Annex F
Plumas County Access and Functional Needs Plan

BACKGROUND:
Plumas County strives for inclusion, integration and equal access for all aspects of emergency planning, response, and recovery.

An individual with a disability, as defined by the Americans with Disabilities Act (ADA), is a person who has a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such an impairment, or a person who is perceived by others as having such an impairment. The term "access and functional needs" refers to a set of broad, cross-cutting access and function-based needs. Access-based needs require ensuring that resources are accessible to all individuals. Function-based needs refer to restrictions or limitations an individual may have that require additional assistance before, during, and/or after an emergency.

The Department of Homeland Security (DHS) defines access and functional needs accommodation as follows:

Term: Access and Functional Needs Accommodation
Definition: circumstances that are met for providing physical, programmatic, and effective communication access to the whole community by accommodating individual requirements through universal accessibility and/or specific actions or modifications
Extended Definition: includes assistance, accommodation or modification for mobility, communication, transportation, safety, health maintenance, etc.; need for assistance, accommodation or modification due to any situation (temporary or permanent) that limits an individual's ability to take action in an emergency

Public health preparedness planning for the whole community should include additional considerations for individuals with disabilities and others with access and functional needs. Community partners, including individuals with disabilities and others with access and functional needs, as well as the agencies and organizations that serve them should be involved in planning activities.

Consider the needs of people who:
- Use mobility aids such as wheelchairs, scooters, walkers, canes or crutches
- Have limited stamina
- Use oxygen or respirators
- Blind or who have low vision
- Are deaf or hard of hearing
- Have a cognitive disability
- Have mental health illness
- Language Barrier

The purpose of this functional annex is to ensure these resources are appropriately activated and fully integrated into the management structure of any local emergency.

DAY-TO-DAY OPERATIONS:
Plumas County has a variety of agencies and organizations that regularly provide routine services, assistance and monitoring of individuals with access and functional needs. These organizations/agencies worked collaboratively do develop this plan for Plumas County's Access and Function Needs. Organizations/agencies include but are not limited to the following:

- **Plumas County Social Services (PCSS)** (Plumas County) serving In Home Support clients, Adult Protective Services, Child Protective Services, Foster Care, County Medical Services Program, Medi-Cal, CalFresh, CalWORKs, Foster Care, Welfare-to-Work and Public Guardianship.
- **Plumas County Behavioral Health (PCBH)** (Plumas County) serving adult, children), and families.
- **Home Health Agencies –** Quincy Home Health
- **Durable Medical Equipment Agencies** (Plumas County) – LINCARE, Accellence and Plumas Medical Service
- **Hospice** – Sierra Hospice, Plumas Community Hospice and Tahoe Forest Hospice Services
- **Plumas Rural Services** (Plumas County) serving families and children, direct link to child care providers (28 licensed day cares, 50-60 care providers), In Home Respite Care, Hispanic Outreach, Community Connections, Women, Infant and Child (WIC), Families with developmental disabilities, Families with children with special needs and the ALIVE program.
- **Plumas Crisis Intervention Resource Center** (Plumas County) providing 24 hour crisis intervention with immediate response; suicide prevention and support, special advocacy for rape and battery victims; transitional emergency housing programs; one time rent program; homeless services and Salvation Army.
- **Far Northern Regional Center** (Plumas County) serves the developmentally disabled persons and to persons who have suffered neurological damage before age 18.
- **Greenville Rancheria** (Greenville) serves tribal and non-tribal persons.
- **Plumas County Veteran Services** (Plumas County) serving veterans and their families.
- **Plumas County Senior Services** (Plumas County) serves seniors 60 years old and older with meals and transportation.
- **Wildwood Village Apartments (Chester/Lake Almanor Basin), Heavenly Home (Portola), Mountain View Manor (Quincy), Green Meadows (Greenville):** Seniors and Disabled Persons, regardless of age

    These day-to-day service providers are best-equipped to understand the capabilities, needs, and limitations of the populations they serve. In an emergency, this understanding is an invaluable resource, but can only be utilized if the service providers are integrated into the County's emergency planning and management structure.

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PRE-EVENT PLANNING:

Each service provider should review their day-to-day operating procedures and determine how best to communicate with their clients immediately, before and during an emergency. For some emergencies, hours or even a few days' notice may be provided before the event.   For others, advanced warning should not be expected, and infrastructure such as telephone or power service may not be available.

Pre-event planning will depend on the type of service provided, the capacity of the service provider, the population served and many other factors, but each need to consider:

- Develop your agencies internal Emergency Operation Plan

- Surge capacity to communicate with a large number of clients in a short amount of time.

- A workforce limitation poses by staff that is directly impacted by the emergency.

- The action required of the client – evacuation, emergency transportation, shelter in place, etc…

- A tracking system to avoid duplicate notifications, or gaps in making notification

- Assist with helping your clients with their emergency preparedness plan

- Planning for emergencies lasting more than 72 hours for your clients' needs

Procedure for Emergency Activation/Response:

1. Your agency is notified of an emergency that threatens or affects your clients. Notification is typically by the Plumas County Office of Emergency Services, Sheriff's Department or Public Health.

2. Activate your internal emergency operations plan.

3. Implement Incident Command Structure (ICS) consistent with event-driven demands, and know where you fit in that structure.

4. Mobilize staff resources and personnel.

5. Contact clients. Tracking and logging their name, address, phone, and any needs/issues.

6. Prioritize needs and issues of clients and submit on the situation report form.

7. Submit a situation report and resource request (if assistance is needed). Requests for assistance must be processed through the incident command structure established for the emergency. Situation reports and resource request can be found below or at: http://plumascounty.us/index.aspx?nid=2347

ISOLATION & QUARANTINE ORDERS:
While Isolation and Quarantine are not included in sheltering planning, it is possible that the agency will be affected by the quarantine or isolation of either the staff or clients.

The CDC applies the term "quarantine" to more than just people http://www.cdc.gov/quarantine. It also refers to any situation in which a building, conveyance, cargo, or animal might be thought to have been exposed to a dangerous contagious disease agent and is closed off or kept apart from others to prevent disease spread.

The difference between isolation and quarantine can be summed up as follows:
- Isolation applies to persons who are known to be ill with a contagious/communicable disease.
- Quarantine applies to those who have been exposed to a contagious/communicable disease but who may or may not become ill.

Additional Definitions
- Infectious disease: a disease caused by a microorganism and therefore potentially infinitely transferable to new individuals. An infectious disease may or may not be communicable. An example of a non-communicable disease is one caused by toxins from food poisoning or infection caused by toxins in the environment, such as tetanus.
- Communicable disease: an infectious disease that is contagious and which can be transmitted from one source to another by infectious bacteria or viral organisms.
- Contagious disease: a very communicable disease capable of spreading rapidly from one person to another by contact or close proximity.

EVACUATION:
Agencies must plan to communicate and work with clients should an evacuation situation occur. It is critical that all clients and their families or caregivers are aware of what to expect during an emergency when services may be changed or discontinued, or when they may have to evacuate their places of residence. The agency/provider's goal is to maintain continuity of care, ensure client and staff safety, and mitigate harm. In order to provide continuity of care during an evacuation or sheltering situation, agency staff, clients and their families must be aware of current events, options, transportation needs and shelter access information.

In Plumas County, incidences that may result in the need for evacuation are likely to occur due to flooding, winter storms or wildland fire. Agencies should have a policy for evacuation incidents since these have occurred and may occur in the future.

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Evacuation Advisements are defined as follows:
<u>Sheriff's Evacuation Advisement</u>
Residents are encouraged to make evacuation preparations. An evacuation advisory is issued when there is reason to believe that the emergency will escalate and require mandatory evacuations. An advisory is meant to give residents as much time as possible to prepare and to make transportation arrangements for an evacuation.

<u>Sheriff's Voluntary Evacuation</u>
Residents are encouraged to leave the area. Roads will have a 'soft closure' allowing only residents in the area. The general public will not be allowed. A voluntary evacuation is issued when an area is being impacted and residents are willing and able to leave before the situation gets worse. This is especially helpful for residents with medical issues, people with pets and those who will have difficulty making travel arrangements.

<u>Sheriff's Mandatory Evacuation</u>
Residents are in imminent danger or the potential for imminent danger exists. Roads will have 'hard closures' so the residents and public will be prohibited from free access. Please do not take this order lightly; it is for your safety.

Another term you may hear during an evacuation is "Exclusion Zone". This is an area where public access is temporarily forbidden due to extreme danger. Only official responder vehicles are allowed entry until the situation is deemed safe again for private vehicle traffic.

Do not attempt to evacuate a client that refuses to evacuate instead contact Plumas County Sheriff's Office.

For more information on Plumas County Evacuations:
http://plumascounty.us/DocumentCenter/View/13958

SHELTERING:
Plumas County Social Services in conjunction with the American Red Cross will operate and manage an Emergency Evacuation Shelter. Your agency may be asked to provide assistance within an activate shelter to monitor and assist your clients.

It is important for agencies to understand what the different types of shelters are and where they might be located. The agency needs to provide accurate guidance to its patients and ensure their patients receive the care they need should they be housed in a shelter.

There are several types of shelters identified according to their population or purpose:
- General Population includes Functional and Medical (formerly called "Special Needs")
- Temporary – warming or cooling

- Shelter-in-Place

General Population Shelters
Most General Population Shelters are opened by Plumas County Social Services in conjunction with the American Red Cross. General population shelters may not accept pets (other than service animals) and may not provide medical care unless they are co-located with a Functional and Medical Needs Shelter. It is important for caregivers to accompany patients to shelters to provide the level of assistance that is required at home. Functional, Medical and/or Special Needs are integrated into the General Population Shelters.

Temporary Warming and Cooling Shelters
Provide temporary respite but they do not offer meals or sleep facilities. The decision to open a temporary warming/cooling shelter is weighed on staying at home.

Shelter-in-Place
In certain circumstances – for example, when there is an incident such as an unexpected chemical release – it may be safer for patients and/or their staff to remain indoors. At other times, incidents might restrict evacuation or egress, forcing individuals to remain at home. Although most shelter-in-place situations are really a matter of hours, it is important for both staff and patients to be aware of the possibility of extended shelter in place and be prepared, within reason, to spend at least three days at home.

Local officials are the best source of information when determining whether to evacuate or shelter- in-place. In general, sheltering-in-place is appropriate when conditions require that people seek immediate protection in their home, place of employment, school or other location when disaster strikes.

Shelter-in-place specifically means selecting an interior room or rooms within the home, or ones with few or no windows, and taking refuge there. These locations should be

identified within the organizations physical structure and within a client's home. It is very important to follow the instructions of local authorities. These locations should be identified within the organizations physical structure and within a client's home.

Items for consideration, based on the situation:
- To go or to stay?
- Warning/alerting staff
- Knowledge of possible health threats, immediate safety and counter measures
- Communication with patients
- Staff and family readiness
- Staff and patient education
- Patient preparedness, including food and medication
- Office preparedness (how long can staff stay?)

COMMUNICATION:
Establishing effective communication within and outside the agency is one of the greatest challenges in emergency preparedness and requires both creative and redundant means of channel communication flow to everyone involved.

Pre-Event:
Pre-event planning with AFN clientele is the first step to good communication in any event. Having them aware of what they should do in the event of an emergency and being ready to respond to evacuate or shelter in place will greatly reduce the risk of miscommunication and panic in any event. A personal evacuation plan should be discussed with clients which would include but not be limited to the following information:
- contact information for transportation,
- contact information for places to stay other than shelter,
- plan for pets and emergency contact information.

The personal evacuation plan should be on one piece of paper and stored in a prominent area which can be easily accessible to the client and or emergency personnel.

As of 2017, according to United States Census 8% of Plumas County's population are Hispanic/ Latino of which many are Non-English-speaking people; therefore, they may not understand warnings that are provided in English. This factor should be taken into consideration when issuing warnings and providing information to certain communities with high percentages of non-English-speaking people.

Emergency communication, as well as preparedness and mitigation information may be accessible for people with disabilities, limited English proficiency and to members of diverse cultures. People who are deaf, deaf-blind, or hard of hearing cannot hear radio, television, sirens, or other audible alerts. Similarly, individuals who are blind or who have low vision may not be aware of visual cues, such as flashing lights and scrolling emergency information on television. Plumas County must rely on multiple methods of relaying information to the community, to accommodate these varying needs. As the message originator, you should keep in mind the needs of persons with access and functional needs by wording the message precisely, making every word count, avoid jargon, codes, and acronyms and omit unnecessary details from the message. Below are various ways to get information in an emergency that your clients can access.

Code RED:

Code Red is an emergency notification system utilized by Plumas County Office of Emergency Service in order to notify Plumas County residents of emergencies in their geographical location. Residents must sign up for the alerts. The system alerts residents of emergencies via cell phone and/or e-mail. Many AFN clients may be able to utilize this tool in order to receive notifications of emergencies in the area.

Emergency Calling

Currently persons with hearing or speech disabilities can use a teletypewriter or telecommunications device for the deaf to directly call 9-1-1 through wire line phones and analog wireless phones. Teletypewriters and telecommunications devices allow people with hearing or speech disabilities to communicate over the phone in text using a keyboard and viewing screen.

Web Site/social media

Posting information on the county website in various ways including third grade reading level, pictures, and large print while also utilizing Facebook with video with cues and sound.

Door-to-Door Warning Systems

In Plumas County, door-to-door warning, or neighborhood canvassing is a last resort option when other modes of communication have failed. It may begin with congregate settings, where notification of a staff member will benefit a large number of residents. A jurisdiction may draw information from its registry, or from utilities and other service providers to identify individuals living alone. If first responders have the option of notifying individual residences, they will do their best to consider possible cultural diversity within the neighborhoods. Translation will be provided if necessary and possible.

Message Content

If possible, messages delivered during an emergency will provide specific information about transportation, evacuation, and sheltering locations. Message content may include when appropriate, incident facts, health risk concerns, pre-incident and post-incident preparedness recommendations, and where to access assistance in a format or language that a broad spectrum of the community can understand. Where necessary, the base content of these messages may be composed and translated into other languages in advance.

Agency Notification Lists and Systems

Each Agency that works with AFN clients should have their list of client's names, addresses and phone numbers as well as best mode of communication to be able to contact them in an emergency to provide information given to them by the Emergency Management group for the County. Each Agency should be responsible for either contacting the client or giving that information to responders to be able to get the messages out in the right context. In Plumas County, the CAHAN (California Health Alert Network) may be utilized in an emergency in order to contact agencies and notify them of the emergency. In turn, the agencies may contact their clients and notify them

of the emergency and in turn receive information from clients regarding possible assistance during or after emergency.

Submit a situation report and resource request (if assistance is needed). Requests for assistance must be processed through the incident command structure established for the emergency. Situation reports and resource request can be found below or at: http://plumascounty.us/index.aspx?nid=2347 or

Plumas County MHOAC
Tina Venable, DON
Office Ph: 530-283-6346
MHOAC Fax: 530-283-6110
EOC Ph: 530-283-6982
24/7-Email: tinavenable@countyofplumas.com

Demobilizing and Recovery:
Develop and coordinate demobilization activities that include specific instructions for all personnel and resources that will require demobilization.

- Provide assistance with shelter operations and closure.
- Provide assistance with transportation of evacuees to/from designated shelters.
- Maintain list of available personnel who will ride buses and vans to assist with loading and unloading passengers.
- Provide family services assistance to victims of the disaster as needed.
- Coordinate with OES on recovery efforts.

Statewide Emergency Management System
Plumas County's emergency management structure complies with the Incident Command System (ICS), the Statewide Emergency Management System (SEMS), and the National Incident Management System (NIMS). These management systems ensure a coordinated response, clear lines of authority and responsibility, effective emergency management of all incidents, and are mandated by local, state and federal requirements. The Plumas County Office of Emergency Services (OES) is the local coordinating body for all emergency preparedness, response and recovery activities.

In order for partner agencies to understand how these systems work during an emergency, staff must be properly trained. Anyone with an emergency response role needs to complete basic Incident Command System trainings.

Centers for Disease Control defined Responder

Tier Levels	IS-700	IS-800	IS-100	IS-200	IS-300	IS-400	
Tier IV							Senior Leadership
Tier III							Supervisors
Tier II							Line Staff
Tier I							New Hires
(Public Health Preparedness Capabilities: National Standards for State and Local Planning, March 2011)							

> ➤ Online training for FEMA courses IS-700a, IS-800b, IS-100b and 200b are available at: https://training.fema.gov/is/crslist.aspx

> ➤ Advanced training may also be appropriate for certain agencies and staff depending on their emergency role and function.

SITUATION REPORT – *FAX TO: PUBLIC HEALTH 283-6110*

GROUP:	YOUR CONTACT INFORMATION:
COMPLETED BY: POSITION:	

DATE:	TIME:

1) REPORT TYPE (CIRCLE):   INITIAL   UPDATE #___   FINAL

2) REPORT STATUS (CIRCLE):   ADVISORY   ALERT
          (NO ACTION REQUIRED)   (ACTION REQUIRED)

3) YOUR GROUP IS (CIRCLE): FULLY FUNCTIONAL   PARTIALLY FUNCTIONAL   NOT FUNCTIONAL

4) IF NOT FULLY FUNCTIONAL, WHY? _____
_____
                                                                         .

5) PROGNOSIS (CIRCLE):   NO CHANGE   IMPROVING   WORSENING

6) YOUR SITUATION:

7) YOUR PRIORITIES:

8) ACTIONS TAKEN:

9) CLIENT POPULATION:

10) HOW MANY STAFF ON SCENE?   HOW MANY AVAILABLE?

11) WHAT DO YOU NEED?

FAX TO (____) _____ - _____	CONTACT PERSON: _____

RECEIVED BY:	DATE:	TIME:

SITUATION REPORT INSTRUCTIONS

1-3, 5) Circle the option you judge appropriate for the situation and your ability to accomplish your objective.
4) Explain briefly what is preventing your group from being fully functional.
6) Briefly describe your activities, example: Red Cross setting up shelter has not received a client; Animal Shelter receiving clients processing through, animal evacuation team en route to Meadow Valley.
7) Describe resolved issues or past actions, also "none" or "Nothing to Report" is acceptable

8) Provide a head count of your total client population. Also provide a total count of unaccompanied minors, and clients in need of medical care.
 	
 Red Cross Shelter Example
      Total pop. 8
      Unaccompanied minors 2
      Need med. care 1
 	
 Animal Shelter Example
      Total pop. 28
      Need med. Care 5

9) Provide a head count of personnel on scene and under your command; also provide a count of personnel who are confirmed available and you are in contact with.
10) Describe anything you need to become fully functional or to maintain operations.
11) Describe anything you feel the EOC needs to be aware of, or you are concerned about.

Plumas County Access and Functional Needs Plan

Resource Request   Request #_____

<div align="right">MHOAC Assigned</div>

For Personnel, Supplies, Equipment, Pharmaceuticals

Facility: _____

<div align="center">Facility Requesting</div>

Requesting Name/ Phone #:_____

Fax: _____ email: _____

Date and Time of Request:_____

Date and Time Item(s) are required: _____

How long are Items Required? _____

Location to be delivered and contact _____

<div align="center">Street / Bldg No / Room No & Contact Info</div>

> **Plumas County MHOAC**
> **Tina Venable, DON**
> Office Ph: 530-283-6346
> MHOAC Fax: 530-283-6110/6425
> EOC Ph: 530-283-6982
> 24/7-Email:
> tinavenable@countyofplumas.com

Personnel:

Specialty	Quantity

Items: pharmaceuticals, supplies, or equipment:

Type	Quantity	Kind	Condition on Receipt

Has previous coordination been accomplished for these items?   Yes   No

With Whom? _____   _____

<div align="center">Name / Facility / Contact Info   Date & Time</div>

_____
Signature / Title of Requester

Fax this Request to MHOAC at (____) ____-_____ and the Supplying Facility if Previously Coordinated.