

## **BEST PRACTICES REVIEW**

### Introduction

While floods and forest fires have posed significant challenges to special needs populations and emergency management professionals for years, no incidents brought home the importance of appropriate planning for these individuals as did 9/11 in 2001 and Hurricane Katrina in 2005. This *Best Practices Review* takes a look at some of the major issues that have been identified by emergency managers, as well as some of the best practices that have been implemented to address a range of needs.

In the field of Emergency Management, whether one uses the term “special needs populations” to be limited to the physically and mentally challenged, the elderly, and those with sensory disabilities, or expands the definition to be inclusive of the transit-dependent, pregnant, children, HIV+, homeless, substance abusers, ex-offenders, low literacy, non-English speakers, or others may depend on geographical location, population demographics, and/or politics. Much like “cultural competency,” the definition of “special needs populations” has changed over the years. In some cases, individuals fitting into this category may be situational or temporary. An individual recovering from surgery or someone with a broken leg is unlikely to have the same restrictions in six months. In other cases, however, having special needs requirements is a reality of living.

No one can disagree that the District of Columbia is very unique in a number of ways. Most of the working population does not live in the District. The majority of the residents are African-American, while the majority of the work force probably is not. A significant number of the residents do not own cars. Approximately 130,000 residents (over one-fifth) fit into at least one of the “special needs populations” categories.

With this in mind, the Howard School of Social Work and Urban Preparedness, Inc. began a Best Practices Review with Special Needs Populations. In addition to interviews with emergency management professors from around the country, extensive internet searches were conducted as well as library resource reviews. Cross-references were checked including state, county, and city information. Information from key disability and emergency management organizations as associations were screened. Documents from Federal departments and agency materials were also reviewed.

Keyword searches included “emergency preparedness” or “emergency management” and a range of other words including “special needs populations”, “elderly”, “substance abusers”, “disabled”, “People with AIDS”, “transit-dependent”, and a host of others. A range of reports and official documents were considered. Brochures were reviewed for health literacy competence, accuracy of information, and cultural competence.

Interviews with county and District emergency preparedness officials were conducted to determine what models might be currently used to adapt to local needs. Residents of the District of Columbia’s Ward Eight were asked what they considered to be the major challenges they faced in preparing for disasters or a possible evacuation.

### Collection of Data

As outlined in the Scope of Work, the collection of data was to encompass a wide range of resources from around the country and included contacting emergency management professionals, educators, and organization leaders. The following report is a description of the resource contacts and examples of the most promising programs for adaptation in the National Capitol Region.

**Task 1: Emergency Management professors – more than 100 colleges and universities across the country have emergency management professionals or degreed programs in their teaching institutions. A significant sampling of educators from across the country will be contacted in order to seek their contributions and to assist in the identification of quality programs for our target populations.**

In each of the past two years, more than 150 college and university educators have attended Emergency Management Institute's Annual Higher Education Conference.

Participant profiles from 187 2008 conference attendees were reviewed to assist in the identification of educators with interests in Special Needs Populations.

Two breakout sessions focused on special needs and vulnerable populations.

- a. Teaching Improved Approaches for Better Outcomes for Vulnerable Populations  
Emily Bentley, J.D. and Deden Rukmana, Ph.D.  
Savannah State University

Grant Project:

- Research on socially vulnerable portions of Chatham County, GA population's knowledge about hazards and protective measures
- Incorporate research into tools/model that local governments can use to better serve their social vulnerable populations
- Incorporate research into homeland security and emergency management curriculum
- Support for student fellowships and internships

This PowerPoint presentation is extremely interesting as many of the questions asked residents are similar to those included in our Ward Eight Focus Groups. The presentation also contains maps of individuals fitting into the following groups:

- Proportion of people living below 75% of poverty level
- Proportion of households with public assistance income
- Proportion of unemployed residents
- Proportion of African Americans
- Proportion of people without high school diploma
- Proportion of people leaving for work after 4:00 p.m.
- Proportion of female-householder families with children 6-17 years of age
- Proportion of households without cars
- Median household income
- Proportion of Rental Units

- Proportion of housing units with more than two persons per room
  - Other areas of considerations:
    - Information on disabled individuals
    - Medical equipment-dependent individuals
    - Non-English speakers
    - Other areas of special need
- b. The Changing Landscape of Emergency Planning for Special Needs Populations  
U.S. Dept. of Homeland security, Office for Civil Rights and Civil Liberties  
Claudia Gordon and Debbie Fulmer

This session focused on both historical evolution and current trends in working with special needs populations including:

- Emerging National Policy Landscape
- Defining Special Needs
- Planning for the Community
- Civil Rights Application to Emergency Management
- Special Needs Considerations
- Curriculum Development

One important aspect of the session was the discussion on CPG 101. The recently released Interim Version is included at the end of this Tab 1.

Several announcements were made throughout the 2008 EMI Conference in order to cast a wide net for interest and participation. Thirty-one individuals from the US, Canada, and New Zealand requested copies of the *Best Practices Review* document and *Recommendations* upon completion – an indicator of the wide-spread interest in special needs populations.

Discussions and Best Practices findings of note:

1. George, Heake, Emergency Management Coordinator/Information and Technology Accessibility Coordinator, Institute on Disabilities and Director of Special Operations, Center for Preparedness Research Education & Practice (C-PREP), Temple University, Philadelphia, PA.

Mr. Heake offered to provide ongoing assistance, support, and consultation.

2. Kevin Mickey, Director, Professional GIS Education Program, The Polis Center, Indiana University/Purdue University, Indianapolis, IN.

Mr. Mickey offered to work with us to design a GIS program that would identify residents with different types of special needs and construct evacuation and service plans.

3. Dr. John J. Kiefer, The University of New Orleans, brought to my attention the work of his colleague Dr. Dan Jenkins, a Sociology Professor. Dr. Jenkins has done extensive work with the elderly. Notably he has identified a digital radio that turns on by itself, and has developed a set of “where to go” pictures for people with low literacy skills.

4. Mr. Meldon Hollis, FEMA, Washington, DC, is tasked with bringing 12 HBCUs together in conjunction with a White House initiative. Mr. Hollis was advised about the Special Needs Bundle project. The HUSSW/HSEMA-DDOT project is currently the only known emergency preparedness project being conducted by an HBCU. A September 7, 2008, conference is planned.

Other university-based developments include a proposed “September is Preparedness Month” kickoff at the Howard University College of Medicine. This program is being planned to cover four days of Get Informed, Make a Kit, Make a Plan, and Get Involved. In addition to medical students, considerations include involving the College of Dentistry, College of Pharmacy, Nursing, and Allied Health Sciences, and the School of Social Work.

This program is being targeted to prepare students for evacuation drills and participation in exercises. In addition, links have been made to the DC Department of Health Medical Reserve Corps to utilize this opportunity to also educate students about how they can become involved in additional training for disasters and emergencies.

While this is not an existing “Best Practice,” it is a demonstration of the level of interest and eagerness of DC’s academic community to recognize and participate in programs that will serve the community. It is hoped that the Howard University project will emerge as a model for emergency preparedness including special needs populations on campuses not only at HBCUs, but for other institutions of higher learning in the District and elsewhere.

#### Summary of Data Collected for this Section

Information collected from this section is primarily educational in focus and directed to educators who will utilize information in teaching or training others. Although basic, this information can be utilized in training others who work with special needs populations to consider a wider range of disability issues and emergency planning requirements.

1. Teaching Improved Approaches for Better Outcomes for Vulnerable Populations
2. The Changing Landscape of Emergency Planning for Special Needs Populations
3. EMI Course Descriptions (full coursework available on EMI website)
4. Bibliographies
5. CPG 101

**Task 2: A personal data bank of emergency management and preparedness professionals will be contacted for advice and recommendations of superior existing programs.**

Over the years, the authors have had an opportunity to meet and work with emergency management and special needs professionals. Frequently, people did not operate in both venues. With more emphasis on terrorism and disasters, emergency managers have been forced to take a second look at finding better ways to serve special needs populations. This section highlights a number of EM/SN professionals that would be highly recommended by the authors for information and advice, as well as to model their outstanding programs.

1. Transportation – Natalie Jones-Best, DDOT Emergency Preparedness and Risk Manager, is a transportation professional with a huge mission. Ms. Jones-Best and Ms. Patenaude first started working on addressing the needs of DC’s transit-dependent populations in 2007. This project reflects the first phase of assessing the needs of the residents in Ward Eight. In addition to assessing the evacuation requirements of the city’s residents and visitors, she has been active in addressing the needs of the elderly and other special needs populations. Transportation information may be found under Task 6.
2. Media – Marcia Brooks, WGBH, represents a wealth of knowledge when it comes to the media and how it needs to work for hearing impaired and deaf individuals. The Carl and Ruth Shapiro Family National Center for Accessible Media has produced some of the best research in assisting professionals to understand how to disseminate emergency alerts, what needs to be in them, and how to deliver a message that will result in appropriate action by the listener/reader. Descriptions of the *Access to Emergency Alerts*, as well as some of the other media work is presented Selected

- Issues section – Tab 10 – Media and Messaging. Slides from Ms. Brooks recent presentation in New York at the Region II Forum on Special Needs are also included.
3. Private sector – Elizabeth Davis, EAD & Associates, Inc., represents the entrepreneurial side of special needs. A trainer and terrific organizer, Ms. Davis provides a wealth of knowledge and is always willing to share her resources. She is the Chair of the International Association of Emergency Managers Special Needs Committee, and is currently conducting a year-long literature review with Dr. Brenda Phillips. Detailed information on Ms. Davis’ firm and resources are included in this document.
  4. Academia – Dr. Brenda Phillips – Oklahoma State University. Dr. Phillips represents the sociologist’s view of special needs. A Senior Researcher at the Center for the Study of Disasters and Extreme Events, Dr. Phillips offers us over 20 years of research experience. She is currently conducting a literature review of disasters, mass emergencies, and issues related to persons with disabilities with EAD & Associates, Inc. for the U.S. National Council on Disability. Dr. Phillips’ resume may be found at the end of this section.
  5. Federal Government – No one can dispute the contribution Cindy Lou Daniel has made on behalf of special needs populations in her capacity as Disability Coordinator for FEMA. Formerly affiliated with the National Organization on Disability (NOD) and its Emergency Preparedness Initiative, Cindy has been with FEMA since June of 2007.

6. Organizations – There are two organizations that should be noted here
  - a. The oldest disability organization is the National Organization on Disability, founded by Alan Reich in the 1980s. To its credit, the organization launched an Emergency Preparedness Initiative (EPI) educating people of different disabilities. Website information may be found in Appendix II. Contacts at NOD include Mrs. Gay Reich, Interim President, Ms. Nancy Starnes, Vice President, and Hilary Styron, EPI Director. Additional information may be found under Task 5.
  - b. The second organization is the Center for Disability and Special Needs Preparedness. Under the leadership of Dr. Carl T. Cameron, this organization and its for-profit arm, Inclusion Research Institute, have contributed significantly to the field serving federal, state, and local jurisdictions. An organization profile is included. The organization’s Laura White was very helpful in providing comments and opinions on the state of transportation in DC from the eyes of someone who transports via scooter. Dr. Cameron and Stephanie Murdock have provided invaluable support to this project.

Summary of data in this section:

1. Marcia Brooks – WGBH – Best Practices for media communications to people with disabilities
2. Elizabeth Davis – Best Practices links to “people in the know” about emergency management and special needs.

3. Dr. Brenda Phillips – Best Practices links to valid and reliable research in the field of emergency management and people with special needs.
4. Cindy Lou Daniel – Best Practices link to federal disability resources.
5. Hilary Styron and Carl T. Cameron – Best organizational links for non-specified disability issues relating to emergency preparedness and management.

**Task 3: International Association of Emergency Managers (IAEM) is the recognized professional association and includes sections on community preparedness. A search will be conducted of published literature by the organization, as well as networking to identify special populations, documents, and specialists.**

Immediately following the Higher Education Conference at EMI, the IAEM held its mid-year meeting. Although the Special Needs Committee did not report, the Training and Education Committee met. At this time, the Special Needs Bundle project was discussed, and attendees were invited to contribute any best practices or training and education curricula of interest to special needs populations.

The Special Needs Committee of the International Association of Emergency Managers is chaired by Elizabeth A. Davis, a well-known expert and advocate in the field. Over the years, Ms. Davis has been in the forefront of identifying Best Practices, evaluating methods and plans, and consulting both nationally and internationally.

### **Item 1. Special Needs Briefing**

At the request of Daniel Gade, Associate Director for Domestic Policy at the White House, the IAEM Special Needs Committee prepared a document dated July 16, 2007, entitled, “Special Needs Briefing.” The following sections of the briefing include discussions of the issues, background, and recommendations:

- Sheltering people with special needs
- Service providers for special needs populations
- Community assessment and special needs populations
- Emergency management support needs
- Credible communication during emergencies
- Personal preparedness for people with disabilities and other disaster-related special needs
- Housing
- Transportation and evacuation

The full contents of this briefing letter may be found at the end of this section.

## **Item 2: Double Special Focus Issue**

In 2005, two special focus issues of the *IAEM Bulletin* were published by the IAEM Editorial Committee with the assistance of Elizabeth Davis, chair of the Special Needs Committee on the theme of “Emergency Preparedness for Individuals with Disabilities.” These publications may be found at the end of this section.

During a conversation with Ms. Davis at a Region II Special Needs Conference held in August, 2008, in New York, Ms. Davis spoke about some of the issues with registries that have arisen over the years. Her comments echoed concerns that had been heard earlier from Mr. Reggie Parks, Prince George's County Emergency Preparedness Coordinator.

1. Registries don't always work – there is a major problem in keeping them up-to-date.
2. People assume that if they register, someone will come to get them in an emergency.

This is not always the case. Therefore, it is very important that jurisdictions are very clear about the purpose and intent of registries.

3. Jurisdictions have to determine how often their databases will be updated, and which agency will be responsible.
4. Some people do not want their names on a list, while others don't care if it means someone will come and get them.
5. There are many jurisdictions that have registries with a wide range of success. You can't just throw up a registry on a city web-site without a great deal of planning and input from local participants.

As an attorney, Ms. Davis has had the opportunity to argue for and against the use of registries. She guides her clients in designing programs with clarity of intent and purpose, so unrealistic expectations will not be developed.

Samples of several registry web sites are included in Appendix III, as well as the Information Survey and Registry Form proposed by HUSSW as a draft.

**Task 4: State and local officials of selected jurisdictions will be contacted as part of a search to identify programs and templates in current operation and use. Best practices decisions will be made based on success.**

At the recommendation of *Kevin N. Fanroy*, PMP, Program Manager, Homeland Security & Emergency Management Agency (HSEMA), meetings were scheduled with HSEMA Director, Mr. Darrell L. Darnell, and Mr. Reggie Parks, Prince George's County Emergency Preparedness Coordinator.

Mr. Parks had several comments with regards to Best Practices, registries, and evacuations that are very relevant to this Special Needs Initiative in the National Capitol Region (NCR).

1. It is Mr. Parks' personal belief that Best Practices don't work. He believes that a lot of time is spent duplicating Best Practices that are not replicable in every jurisdiction. It is Mr. Parks' experience that he can usually find several good reasons why some Best Practice will not work in Prince George's County and/or in other locations within the NCR.

This issue was further confirmed by Mr. Darren Hannah, FEMA-NPCS,, Winchester, VA, who advised that any Best Practice should be validated, table-top tested and exercised before implementation.

2. Mr. Parks raised some interesting issues about registries. He said in his jurisdiction, people did not want to be put on a list, People were pretty concerned about their privacy, and were concerned about who might have access to their personal information.

This is of particular note because people with physical disabilities in the Ward 8 Focus Groups felt very strongly about their support for any registry or list that would ensure that in an emergency, a team of responders would come to get them.

3. In a discussion of evacuation plans, it was clear that residents of the District -- and especially Ward 8 -- needed an evacuation plan that went beyond Prince George's County. This is to say that Prince George's County is not prepared to accept evacuees from the District of Columbia.

These statements were very revealing in that it became clear to me that the jurisdictions were not as well-coordinated or as cooperative as one might have guessed ...or hoped.

Since Mr. Darrell Darnell, HSEMA, was not available, a meeting was held with Mr. Brian Baker, Regional Training Manager, and new Director of Mitigation and Preparedness.

1. When asked if there were a Best Practice that he was using as a model for DC special needs populations, Mr. Baker indicated that he had been impressed with the program being used in Hawaii, which categorized individuals by their level of ability. However, he stated that the trend in our region was to focus on functionality --- which is the current trend in special needs populations emergency work.
2. Mr. Baker identified communication and education as two areas of concern to him in helping DC residents know about emergencies and preparedness. He felt that it was important that all residents be able to act appropriately in an emergency ...knowing where local shelters are and which evacuation routes to take should that be necessary.
3. Mr. Baker felt that it was important that all residents know that they could get information via DC Alert.
4. Mr. Baker indicated that instructional brochures had been made available to all residents. Additional copies were provided to Focus Group participants.
5. Mr. Baker also indicated that residents could obtain information about shelters and evacuation routes via the computer. After illustrating this wonderful tool, considerations of the problems that residents of Ward Eight might have in accessing this information were discussed, as well as possible solutions.

The District of Columbia Emergency Preparedness booklet and the Prince George's Emergency Preparedness Guide are two of the more comprehensive booklets seen during this study. Copies may be found at the end of this section.

Other state-wide information included are 1) DC/MD/VA Regional Accomplishments, 2) Kansas mapping samples, and 3) State Resources. Samples of several New York City brochures are also included at the end of this section.

**Task 5: National Organization on Disability is a well-known non-profit organization in DC that has implemented a variety of preparedness programs. Discussions will be held with management to assist in determining which Best Practices exist within the disability community.**

The National Organization on Disability (NOD) implemented an emergency preparedness initiative for people with disabilities following the events of 9/11. The initiative resulted in some of the best printed and web materials developed for special needs populations. .

1. NOD's thirty-two page *Guide on the Special Needs of People with Disabilities for Emergency Managers, Planners and Responders* is thorough and comprehensive.
2. NOD also developed disability-specific brochures for the following:

Developmental and Cognitive Impaired

Mobility Impaired

Sensory Impaired

Elderly

Pets and Service Animals

These items are well laid out, and meet the needs of their intended audiences in a direct manner. Of all of the brochures reviewed, these are the best health literacy-competent in that they are not wordy and very precise in information delivered. See Specific Topics.

In addition to the printed materials, NOD also included Emergency Preparedness as a criteria for applicants in the annual Accessibility Award given to cities who best serve people with disabilities. Preparedness excerpts from 2006 and 2007 applications from the following

cities, may be found at the end of this section, as well as emergency portions from other cities including:

- Houston, Texas (2007 winner)
- New Haven, Connecticut
- Miami-Dade County, Florida
- Columbus, Georgia
- Bloomington, Indiana
- Hattisburg, Mississippi
- Sioux Falls, South Dakota
- Alexandria, Virginia (2006 co-winner)
- Chicago, Illinois (2006 co-winner)

**Task 6: Emergency managers from other transit organizations, and specific health and special population associations will be contacted to identify special population initiatives.**

Because the needs of jurisdictions vary so much, it was not possible to identify a best practice for transit organizations. Nevertheless, a list of contacts is included at the end of this section. Given more time, a full search of each contact could be done to find out what is currently working in their city or region. The following information is also included in this section:

- Article on surge capacity needs for mass transit
- Disaster Response and Recovery Resource for Transit Agencies – FTA
- “Actions Needed to Clarify Responsibilities and Increase Preparedness for Evacuations” – GAO Highlights: Transportation-disadvantaged Populations

A range of excellent materials follows describing a several programs which could have significant impact on the way people are networked, reached, and educated in the National Capitol Region. These include:

1. “Integrating Public health Preparedness Information to Diverse Populations,” Advanced Practice Center, Montgomery County, MD
2. “The Missing Link: Community Health centers in Preparedness and Response,” National Association of Community Health Centers
3. “Building Resilience: Tools for Emergency Preparedness & Response,” Carina L. Eisenboss, MS, for the conference at the Yale Center for Public Health Preparedness – Community Preparedness: Addressing the Needs of Diverse Populations, April 2008
4. “Nonprofits: The Everyday Heroes,” Ana-Marie Jones, Collaborating Agencies Responding to Disasters (CARD), for the conference at the Yale Center for Public Health Preparedness – Community Preparedness: Addressing the Needs of Diverse Populations, April 2008
5. Disability Related Organization List

**Task 7: Emergency Management Institute professionals in Emmitsburg, Maryland, will be contacted to discuss project needs and access their extensive resources.**

Following the 2008 Higher-Education Conference in June, a second meeting was held with Dr. B. Wayne Blanchard, Director, EMI Higher Education Project. Dr Blanchard is a key resource in higher education, previously responsible for the development of the Community Preparedness Initiative. In addition to contacts at Savannah State University, Dr. Blanchard suggested that a review of the course, “Special Needs Planning Considerations for Service and Support Providers.” Course lessons may be found at the EMI website and include:

- Lesson 1: Welcome/Overview of Emergency Challenges
- Lesson 2: Hazard Analysis
- Lesson 3: Emergency Planning
- Lesson 4: Emergency Communications
- Lesson 5: Evacuation Concerns
- Lesson 6: Sheltering Considerations
- Lesson 7: Summary

Dr. Blanchard has a daily update that goes to over 8,000 EM professionals and service providers who were also informed about the HSEMA/Howard University School of Social Work Special Needs Bundle project.

EMI has an extensive library containing documents as well as a range of media regarding emergency and fire service topics. A review of the literature gleaned 93 entries of particular interest due to relevance to special needs issues and/or best practices. Many of the items found in the EMI Library were written by emergency and fire service professionals who regularly attend classes on the campus. Interestingly enough, many of the reports are

from relatively small jurisdictions, but contain very valuable information. Unfortunately, more time is required to obtain full copies of these reports and review them for applicability.

A sample of resource documents is found at the end of this section.

## Specific Special Needs Topics – Best Practices

Best Practice print media for the following topics may be found at the end of this section.

1. Developmental and Cognitive Impaired

National Organization on Disability brochure

2. Mobility Impaired

National Organization on Disability brochure

3. Sensory Impaired

National Organization on Disability brochure

4. Elderly

National Organization on Disability brochure

We Can Do Better: Lessons Learned for Protecting Older Persons in Disasters, AARP

5. Pets and Service Animals

National Organization on Disability brochure

6. Low Literacy & People Who Don't Speak English

“Emergency Preparedness in the Latino Community,” Sonia e. Mora, MPH, Latino health Initiative, Montgomery County, MD, DHHS

“How Usable are Current GIS Maps?: Communicating Emergency Preparedness to Urban Populations,” Christina Zarcadoolas, PhD, Arthi Krishnaswami, Ma, Andrea Rotherberg, Mount Sinai School of Medicine

## 7. Pediatric Considerations

Comments from Dr. David Markenson who spoke at Region II's Special Needs Conference included some important comments about treating adolescents in emergencies:

- a. Emergency medicines are stored in adult doses.
- b. Medical devices (canes, crutches, wheel chairs) are rarely available in child sizes.
- c. Research on treatment for chemical and biological hazards are based on adults with little instructions for adapting treatment for children.
- d. Most physicians, surgeons, etc. who are involved in emergency training are not pediatric specialists. When surgery is indicated during emergencies, staff are often ill-prepared to deal with children, toddlers, and infants.
- e. Considerations should be given as to whether adolescents should be sheltered with adults.

“Psychosocial Preparedness for Children,” Steven Berkowitz, MD, National Center for Children exposed to Violence at the Yale Child Study Center.

## 8. Tier II Populations (Homeless, Substance Abusers, Ex-Offenders)

Note map in State Section of Substance Abusers in Kansas.

See Volume 3: Focus Groups of this report which discusses these populations.

## Selected Issues

Much has been written about the following issues. This section contains a selection of some of the most interesting or helpful items identified in the Best Practices search.

### 1. Shelter-in-Place and Evacuation

“An evaluation of notifying and evacuating disabled citizens in the City of Oviedo,” Laura Dickens, City of Oviedo, Fire Rescue.

“Accommodating Individuals with Disabilities in the Provision of Disaster Mass Care, Housing, and Human Services,” FEMA

### 2. Training, Education, and Conferences

EMI Courses on Special Needs Populations – see Task 1

11<sup>th</sup> Annual All-Hazards Emergency Management Higher Education Conference

Disability and Special Needs Technical Assistance Conference

National Consortium on Disaster Response for People with Disabilities.  
Executive Summary of the second Working Meeting on disaster Preparation and Emergency Response for People with Disabilities

Planning for Special Needs, SEMA Conference, April 2007

### 3. Disasters and Emergencies

Disaster Preparedness: Preliminary Observations on the evacuation of Vulnerable Populations due to Hurricanes and Other Disasters – GAO Testimony before the Special Committee on Aging, US Senate

Earthquake Preparedness Information for People with Disabilities, FEMA

“Hurricane Preparation Communication Preparation Process for Populations with Special Needs in the Thirteen County Planning Region,” Houston-Galveston Area Council

### 4. Media and Messaging

WGBH – Media Information -- Selected program documents

“Marketing and Messaging: Alternatives to Reach and Prepare Vulnerable Communities: the Prepare to Prosper Approach, Ana-Marie Jones, Collaborating Agencies Responding to Disasters (CARD) for the Community Preparedness Conference at Yale University School of Public Health, April 2008

“Moving the Margins: Reaching More People Most of the Time,” Jane Mobley Associates

## 5. Research

Emergency Management Research and People With Disabilities: A Resource Guide -- U.S. Department of Education

No Body Left Behind: Final Report – Research and Training Center on Independent Living, The University of Kansas

Annotated Bibliography on Emergency Preparedness and response for People with Disabilities – American Association on Health and disability (AAHD)

A Bibliography on Evacuation from Building Fires: Education, Behavior, and Simulation Techniques, Erica D. Kuligowski and Dennis S. Mileti, University of Colorado at Boulder (cover only)

Annotated Bibliography for Public Risk Communication on Warnings for Public Protective Actions Response and Public Education, Mileti, Bandy, Bourque, Johnson, Kano, Peek, Sutton, and Wood (cover only)

## Selected Examples and Guidelines

1. Federal Departments and Agencies

FDA Offers Tips About Medical Devices and Hurricane Disasters – FDA

2. State, County, and Local Government

Best practice: Building Senior Wellness Centers as Emergency Shelters, FL

3. Associations and Organizations

Guide on the Special Needs of People with Disabilities for Emergency Managers, Planners and Responders – See Task 5 – National Organization on Disability

Disaster Preparedness for People with Disabilities – American Red Cross

4. International

See Task 3 – IAEM

Briefing Letter

Special Needs Bulletin – Parts 1 and 2

APPENDIX

Miscellaneous Items of Interest