that all emergency services are accessible to the AFN Population. DSS staff members as a whole may also need to utilize their DOC to support their activities, especially communications, logistics, and media information provision functions. 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 DSS include the following:

a) **In-Home Supportive Services (IHSS)**

DSS supports the County In-Home Supportive Services (IHSS) program. The program deals with medically 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.

b) **Child Welfare Services (CWS)**

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.

2.2.3 Lake County Public Health Department

LCPH plans for County-wide health related disasters with the following:

- Educate people in our communities;
- Conduct disaster drills;
- Plans for the Public Health Agency's disaster operations; and
- Works with any organizations that wants to become better prepared for health-related disasters.

a) Public Health (PH)

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. HSA staff members as a whole may also need to utilize their DOC to support their activities, especially communications, logistics, and media information provision functions.

b) Behavioral Health (BH)

BH provides services for those in the County who are under care for a recognized mental health disorder. BH is also able to provide mental health workers to provide counseling support to people that have recently experienced a disaster. Behavioral 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.

2.2.4. Lake County Animal Services (LEAP)

Provides shelter and care for all types of service animals during emergencies and disasters at a variety of locations.

2.2.5 Area Agency on Aging (AAA)

The Lake County Area Agency on Aging's (AAA) Multipurpose Senior Services Program (MSSP) is a state-funded case management program designed to provide cost-effective ways of delaying institutional placement of frail seniors.

MSSP Case Managers and Nurse assess the medical, psycho-social and environmental needs of each client. They work together, with the cooperation of the client, as well as his/her family, physicians, and others who provide formal or informal support, to identify the client's needs and develop the most appropriate care plan.

2.2.6 Superintendent of Schools (SOS)

The Superintendent of Schools office maintains an emergency telephonic call down to its school districts throughout the County. In turn, the schools each maintain an automated telephonic call down to the parents. This system both supports and quickly alerts those 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 is required to have their own emergency plans that provide for alerts, lock-down, evacuations, sheltering in place, and organizing their response actions.

2.3 Non-Profit Organizations

Non-profit organizations play enormously important roles before, during, and after a disaster. 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 the AFN population during a disaster operation.

2.3.1 Volunteer Organizations Active in Disasters (VOADs)

Volunteer Organizations Active in Disaster (VOADs) serve as a central organization for many local non-profit organizations that provide services during disaster operations. There is no active VOAD in Lake County. The Red Cross has a seat in the County EOC and assists as the liaison between Operational Area operations and the local nonprofit and community groups.

2.4 For-Profit Entities

The for-profit entities with the largest responsibilities for AFN include the following:

- a) Licensed Board and Care facilities
- b) Hospitals
- c) Mental health care facilities
- d) 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 Memorandums of Understanding (MOU) with this facility 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 disaster.

2.5 California State Entities

2.5.1 California Governor's Office of Emergency Services

The California Office of Emergency Services (CalOES) 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 AFNs.

2.5.2 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.

2.5.3 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.

2.6 Federal Entities

2.6.1 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 the AFN populations are comprehensively included throughout all emergency functions, the National Response Framework specifically mentions "special needs" disaster requirements in the following ESFs:

Transportation

During mass evacuations, ESF-1, consistent with the (DHS/FEMA) Mass Evacuation Incident Annex provides transport for persons, including individuals with special needs, provided they meet the following criteria:

- a) Evacuees can be accommodated at both embarkation points and at destination general population Shelters.
- b) Evacuees can travel on commercial long-haul buses, aircraft or passenger trains, or lift equipped buses.
- c) Evacuees do not have medical needs indicating that they should be transported by Emergency Medical Services.

Local evacuations will be coordinated through the Operational Area EOC, in coordination with local law enforcement and local transportation services. Many local transportation agencies have vehicles capable and suitable for the transportation of individuals with access and functional needs.

Mass Care, Emergency Assistance, Housing and Human Services

HHS & DOT (ESF-1, 6 & 8) will support local, tribal, State, and Federal agencies, voluntary agencies and non-governmental organizations 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:

- a) Maintaining independence
- b) Communication
- c) Transportation
- d) Supervision
- e) Medical care

Individuals in need of additional response assistance may include those who have disabilities, which 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.

2.6.2 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.

3. Concept of Operations

3.1 Pre-Response/ Initial Actions

The following is a list of items to be completed by the AFN Unit Coordinator and an assigned individual before actual disasters occur. These items represent ongoing roles and responsibilities:

- a) Develop a general understanding of the Lake County Access and Functional Needs populations, their distribution throughout the County and their general needs.
- b) 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.
- c) 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.
- d) Assist 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.
- e) 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.).

- f) 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.
- g) 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.).
- h) 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).
- i) Ensure language has been incorporated or changed in policy and procedure revisions that allows for service/companion animals in shelters.

3.2 AFN Coordination

The AFN Coordinator is the leader for the AFN in the Care and Shelter Branch of the Operations Section in the County EOC. Since AFN considerations are included in so many aspects of an emergency response, the AFN Coordinator will be working in coordination with many of the County EOC representatives. The AFN Coordinator is responsible for ensuring that those with access and functional needs 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:

- a) **Health Care Agency** - Work to address the needs of AFN in all aspects of the emergency response.
- b) **Public Health** - Work to address the needs of AFN throughout emergency operations, especially those involving public health threats.
- c) **Public Information Officer** - Work to provide approved messages that are accessible to all sectors within the AFN population, including the deaf, blind and those who require messages in a different language.
- d) **Mass Care and Shelter** - Work to accommodate AFN in the shelter locations, ensuring that medical and health services are available, including access to medications, medical supplies, counseling, translation services, etc.
- e) **Behavioral Health** - To identify and address the needs of those with specific mental health issues; by definition, this is an Access and Functional Needs population.
- f) **Animal Services** - Work to address the needs of service dogs that are serving evacuees of the AFN population. (Service animals are allowed in approved shelters and will be accommodated for through coordination with the Care and Shelter Unit.)
- g) **Logistics Section** - Transportation Work to address the access and transportation needs of AFN, including the use of paratransit companies, vehicles and equipment. The Transportation Coordinator and the AFN Coordinator will work closely together during evacuation operations.

- h) **Logistics Section** - Procurement Work to coordinate the procurement and purchasing of AFN equipment and supplies. A large portion of efforts will be focused around transportation and care and shelter operations.
- i) **Volunteer/Service Representatives** - Work with volunteer representatives and their respective organizations to address the needs of AFN Community.

3.3 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.

3.4 Training

One objective of the OES is to train and educate County department emergency management staff on issues pertaining to the populations with access and functional needs.

Access and Functional Needs Annex Training

Key personnel will be trained on the proper use of this Annex and its components. Moreover, to ensure the Annex is fully effective and functional, it will be reviewed and revised as necessary to meet changing conditions.

a) Shelter Training

The County collaborates with the American Red Cross (ARC) to provide select County employees with training in shelter operations. This covers instruction on how to manage and operate shelters during emergencies. ARC has been working towards developing shelter training that is inclusive of people with disabilities and other access and functional needs.

b) Local Jurisdictions

Local jurisdictions are encouraged to develop a comprehensive training program based upon their own training needs assessment that includes populations with access and functional needs. This may include training such as:

- i. Development of an “Access and Functional Needs Response Training Program” for first responders and emergency managers that reviews specific emergency issues and experience regarding populations with access and functional needs;
- ii. Training on emergency management structure and plans for agencies and community organizations that serve people with access and functional needs, as well as individuals with access and functional needs and their caregivers/families;
- iii. Emergency preparedness training and information that is inclusive of emergency related issues of populations with access and functional needs.

- iv. Volunteer training that is open to people with access and functional needs such as CERT;
- v. Offering FEMA's G197 Course, Emergency Planning and Special Needs Populations, through the State Training Office.

c) Development of County FAST

Using SHSGP Funds, Lake County will identify and assess shelter sites for suitability as fully-functional shelters capable of supporting those with access & functional needs. As part of this process, candidates for training as a local FAST will be identified and trained.

3.5 Drills and Exercises

Both emergency response personnel and members of the community can benefit from developing and implementing a comprehensive exercise program to test emergency plans. Offerings may consist of workshops, tabletops, and functional exercises that test the effectiveness of the various components of such plans, which focus on the coordination of response and recovery efforts of agencies in assisting access and functional needs populations.

The County will make every reasonable effort to include populations with access and functional needs and the organizations that serve these populations in drills and exercises—from development and participation to post-exercise evaluation, debriefing and after action reports.

The County encourages local jurisdictions to include populations with access and functional needs in drills and exercises. Further, local jurisdictions are encouraged to test components of plans that specifically deal with emergency related issues of populations with access and functional needs.

III. ACRONYMS

ADA – Americans with Disabilities Act
ADAAA – Americans with Disabilities Amendments Act
ADAAG – Americans with Disabilities Act Accessibility Guidelines
ARC – American Red Cross
CalOES – California Office of Emergency Services
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 (CalOES)
OAEOC – Operational Area Emergency Operations Center
OES – Office of Emergency Services (Lake County)
AFN – People with Access and Functional Needs
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