

State Workgroup for Community Inclusion and Health in Disasters

Wednesday May 25, 2016

9:00 – 11:00 am

American Red Cross Mile High Chapter, 444 Sherman St, Denver, CO 80203

Meeting Outcomes:

- I. Document positive and negative experiences/strategies in building more inclusive systems
- II. Promote further networking through introductions and consideration of communication practices using a video from a featured partner to spark discussion.
- III. Begin learning about public health response practices for brainstorming injects and practices to promote in a full scale exercise

Action Items:

- Complete the Doodle poll (<http://doodle.com/poll/pxaf44nwzgj9nqm>) for our next quarterly meeting in August **by June 10, 2016**
- **Are you interested in presenting about your agency / community?** One of the highlights of our recent community inclusion workgroup meetings has been learning from one another. We learn about needs in the community as well as capacity, knowledge and activities that are available. Contact Aimee (aimee.vothsiebert@state.co.us) if you would like to present at an upcoming meeting and she can give you more information.
- **Spread the word!** As this workgroup is just getting started, now is the best time to bring others to the table. If you have agencies or people that you believe are champions for community inclusion and are interested in making our emergency health systems more inclusive and effective, let Aimee know or reach out yourself! Thank you to those who have already started helping us make connections!
- **Would you like to host one of the meetings?** Let Aimee know if you have location ideas.
- Standing Invitation to the **Citizens' Preparedness Advisory Council** – hosted by the Division of Homeland Security and Emergency Management, this group meets monthly on the first Thursday from 9 – 11 am. Consider going to learn from preparedness partners and offer your own expertise about your agency, community, or community inclusion!
 - **Next Meeting:** Sara Shirk from Denver Community Emergency Response Training - Preparedness and the Faith Based Communities
9 – 11 am. on June 2, 2016
9195 E Mineral Ave, Centennial, CO 80112
Meeting in the basement.
Call in info: 1-877- 820-7831, passcode: 526340
- **Train yourself and your communities:**
 - Check with your city or county Office of Emergency Management for upcoming trainings and exercises in your area.
 - Ever wanted to take free classes on being better prepared for disasters? **Want to take them in your pajamas? FEMA's Emergency Management Institute (EMI) offers online, independent study (IS) courses to help citizens and communities in their efforts to be better prepared for disasters:**
 - [IS-22: Are You Ready? An In-depth Guide to Citizen Preparedness](#)
 - [IS-909 Community Preparedness: Implementing Simple Activities for Everyone](#)
 - [IS-505: Religious and Cultural Literacy and Competency in Disaster](#)
 - Full list of independent study courses - <https://training.fema.gov/is/crslist.aspx>

Links:

- <https://www.colorado.gov/pacific/cdphe/colorado-community-inclusion-and-health-workgroup-0> : a webpage where you can find minutes, links and resources from past State Community Inclusion Workgroup meetings.
- <https://adata.org/region-8-rocky-mountain-ada-center> – learn more about the Rocky Mountain ADA Center, the organization responsible for the video “Getting It Right: Etiquette Tips” which we viewed at the meeting
- <http://www.caoden.org/blog/refugee-community-integration-project> – learn more about Colorado African Organization’s Refugee Community Integration Project
- <http://www.ada.gov/access-technology/index.html> – visit the ADA’s new Accessible Technology webpage
- https://www.youtube.com/watch?v=bsalmMbgkh8&list=PLBXgZMI_zqfRcTt9ndxkbieQ-pQslk-R6 – a SAMHSA webinar about Cultural Awareness for Children and Youth in Disasters
- <http://www.phe.gov/ASPRBlog/pages/BlogArticlePage.aspx?PostID=190> – a blog about bridging disaster communications with low literacy communities.

Attachments:

- Maze Worksheet for “Dead Ends” and “Good GPS”
- Powerpoint introducing Public Health Emergency Processes – Strategic National Stockpile and Points of Dispensing
- FEMA’s “10 ways to participate” – 10 actions to take to become more prepared as individuals, neighborhoods and communities.
- “Personal Preparedness and the Elderly” PowerPoint from the Southwest Mississippi Red Cross Chapter
- “Improving Cultural Competence” tip guide from SAMHSA, which highlights the role culture plays in the delivery of substance abuse and mental health services for administrators. Discusses racial, ethnic, and cultural considerations and the core elements of cultural competence.
- “Reaching Persons with Functional and Access Needs with Critical Health and Medical Information: A Resource Guide” – a resource from the state of Florida for communicating inclusively during an emergency.

Agenda:

- I. Introductions – Dead ends and Successes 9:00 – 9:20 am

Name	Organization/Community	Email	Phone
Gil Garcia		Hydroman48@gmail.com	720.227.2363
Shirl Garcia	North Central Region Access & Functional Needs Committee	Pwd.resource@gmail.com	
Thanh Pham	Asian Pacific Development Center	thanhpham@apdc.org	303.923.2998
Melanie Roth	CDPHE – Health Facilities & EMS Division	Melanie.roth- lawson@state.co.us	303.692.2819
Candice Alder	Colorado Commission for the Deaf & Hard of Hearing	Candice.alder@state.co.us	

Julia Beems	Assistive Technology Partners	Julia.beems@ucdenver.edu	303.556.3353
Anne Meier	State Long-Term Care Ombudsman	ameier@disability-lawco.org	303.722.0300
Cari Roberts	FEMA	Cari.roberts@icfi.com	
Aimee Voth Siebert	CDPHE Office of Emergency Preparedness and Response	Aimee.vothsiebert@state.co.us	303.692.2686

Each meeting, participants are invited to add Inclusive Meeting Practices to the group's ongoing list.

- New practices:
 - Write black on white for easier reading
- Previously decided practices:
 - Speak with clarity and volume
 - Speak one at a time
 - Signal visually when you begin to speak
 - Say name/organization when you are speaking to help build relationships
 - Respect identified pronouns and names
 - Written feedback/minutes and contacts from meeting
 - Materials in different formats (i.e., large print, text, digital)
 - Speak slowly
 - Beware of acronyms
 - Captions/script for visuals
 - Continuing to have interpreters
 - Teleconferencing options
 - Repeat questions

In small groups, meeting attendees discussed the “dead ends” (lessons learned) and “good GPS” (best practices) of emergency systems and community inclusion initiatives that they'd been involved with in the past.

Dead Ends

- Inflexible communication capacity – need to invite participants/community members to say what is needed for inclusive access
- When the time & effort demand on community partners is not recognized or becomes overwhelming
- Personal or organizational overwhelm with roles or things to learn – how do you effectively fill a need or a role that's not been met?
- No funding for training or helping community members do what they need to do
- Assumptions instead of relationships
- Lack of access leads to distrust

Good GPS

- Focus not just on the system but on education needs of the community
- Facilitate activities/training in spaces that are familiar and convenient to the community
- Connecting with local partners
- Stay in contact with what is happening “on the ground” (the neighborhood/community experience)
- Grants/technical assistance/committees to help focus energy, move initiatives forward – people have bought into it, but there are enough priorities that you need something to elevate inclusion efforts.
- Work with others who have capacity/focus that overlaps with yours

- How do you eat an elephant – one bite at a time
- Collectively there is growing desire to do something, growing awareness
- More systems are pulling in accessible services – better connections, easier to learn from daily practices

II. Communication Etiquette and Discussion – Featured Partner Shirl Garcia

9:45 – 10:40 am

A theme of the lessons learned and best practices that came up during introductions revolved around communications, which connected well with the featured partner presentation about communication etiquette for people with disabilities.

Shirl Garcia brought the Rocky Mountain ADA's video [Getting It Right: Etiquette Tips](#) for viewing and discussion. If other agencies are interested, she is willing to bring the presentation to them.

III. Public Health Exercise Injects and Practices

10:40 – 11:00 am

- Quick SNS/POD introduction
- Exercise Injects, Practices and Partners brainstorm

In the interest of time, a short introduction to emergency public health processes (points of dispensing for bringing medicine/health supplies to the public) was shared, but the PowerPoint is included in the attached resources for greater detail.

Emergency systems have been developing to greater stability, but there is still a disconnect between what the community does for their health day-to-day and what they have been educated about when it comes to disaster processes. Inclusive planning and partnerships are needed to close that gap; inclusive participation in disaster exercises is an opportunity to educate the community and receive feedback that will improve the systems.

When thinking about public health emergency processes, the workgroup brainstormed the following important considerations

- Medication compliance is already challenging in one-on-one, clinic-based relationships – moving large numbers of people through a point of dispensing to receive medicine that they made need to explain to others in their households brings another level of complexity. Communication barriers complicate things further.
 - Instructions written in English, or written at all are going to be difficult for communities that don't even have literacy skills in their first languages. In person guidance and reinforced instructions outside of the Point of Dispensing will likely be necessary.
 - Common medical instructions can be culturally-disconnected (i.e. telling people to take medicine with their meal assuming 3 meals/day when some people only eat one or two meals a day)
- Communication strategies to limit barriers include
 - Communication boards or applications on digital devices
 - Picture-based instructions
 - Telephonic interpretation
- Sometimes communities don't know what inclusive capacity or accommodations will be available to them in disaster situations. They may avoid shelters or other community spaces because they don't

believe their needs will be met, and they will find alternate means of communication/help. **This makes it important not just to have accommodations but to advertise accommodations to the community.**

- Exercises are an opportunity to educate the community, but making it possible for the community to participate means acknowledging that it is harder or inconvenient to take time off or go out of their way. **Incentives** should be connected where possible
 - Attach it to an existing community event that people will be at anyway
 - Partner with vendors who provide services, equipment to the community – have the exercise sponsored or items donated
 - Food is always helpful
 - Don't leave members in the community in only (simulated) victim roles; invite them to bring their expertise to the table.

Next Meeting – Complete the Doodle poll (<http://doodle.com/poll/pxaf44nwzgi9nqm>) to select our August meeting date!