GENERAL PROTOCOLS FOR CIEP STAND-UP
As of January 19, 2021

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Introduction

The **Coalition on Inclusive Emergency Planning** (CIEP) is a statewide, cross-disability, network that facilitates a coalition of disability advocates, organizations, and emergency managers. The Coalition provides technical assistance to stakeholders with the goal of building in accessibility, equity, diversity, and inclusion into all aspects of emergency management. As a program administered by the **Washington State Independent Living Council** (WASILC), CIEP stakeholders provide guidance on physical and programmatic access, effective communication, and fosters working relationships among it's partners and stakeholders. The members include local subject matter experts who can advise on inclusive access and functional needs best practices, and technical training in all aspects of the Americans with Disabilities Act and other disability rights legislation.

Parameters of CIEP Participation

- CIEP is not a 24/7 operation, and most activities occur during regular business hours five days a week. Advisory Group members and other stakeholders may have other obligations but should notify CIEP of their availability if any as early as possible during standup.
- CIEP participates in or host coordination calls with leaders, designated cadres, and other stakeholders in the disability community and disability service and advocacy agencies, and emergency management professionals.
- CIEP unites various agencies, organizations, and volunteers to discuss the needs of people with disabilities, resources available to disaster survivors with disabilities, accessibility concerns throughout the disaster process and best practices for ensuring equal opportunity for recovery for everyone in the community. Representatives from the local community will know that community's needs, resources and major players better than anyone else. For this reason, it is important that the community take the lead on forming and leading these work groups.

Initial CIEP Activation

Protocol for "Stand Up" during Disasters

CIEP Disability Integration Manager receives initial notification of an incident. Such notifications may come from:

    a. WA Department of Health
    b. WA Emergency Management Division

     c. American Red Cross
     d. Local Emergency Management or Responders
     e. Local Health Jurisdictions
     f. Other State or local agency (DSHS, AAA, or others)
     g. FAST Teams
     h. CIEP Stakeholders or other individuals

Determine Operational Status

This is a list of appropriate services to consider for situational awareness depending on activation of relevant ESF# and/or FEMA Community Lifelines

- Aging / Senior Citizens: AAA
- Centers for Independent Living: Alliance, CFI, CWDR, DACNW, SCIL
- Intellectual and Developmental Disabilities: DDA
- Mental Health: NAMI
- Homeless programs: DSHS
- Vocational rehabilitation: DVR
- Blind/low vision: DSB
- Deaf/hard of hearing: ODHH, HSDC, WADHH
- Telecommunications Relay Services: Hamilton / Internet Relay Providers
- Assistive Tech/Reuse networks: WASH-TEC
- Social Security and Medicaid/ Medicare benefits and services: SSA
- Veteran's-benefits and services: VA
- Transportation - Para-transit/fixed routes status: RARET
- Power outage concerns: Medical equipment? Charging stations and generator fuel – PSE

1. CIEP Disability Integration Manager obtains briefing from EMD and/or DOH on the scale of the disaster and operational priorities.
2. CIEP Disability Integration Manager reaches out to Red Cross to receive initial briefing on shelter status.
3. CIEP Disability Integration Manager notifies the CIEP Advisory Committee, a designated cadre, and/or CIEP Network of standup activation via email or text within 12 hours of receiving initial notification.
4. All CIEP stakeholders who have opted into the network must acknowledge receipt of initial activation message and subsequent messages and reply accordingly.

5. All scheduled CIEP Advisory Group Meetings and quarterly CIEP Networking Meetings may be rescheduled or cancelled for the duration of the standup status. Such meetings are held virtually using the Zoom videoconferencing platform. Such conference calls may occur anytime to assess situational awareness and determine frequency of calls.
6. Establish Communications and determine meeting schedule for the state EOC in concert with CIEP conference calls, meetings briefings and reporting
7. CIEP to monitor recovery efforts for ongoing issues related to access and functional needs.
8. Capture examples of lessons learned for After Action Reports

Accessible Meeting Checklist for CIEP

- ASL Interpreters and CART are available. If you require any other disability accommodation to participate in this call or receive documents, email Jim.House@dshs.wa.gov and Jolie.Ramsey@dshs.wa.gov. Last minute requests might not be filled.
- CART available via captioning provider on videoconferencing platforms where available and on https://www.streamtext.net/player?event=WASILC
- Meeting notes/transcripts shall be emailed to all participants within 48 hours after each meeting.
- Emails may be used for Stand Up communications in between meetings

CIEP Member Responsibilities

- Gather information on unmet Access and Functional Needs
- Assess how effective communication is working
- Provide information to broader network for solution-oriented goals
- Identify local stakeholders in the area of disaster zone who may be able to provide services or resources to meet individual needs
- Determine what actionable steps can be accomplished immediately, short term and long term.
- Push validated info and updates through networks to inform

Participating Agency Agreement

Participating agencies and organizations of the CIEP agree to:
- Receive incident information from Disability Integration Manager during stand up

- Share critical incident related information with staff, clients, and other stakeholders,
- Share agency information with Disability Integration Manager regarding status, incident related needs, available resources the agency can contribute, areas where further coordination is needed (i.e. barriers to response or unmet access and functional needs).
- Share information received from staff or clients on unmet needs or situational awareness.
- Participate and report out on conference calls, when available.
- Provide guidance on ensuring accessibility during disasters.

CIEP Stakeholders Can Support State/FEMA with…

- **Assessment –** Assess disaster zone (county, tribal, regional, statewide) for disaster impact on people with disabilities and other access and functional needs, advise on best practices, and point out gaps in services.
- **Taskforces –** represent CIEP and cross disability perspectives on State/FEMA led taskforces i.e. sheltering, feeding, reunification, housing
- **Subject Matter Expert Identification -** Identification of disability access subject matter experts to advise on areas of effective communication, physical, and programmatic access requirements. Assist with resource identification and knowledge of disability networks, systems and organizations (i.e.: FAST Teams, evacuation procedures, shelter assessments, public messaging)
- **Disseminate Disaster Information to Stakeholders -** The types of information could include preparedness information, information about the locations and accessibility of emergency shelters/disaster recovery centers, information about how to contribute to recovery efforts, and information about State/FEMA assistance, etc.
- **Support the development of resource directories benefiting people with disabilities –** Types of information may include Red Cross, emergency shelters/housing assistance, medication assistance, health care services, mental health support, DME replacement, food assistance, communications, assistive devices, hiring contractors for accessible home repairs, insurance claims, legal aid, vital documents, older adult care, childcare, animal shelter and services, and emergency preparation.
- **Provide technical assistance on Access and Functional Needs to:** State agencies, Tribal governments, Local emergency management officials, Local

health jurisdictions, businesses, community and residential rebuilding projects and workgroups, schools, other organizations seeking to serve people with disabilities and other access and functional needs

- **Participate in Long-term Recovery Groups (LTRGs) -** These groups often manage donated resources and dollars to assist individuals with specific or complex disaster-caused needs. Having representatives from the disability community involved in LTRGs can expand the group's knowledge of steady-state resources available to people with disabilities and increase understanding of their holistic needs after a disaster.

Meeting Agenda and Reporting

CIEP Conference Call

Upon notification of a disaster event, when warranted, the CIEP Disability Integration Manager will notify participating agencies of the date, time, and call in information for a CIEP conference call.

The CIEP Disability Integration Manager will facilitate the call unless otherwise delegated to a WASILC staff or other subject matter expert. Facilitator will request someone volunteer to take notes, capturing areas of concern, information needs, or action items.

Conference Call Agenda

1. Agency/participant Roll call
   o with reminder of conference call housekeeping rules (state name before speaking) and accessibility considerations
2. Situation Briefing
   o Conference call host provides overview of disaster or event, current status, and update on State actions. Information sharing.
     ▪ Briefing should include: What occurred, where, who is impacted, what actions are being taken, share information on where people can get services or support and/or identified shortfalls
3. Facilitated Discussion Event Related Concerns:
   o Consider level of threat – Level 1, 2, or 3; Evacuations / Shelter Status

     1. **Level 1 Advisory –** Situational Awareness of possible hazard that may pose a threat to residents

2. **Level 2 Alerts –** Shelters Open – Evacuations may be under way
3. **Level 3 Activation –** AFN Request received from individuals, partners, Red Cross, local or state emergency management

CIEP agencies provide guidance on areas to improve accessibility in response operations. Disability Integration Manager shares information with EMD, DOH, and Local EMs and HJs (where needed).
   o What transportation resources are available? Has there been an impact to Para-transit and fixed route systems?
   o Are there wide spread power outage concerns? How long is power expected to be out? What concerns are there for power that affects people with medical equipment? Where can people go to charge wireless communication devices?
   o Are wireless and internet networks robust and stable for broadband video such as Telecommunication Relay Services and remote video interpreters for telehealth, remote education, telecommuting, and other uses?
4. Agency Operational Status
   o CIEP Participants brief on current operational status and status of services for situational awareness
   o Discuss resource needs and if other members can fulfill
5. Other Access and Function Needs concerns?
6. Good of the order
   o Review questions and assign responsible parties to find information before next call
   o Establish next conference call date and time, and determine frequency

Protocol for CIEP if there is a Standup with DOH Incident Management Team

The CIEP Disability Integration Manager, per it's contract with DOH, is a member of their Incident Management Team (IMT). When the IMT is activated, DOH may summon the Disability Integration Manager for standup status at the DOH EOC to provide technical assistance as needed in the areas of Access and Functional Needs for people with disabilities.
1. DOH activates their EOC during a disaster or public health emergency.
2. DOH calls CIEP Disability Integration Manager to engage with the EOC on standup.

3. CIEP Disability Integration Manager notifies the CIEP Advisory Committee of standup activation.
4. WASILC Executive Director assumes the lead role in partnership with Advisory committee in a collaborative effort to address emerging need in the disability community and to inform key state agency partners. The CIEP program performs essential functions and activates Stand Up response.
5. Upon stand-down, DOH releases CIEP Disability Integration Manager to resume regular CIEP duties.

CIEP Close-Out Activities

1. Upon stand-down, CIEP Disability Integration Manager will notify CIEP stakeholders.
2. CIEP Disability Integration Manager writes up an After Action Report within two weeks after end of involvement in recovery efforts.

Appendix A: Potential hazards:

Even during a pandemic, disasters continue to occur anytime in Washington State. While we are always on the lookout for earthquakes, they seldom occur. But when the Big One hits, the impact would be catastrophic. More common disasters such as landslides can happen anytime, and are mostly inconvenient when they close a road for a few days. When a large landslide occurs, we may be faced with loss of life and extended inconvenience. During wildfires, homes can burn down leaving residents without durable medical equipment. House fires are much more common, but when it involves a facility with many of residents with disabilities, access and functional needs considerations are brought to the forefront.

Potential hazards with mass casualties may include: major earthquakes, tornados, tsunamis, wildfires, severe winter weather, landslides, extreme rainstorms, radiological events, civil unrest; volcanic activities, including lahars; flooding; hazardous spills; dam failures; pandemics and other public health emergencies.

Appendix B: Possible AFN Scenarios

While people with disabilities can live independently anywhere in the community in their own homes. The following are examples of congregate settings where we will see a higher than average number of people with disabilities or other access and functional needs.

- HUD low-income housing, assisted living facilities, group homes, etc.

- Service/advocacy organizations such as CILs, deaf service centers, etc.
- Schools with large numbers of students having a disability, school for the deaf, school for the blind, etc.
- Public events sponsored by community-based organizations

Appendix C: Notification Sources

In today's society, timely information is vital to help us make decisions as we react to unfolding events. Sometimes we have advance warning of certain disasters, other times we have little or no time to react. To stay vigilant, we rely on these sources for information before, during, and after a disaster.

- Broadcast/Online News Stories
- Community Notification Alerts
- National IPAWS Alerts from WEA/EAS
- Social Media
- Local Mass Notification Systems
- Individual Inquiries
- Updates from state and local agencies

Appendix D: Resources for Situational Awareness

In addition to the notification sources, we verify and confirm situational awareness through other sources for incident management.

- DOH SECURES
- WASERV
- WebEOC
- Reports from CIEP Stakeholders (Red Cross, Salvation Army, etc.)
- Department of Natural Resources Wildfire page https://www.dnr.wa.gov/Wildfires
- Department of Ecology – Emergency Planning Committees https://ecology.wa.gov/Regulations-Permits/Reporting-requirements/Emergency-Planning-Community-Right-to-Know-Act/Local-Emergency-Planning-Committees#o
- InciWeb https://inciweb.nwcg.gov/
- Northwest Interagency Coordination Page https://gacc.nifc.gov/nwcc/
- National Wildfire Coordinating Group – After Action Reports https://www.nwcg.gov/wfldp/toolbox/aars

Appendix E: Resources for Accessibility

- Interpreters: Use DES Master list of ASL interpreters/agencies
  https://apps.des.wa.gov/DESContracts/Home/ContractSummary/03919
- Captioning – Use DES Master list of CART providers
  https://apps.des.wa.gov/DESContracts/Home/ContractSummary/03116
- National Association of the Deaf - NAD

Appendix F: Definitions

Emergency Support Functions

Emergency Support Functions (ESFs) provide the structure for coordinating Federal interagency support for a Federal response to an incident. They are a way to group functions that provide federal support to states and federal-to-federal support, both for Stafford Act declared disasters and emergencies and for non-Stafford Act incidents.

ESF #1: Transportation

ESF #2: Communications

ESF #3: Public Works and Engineering

ESF #4: Firefighting

ESF #5: Information and Planning

ESF #6: Mass Care, Emergency Assistance, Temporary Housing, and Human Services

ESF #7: Logistics

ESF #8: Public Health and Medical Services

ESF #9: Search and Rescue

ESF #10: Oil and Hazardous Materials Response

ESF #11: Agriculture and Natural Resources Annex

ESF #12: Energy

ESF #13: [Public Safety and Security](#)

ESF #14: [Cross-Sector Business and Infrastructure](#)

ESF #15: [External Affairs](#)

Recovery Support Function (RSF)

The Recovery Support Functions (RSFs) comprise the coordinating structure for key functional areas of assistance in the [National Disaster Recovery Framework](#) (NDRF). Their purpose is to support local governments by facilitating problem solving, improving access to resources and by fostering coordination among State and Federal agencies, nongovernmental partners and stakeholders.

The list of Recovery Support Functions and the leading coordinating agency is seen below:

- **Community Planning and Capacity Building (CPCB) Recovery Support Function** ([PDF](#))
- **Economic Recovery Support Function** ([PDF](#))
  U.S. Department of Commerce
- **Health and Social Services Recovery Support Function** ([PDF](#))
  U.S. Department of Health and Human Services
- **Housing Recovery Support Function** ([PDF](#))
  U.S. Department of Housing and Urban Development
- **Infrastructure Systems Recovery Support Function** ([PDF](#))
  U.S. Army Corps of Engineers
- **Natural and Cultural Resources Recovery Support Function** ([PDF](#))
  U.S. Department of Interior

FEMA Community Lifelines
- https://www.fema.gov/emergency-managers/practitioners/lifelines
- A lifeline enables the continuous operation of critical government and business functions and is essential to human health and safety or economic security.
- There are seven FEMA Community Lifelines: Safety and Security; Food, Water, Shelter; Health and Medical, Energy, Communications, Transportation, and Hazardous Material
- Lifelines are the most fundamental services in the community that, when stabilized, enable all other aspects of society to function.

- FEMA has developed a construct for objectives-based response that prioritizes the rapid stabilization of Community Lifelines after a disaster.
- The integrated network of assets, services, and capabilities that provide lifeline services are used day-to-day to support the recurring needs of the community and enable all other aspects of society to function.
- When disrupted, decisive intervention (e.g., rapid re-establishment or employment of contingency response solutions) is required to stabilize the incident.

Glossary of Acronyms

AAA = Area Agency on Aging
ADA = Americans with Disabilities Act
AFN = Access and Functional Needs
ASL = American Sign Language
CART = Communication Access Realtime Transcription
CIEP = Coalition on Inclusive Emergency Planning
CFI = Center for Independence
CIL = Center for Independent Living
CWDR = Central Washington Disability Resources
DACNW = Disability Action Center Northwest
DDA = WA Developmental Disability Agency
DES = WA Department of Enterprise Services
DME = Durable Medical Equipment
DNR = WA Department of Natural Resources
DOH = WA Department of Health
DSB = WA Division of Services for the Blind
DSHS = WA Department of Social and Health Services
DVR = WA Division of Vocational Rehabilitation
EAS = Emergency Alert System
EM = Emergency Management
EMD = WA Emergency Management Division
EOC = Emergency Operations Center
ESF = Emergency Service Function
FAST = Functional Assessment Service Teams
FEMA = US Federal Emergency Management Agency
HSDC = Hearing, Speech, and Deaf Center

HUD = US Housing and Urban Development
IMT = Incident Management Team
IP = Internet Protocol
IPAWS = Integrated Public Alerting and Warning System
LEP = Limited English Proficiency
LHJ = Local Health Jurisdiction
LTRG = Long Term Recovery Group
NWCG = Northwest Wildfire Coordination Group
ODHH = WA Office of the Deaf and Hard of Hearing
PSE = Puget Sound Energy
RARET = Regional Area Resilient Equitable Transportation
RSF = Recovery Service Function
SSA = US Social Security Administration
SCIL = Spokane Center for Independent Living
WA = State of Washington
WADHH = Washington Advocates for the Deaf and Hard of Hearing
WASERV = WA State Emergency Reserve Volunteers
WASH TECH = WA Technology
WASILC = WA State Independent Living Council
WEA = Wireless Emergency Alerts