



Emergency Management During Pandemic FAQ

Question 1: Is there a best practices personal emergency plan template we can use?

Answer: There is no *best* practice for emergency plans because disasters and emergencies are local and individuals' preparedness varies depending on economic status, privilege, class, access, etc. For people with disabilities, older adults, and people with access and functional needs, it is particularly important to develop a plan for disaster risks that impact your region. Plan for a variety of situations where your medication, personal service assistants, transportation, and equipment are not available.

Important: People with disabilities should not assume that anyone will come to rescue you, serve you, or assist you out of a crisis or disaster situation. Develop plans for when you are completely alone without supports. Personal preparedness only goes so far in a system designed without input by the Disability Community.

When preparing individual plans, it's important to exercise and drill your plans often, otherwise your plans may become debris when disasters strike.

- As a person with a disability it's important to understand and [Know Your Rights in a Disaster](#)

Here are some disability specific, disaster planning resources from June Isaacson Kailes, Disability Policy Consultant:

- [Tips for evacuation and transportation planning](#)
- [Planning for emergency situations without electricity](#)
- [Planning tips for people who utilize Personal Assistant Services](#)
- [Disability-Specific Supplies for Emergency Kits](#)
- [Preparing for Hospitalization during COVID-19](#)

What your state says:

- Delaware Emergency Preparedness: [Division of Services for Aging and Adults with Physical Disabilities](#)



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Question 2: One woman I know was receiving Home and Community Based Services (HCBS) she got COVID. they put her in a nursing home because the providers would not go to her home because she had covid.
oh and her service dog had to go live with her grandmother

Answer: Under the Olmstead decision interpreting the Americans with Disabilities Act (ADA), people with disabilities have the right to services in the most integrated setting appropriate to their need. She has the right to have a service dog with her at all times. She might consider filing a federal civil rights complaint.

There are several options for filing a complaint - here are some resources:

- Health and Human Services Office of Civil Rights (**HHS OCR**) - [How to File a Civil Rights Complaint](#)
- Department of Homeland Security Office of Civil Rights and Civil Liberties (**DHS CRCL**) - [How to File a Complaint](#)

Question 3: Without accessible transportation, how would one get to a shelter without knowing where the shelter is?

Answer: There is an obligation to provide accessible transportation if transportation to shelters is provided to the general public.

- ADA: An ADA Guide for Local Governments - [Making Community Emergency Preparedness and Response Programs Accessible to People with Disabilities](#)

Question 4: I live in a nursing home and they do training for staff but that doesn't include us the residents. I need to know if there is a way to have access to training on what to do with these kinds of emergencies?

Answer: Long term care facilities should be regularly exercising emergency evacuation and shelter in place plans. People that live in long term care facilities should be involved in this planning, if you're not, advocate for it!