00:00:00:03 - 00:00:01:17

- Hello all and welcome.

00:00:01:17 - 00:00:03:03

Thanks so much for your patience

00:00:03:03 - 00:00:07:08

as we give folks a couple

extra minutes to join us today.

00:00:07:08 - 00:00:08:13

I want to welcome you

00:00:08:13 - 00:00:12:02

to The Partnership for

Inclusive Disaster Strategies,

00:00:12:02 - 00:00:14:04

"Dangers of False Expectations

00:00:14:04 - 00:00:16:11

and Emergency Management Training."

00:00:16:11 - 00:00:19:14

My name is Priya Penner and

I'm with The Partnership.

00:00:19:14 - 00:00:21:06

I use she, her pronouns

00:00:21:06 - 00:00:25:21

and I am a young brown woman

with long, curly black hair.

00:00:25:21 - 00:00:27:24

Today, I'm wearing a black shirt

00:00:27:24 - 00:00:32:24

with a light multi-gray

colored pattern cardigan.

00:00:34:10 - 00:00:37:20

On the screen, you have a title

slide with texts that reads,

00:00:37:20 - 00:00:41:23

"Dangers of False Expectations

and Emergency Management."

00:00:41:23 - 00:00:45:17

Below that is our website,

www.disasterstrategies.org.

00:00:48:19 - 00:00:52:00

Above all of this text is The

Partnership's header logo,

00:00:52:00 - 00:00:54:24

which is a sun with four

images within it and the text,

00:00:54:24 - 00:00:57:20

The Partnership for

Inclusive Disaster Strategies

00:00:57:20 - 00:00:59:19

to the right of the sun.

00:00:59:19 - 00:01:03:15

The four images within

the sun are a hurricane,

00:01:03:15 - 00:01:06:18

a thunderstorm cloud

with a lightning bolt,

00:01:06:18 - 00:01:11:01

a house with a split down

the middle and a tornado.

00:01:11:01 - 00:01:12:16

So I'm gonna go ahead and get started

00:01:12:16 - 00:01:15:14

with a few accessibility and

technical support reminders

00:01:15:14 - 00:01:17:20

and then we'll get

started with the training.

00:01:20:19 - 00:01:24:12

So first and foremost, this

training is being recorded

00:01:24:12 - 00:01:27:21

and an archive of today's

presentation will be available

00:01:27:21 - 00:01:29:05

in the coming weeks.

00:01:29:05 - 00:01:30:12

In addition to the recording,

00:01:30:12 - 00:01:33:01

you'll also receive an

accessible slide deck

00:01:33:01 - 00:01:34:24

of the presentation used today.

00:01:34:24 - 00:01:37:08

So do be on the lookout for

these items in your email

00:01:37:08 - 00:01:39:00

in the coming weeks.

00:01:39:22 - 00:01:43:19

Today, we have AI captions

available through Otter.ai.

00:01:43:19 - 00:01:48:00

You can access these captions

via the Show Captions

00:01:48:00 - 00:01:51:13

CC button on the bottom

of your navigation bar

00:01:51:13 - 00:01:53:05

on your Zoom screen.

00:01:53:05 - 00:01:58:02

Click this CC button once

to show subtitles on Zoom.

00:01:58:02 - 00:01:59:24

You can edit the font size

00:01:59:24 - 00:02:03:23

and the text color via the

subtitle settings button,

00:02:04:24 - 00:02:09:03

which is accessed via the small

caret within the CC button.

00:02:10:01 - 00:02:11:13

A screenshot of the-

00:02:11:13 - 00:02:15:09

on screen shows the Zoom navigation bar

00:02:15:09 - 00:02:19:14

that sits at the bottom of the

screen, of your Zoom screen,

00:02:19:14 - 00:02:22:05

with the Show Captions

button outlined in red.

00:02:25:23 - 00:02:26:19

We also have

00:02:26:19 - 00:02:29:23

American Sign Language

interpretation provided today.

00:02:29:23 - 00:02:33:04

And today's ASL interpreters

are Desiree Carolyn

00:02:33:04 - 00:02:36:05

and Jessica Tinoco, excuse me.

00:02:36:05 - 00:02:39:06

and they're already

spotlighted for you today.

00:02:39:06 - 00:02:42:18

To adjust the size of the

slides and the speakers

00:02:42:18 - 00:02:44:22

or the interpreters in Zoom,

00:02:44:22 - 00:02:46:14

drag the divider,

00:02:46:14 - 00:02:49:04

which is in the screenshot on screen

00:02:49:04 - 00:02:52:10

inside the red vertical rectangle

00:02:52:10 - 00:02:54:15

and drag that to the right or left,

00:02:54:15 - 00:02:55:19

with the divider,

00:02:55:19 - 00:02:57:19

of course, separates the

speakers, interpreters

00:02:57:19 - 00:02:58:23

from the slides.

00:03:00:18 - 00:03:03:09

If you can't access the ASL interpreters,

00:03:03:09 - 00:03:05:08

please do let us know.

00:03:05:08 - 00:03:07:13

You can do so in chat

00:03:07:13 - 00:03:10:11

or if chat's not accessible to you,

00:03:10:11 - 00:03:12:24

you can email your questions

00:03:12:24 - 00:03:17:01

to Priya@disasterstrategies.org,

00:03:17:01 - 00:03:22:01

that's P-R-I-Y-A@disasterstrategies.org.

00:03:25:06 - 00:03:27:00

To ask or respond to questions,

00:03:27:00 - 00:03:30:21

please either use your

raise your hand button

00:03:30:21 - 00:03:33:20

at the bottom of your Zoom

screen or you can type in chat

00:03:33:20 - 00:03:36:15

or simply unmute yourself

since we are a small,

00:03:36:15 - 00:03:37:21

but mighty group today

00:03:37:21 - 00:03:41:12

to join in the conversation

at an appropriate time.

00:03:41:12 - 00:03:43:08

You can raise your hand or type in chat

00:03:43:08 - 00:03:45:17

for any technical assistance issues

00:03:45:17 - 00:03:48:03

or just to simply alert us to an issue.

00:03:49:02 - 00:03:52:09

For example, to let us know to slow down.

00:03:52:09 - 00:03:56:06

Again, if you can't access

chat, do email your questions

00:03:56:06 - 00:03:59:13

to Priya@disasterstrategies.org.

00:04:02:10 - 00:04:07:05

And then finally, some friendly

reminders as we get started

00:04:07:05 - 00:04:09:00

for this event.

00:04:09:00 - 00:04:12:11

First, please do identify

yourself before speaking.

00:04:12:11 - 00:04:14:06

An example of this is,

00:04:14:06 - 00:04:17:12

"This is Priya and I have

this comment to add."

00:04:18:15 - 00:04:20:10

Please do not talk over others

00:04:20:10 - 00:04:22:23

and keep yourself on

mute when not talking.

00:04:22:23 - 00:04:24:18

This is especially helpful for folks

00:04:24:18 - 00:04:26:12

who are using the captioning

00:04:26:12 - 00:04:29:18

or ASL interpretation to

follow the conversation.

00:04:31:02 - 00:04:34:14

And then finally, please do

define any acronyms you may use

00:04:34:14 - 00:04:36:06

so we're all on the same page

00:04:36:06 - 00:04:38:09

and we'll make sure to try to do the same.

00:04:40:08 - 00:04:41:13

And with that,

00:04:41:13 - 00:04:45:13

I am going to turn it over

to you, Melissa, thanks.

00:04:54:10 - 00:04:56:16

- Welcome, thank you so much

for coming to this training.

00:04:56:16 - 00:04:57:18

We really appreciate it.

00:04:57:18 - 00:04:59:22

There are those of you who

are attending in person

00:04:59:22 - 00:05:02:06

and there're others who are

going to be attending virtually.

00:05:02:06 - 00:05:04:08

So thank you very much for being here.

00:05:06:00 - 00:05:07:17

I wanna welcome you once again

00:05:07:17 - 00:05:09:03

for those of you that have participated

00:05:09:03 - 00:05:10:00

in our trainings before,

00:05:10:00 - 00:05:12:14

this will be a little

repetitious, but that's okay.

00:05:12:14 - 00:05:13:20

I wanna make sure that people

00:05:13:20 - 00:05:15:24

who are new to the training

get to know about us

00:05:15:24 - 00:05:17:08

and feel welcome.

00:05:17:08 - 00:05:18:07

Next slide, please.

00:05:21:07 - 00:05:24:15

So we are The Partnership for

Inclusive Disaster Strategies

00:05:24:15 - 00:05:25:23

and The Partnership

00:05:25:23 - 00:05:30:11

for Inclusive Disaster

Strategies is the only U.S.-led,

00:05:30:11 - 00:05:32:19

only U.S. disability-led organization

00:05:32:19 - 00:05:35:22

with a focus mission of equity

for people with disabilities

00:05:35:22 - 00:05:38:11

and people with access

and functional needs

00:05:38:11 - 00:05:43:02

throughout all planning,

programs, services and procedures,

00:05:43:02 - 00:05:46:04

before, during, and after disasters.

00:05:46:04 - 00:05:47:07

We like to think of ourselves

00:05:47:07 - 00:05:48:23

and we want you to think of ourselves

00:05:48:23 - 00:05:51:01

as your disability and disaster hub.

00:05:51:01 - 00:05:52:07

So if there's any questions

00:05:52:07 - 00:05:55:06

or issues around disability,

emergencies, and disasters,

00:05:55:06 - 00:05:56:12

The Partnership is there for you.

00:05:56:12 - 00:05:58:24

So always feel free to come

to us and go on our website

00:05:58:24 - 00:06:00:08

and you know how to contact us.

00:06:00:08 - 00:06:02:02

You know where we live as it was.

00:06:02:02 - 00:06:02:23

Next, please.

00:06:05:01 - 00:06:09:00

So for grand rules and agreements,

maintain confidentiality,

00:06:09:00 - 00:06:10:12

give a situations, that's fine,

00:06:10:12 - 00:06:11:11

don't give any specific person's name,

00:06:11:11 - 00:06:13:18

anything that's gonna give anything away.

00:06:13:18 - 00:06:14:18

We're all professionals,

we understand that,

00:06:14:18 - 00:06:16:23

but we kind of have to say that out loud.

00:06:16:23 - 00:06:18:18

Ask questions.

00:06:18:18 - 00:06:19:19

If you have a question,

00:06:19:19 - 00:06:21:04

someone else probably has that question.

00:06:21:04 - 00:06:23:06

I might later on ask all your questions.

00:06:23:06 - 00:06:25:22

There's no such thing as an

air quotes "dumb question."

00:06:25:22 - 00:06:28:03

There are questions you just

haven't thought about yet.

00:06:28:03 - 00:06:31:01

So please ask all your

questions, it won't distract me.

00:06:31:01 - 00:06:33:21

We like to make this as

interactive as possible.

00:06:33:21 - 00:06:37:05

Third and most important rule is have fun.

00:06:37:05 - 00:06:39:06

People learn better when they're relaxed

00:06:39:06 - 00:06:41:09

and having a good time and having fun,

00:06:41:09 - 00:06:44:01

even though this is very serious matters

00:06:44:01 - 00:06:45:05

that we're talking about today,

00:06:45:05 - 00:06:47:09

sometimes it's literally

about life and death.

00:06:47:09 - 00:06:50:06

We really want to take

ourselves more lightly

00:06:50:06 - 00:06:53:02

and a little bit less serious

sometimes and have fun.

00:06:53:02 - 00:06:54:18

To facilitate you all having fun,

00:06:54:18 - 00:06:57:22

I have with me a bag of

virtual fabulous prizes.

00:06:57:22 - 00:07:00:05

Now, if we're in person, I'll

give you fabulous prizes.

00:07:00:05 - 00:07:02:06

Think about something you might get

00:07:02:06 - 00:07:03:18

at a child's birthday party,

00:07:03:18 - 00:07:04:14

those little plastic things

00:07:04:14 - 00:07:05:13

you can get in the grocery store.

00:07:05:13 - 00:07:08:01

So that's a level fabulous

prize, but you never know.

00:07:08:01 - 00:07:10:04

You could leave the training today here

00:07:10:04 - 00:07:12:23

with a brand new virtual car,

so just think about that.

00:07:14:05 - 00:07:15:01

Next, please.

00:07:18:19 - 00:07:22:02

So our goals for you

today is we would like you

00:07:22:02 - 00:07:24:10

to leave here with an understanding

00:07:24:10 - 00:07:28:01

or a better understanding,

an increased understanding,

00:07:28:01 - 00:07:31:00

what you can and cannot

expect from a registry,

00:07:31:00 - 00:07:33:23

what some false expectations

disabled people have

00:07:33:23 - 00:07:35:19

in disasters are,

00:07:35:19 - 00:07:38:02

and how to stay safest in

disasters and emergencies

00:07:38:02 - 00:07:40:04

given the realities that

you're gonna learn about.

00:07:40:04 - 00:07:42:24

So those are our goals for you today.

00:07:42:24 - 00:07:44:04

Anyone else have anything

00:07:44:04 - 00:07:45:24

that they would like to learn about?

00:07:47:01 - 00:07:48:13

Full expectation?

00:07:52:03 - 00:07:53:05

Okay, so thank you.

00:07:53:05 - 00:07:54:18

So let's just keep going then.

00:07:56:15 - 00:07:59:00

So what do I mean by false expectations?

00:07:59:00 - 00:08:01:17

I'm gonna give you the

dictionary definition

00:08:01:17 - 00:08:04:03

because I wanna give you the definition

00:08:04:03 - 00:08:06:24

because we'll talk about some

of the nuances in this later.

00:08:06:24 - 00:08:08:21

Expectation is a noun.

00:08:08:21 - 00:08:09:18

I read every word on the slides

00:08:09:18 - 00:08:12:23

for access purposes is why I'm doing that.

00:08:12:23 - 00:08:17:23

And it's the act or state

of expecting, sorry,

00:08:18:19 - 00:08:21:22

anticipation and expectation

of what would happen.

00:08:21:22 - 00:08:23:12

Time's a disaster.

00:08:23:12 - 00:08:24:21

False expectations occur

00:08:24:21 - 00:08:27:11

when we rely on information

developed by others

00:08:27:11 - 00:08:28:14

who failed to plan with us

00:08:28:14 - 00:08:30:09

to understand how to meet our needs.

00:08:37:11 - 00:08:39:13

Give some examples of false expectations,

00:08:44:09 - 00:08:45:08

disaster-related programs

00:08:45:08 - 00:08:47:00

and services with legal-

00:08:48:05 - 00:08:51:18

The expectation is that

disaster-related programs

00:08:51:18 - 00:08:54:03

and services will comply

with legal obligations,

00:08:54:03 - 00:08:56:16

not to discriminate, to

provide effective communication

00:08:56:16 - 00:08:58:08

and to be physically accessible.

00:08:58:08 - 00:09:00:08

The reality is they often are not.

00:09:00:08 - 00:09:01:15

So just keep that in mind.

00:09:02:17 - 00:09:04:14

We might expect things,

we might assume things,

00:09:04:14 - 00:09:06:05

we might be right about that,

00:09:06:05 - 00:09:08:01

but that doesn't matter all the time.

00:09:12:16 - 00:09:15:03

Now we're gonna talk about,

I put these in air quotes

00:09:15:03 - 00:09:17:14

or in quotes, "special needs registries,

00:09:17:14 - 00:09:18:15

shelters and planning."

00:09:18:15 - 00:09:21:21

And you're gonna hear about

why that's in quotation marks.

00:09:21:21 - 00:09:22:17

Next.

00:09:26:05 - 00:09:29:01

So what are some false

expectations around registries?

00:09:30:12 - 00:09:32:22

A false expectation is

that registries make sure

00:09:32:22 - 00:09:35:01

that disabled people are rescued.

00:09:35:01 - 00:09:38:05

The reality is that in the

middle of a major disaster,

00:09:38:05 - 00:09:41:06

while it's happening,

nobody's coming to rescue you.

00:09:41:06 - 00:09:42:18

That's why it's good to evacuate

00:09:42:18 - 00:09:44:21

when they tell you to do so.

00:09:44:21 - 00:09:49:02

And the other reality is

that registries don't work.

00:09:49:02 - 00:09:50:12

That's surprising to a lot of people

00:09:50:12 - 00:09:52:17

because we're kind of brought up

00:09:52:17 - 00:09:54:00

and heard that registries work

00:09:54:00 - 00:09:55:13

and registries the be all and end all,

00:09:55:13 - 00:09:57:12

and we all need registries.

00:09:57:12 - 00:09:58:21

The reality is,

00:09:58:21 - 00:10:00:23

is the reason registries

don't work is the people

00:10:00:23 - 00:10:02:11

with disabilities are not always at home

00:10:02:11 - 00:10:03:07

when a disaster strikes.

00:10:03:07 - 00:10:05:24

So if I tell them what my

address is, that's wonderful,

00:10:05:24 - 00:10:09:20

except if I'm at work or a dinner

00:10:09:20 - 00:10:12:08

or hypothetically going to a party

00:10:12:08 - 00:10:14:05

or doing any of those

things that people do

00:10:14:05 - 00:10:17:00

or the grocery store

or any of those things.

00:10:17:00 - 00:10:19:11

Also, it's almost impossible

00:10:19:11 - 00:10:21:10

to maintain up-to-date registries.

00:10:21:10 - 00:10:22:14

It's just nearly impossible

00:10:22:14 - 00:10:24:00

to maintain them and to keep them.

00:10:24:00 - 00:10:26:08

Think about how are you

gonna get someone to tell

00:10:26:08 - 00:10:28:13

a central database every time they move?

00:10:29:14 - 00:10:31:02

No, and maybe they've moved

00:10:31:02 - 00:10:32:13

and leased into an apartment,

00:10:32:13 - 00:10:34:20

maybe they've moved back

to their parents' home,

00:10:34:20 - 00:10:36:13

maybe they've moved to a friend's home,

00:10:36:13 - 00:10:37:14

maybe they're couchsurfing,

00:10:37:14 - 00:10:38:21

all of those kinds of things.

00:10:38:21 - 00:10:41:12

It's impossible to maintain

that in any system.

00:10:42:10 - 00:10:44:11

And keep in mind, in a disaster,

00:10:44:11 - 00:10:48:12

emergency personnel are overwhelmed

because it's a disaster.

00:10:48:12 - 00:10:51:20

So registries unfortunately don't work

00:10:51:20 - 00:10:54:17

and people try to come up with

new and improved registries.

00:10:54:17 - 00:10:56:04

And I always have to say to people,

00:10:56:04 - 00:10:58:04

"Bottom lines, registries don't work."

00:10:58:04 - 00:10:59:10

But there are registries in Florida

00:10:59:10 - 00:11:02:01

that you have that we're gonna

talk about that are required.

00:11:02:01 - 00:11:02:21

Next, please.

00:11:05:16 - 00:11:07:05

Little bit of a power restoration.

00:11:07:05 - 00:11:09:19

A false expectation is signing up

00:11:09:19 - 00:11:11:16

with the power company registry

00:11:11:16 - 00:11:13:22

ensures priority restoration.

00:11:13:22 - 00:11:14:18

People will say to me,

00:11:14:18 - 00:11:16:20

I have a friend who lives near

me who's a wheelchair user,

00:11:16:20 - 00:11:17:21

and she's very sophisticated.

00:11:17:21 - 00:11:21:02

She'll say, "I'm gonna get my

power restored as a priority

00:11:21:02 - 00:11:23:02

because the power company told me that."

00:11:23:02 - 00:11:24:23

And she gets it more quickly

00:11:24:23 - 00:11:26:21

because she lives across the

street from the high school,

00:11:26:21 - 00:11:29:01

but that's not because of her disability.

00:11:29:01 - 00:11:33:10

The reality is power companies

can't prioritize restoring

00:11:33:10 - 00:11:35:03

power to people with disabilities.

00:11:35:03 - 00:11:37:06

It's not because they're

mean and they don't like us.

00:11:37:06 - 00:11:39:11

But again, it's impossible to identify,

00:11:39:11 - 00:11:41:19

track and prioritize power restoration

00:11:41:19 - 00:11:43:00

for every disabled person.

00:11:43:00 - 00:11:44:13

For all the reasons I just said, we move,

00:11:44:13 - 00:11:45:21

we don't stay in one place,

00:11:45:21 - 00:11:46:24

we acquire new disabilities,

00:11:46:24 - 00:11:49:16

our disabilities change,

our disabilities get better,

00:11:49:16 - 00:11:50:18

our disabilities get worse.

00:11:50:18 - 00:11:51:22

Everything moves.

00:11:51:22 - 00:11:54:02

It's an evolutionary process.

00:11:55:02 - 00:11:57:05

And power restoration is prioritized

00:11:57:05 - 00:11:59:17

for essential community services.

00:11:59:17 - 00:12:00:17

Not people with disabilities,

00:12:00:17 - 00:12:03:08

but hospitals, fire departments,

00:12:03:08 - 00:12:05:10

police stations, those kinds of things.

00:12:05:10 - 00:12:07:19

My friend near the school

kind of gets hers sooner

00:12:07:19 - 00:12:08:19

depends on what your town does,

00:12:08:19 - 00:12:10:02

but it's a big places.

00:12:10:02 - 00:12:10:23

It's the absolutely essential place

00:12:10:23 - 00:12:12:24

that you can't do without

during a disaster,

00:12:12:24 - 00:12:15:14

the fire station, the police

station, the hospitals.

00:12:18:04 - 00:12:19:00

Next, please.

00:12:23:12 - 00:12:26:10

Now, The Partnership has

a position on Florida law.

00:12:26:10 - 00:12:28:01

So you have Florida laws

00:12:28:01 - 00:12:30:02

that I'm gonna talk

about in a few minutes.

00:12:30:02 - 00:12:33:15

The Partnership itself, we

don't support the concept

00:12:33:15 - 00:12:35:20

of in quotes, "special registries

00:12:35:20 - 00:12:38:06

for disabled people and disasters"

00:12:38:06 - 00:12:40:15

or, and we don't support the term,

00:12:40:15 - 00:12:43:04

the outdated term, special needs.

00:12:43:04 - 00:12:44:13

People with disabilities have needs,

00:12:44:13 - 00:12:47:01

there's nothing special about our needs.

00:12:47:01 - 00:12:50:13

And Florida has a law that

requires, again, in quotes,

00:12:50:13 - 00:12:52:06

"special needs registries."

00:12:52:06 - 00:12:54:01

Florida is the only state

00:12:54:01 - 00:12:57:24

that mandates special needs

registries for disabled people.

00:12:57:24 - 00:13:01:20

And North Carolina, Texas,

Illinois have legislation

00:13:01:20 - 00:13:04:24

that authorizes registries,

meaning supports its use,

00:13:04:24 - 00:13:07:00

but it doesn't mandate it.

00:13:07:00 - 00:13:08:09

It's not required by the law.

00:13:08:09 - 00:13:09:08

So Florida is unique in that way.

00:13:09:08 - 00:13:11:20

Florida is unique in lots of ways.

00:13:13:09 - 00:13:14:07

Yes, next, please.

00:13:16:12 - 00:13:17:17

And I am gonna read to you about

00:13:17:17 - 00:13:21:09

the Florida Special Needs

Registry from the website.

00:13:21:09 - 00:13:23:22

And this is a quote, "During an emergency,

00:13:23:22 - 00:13:27:03

the government and other

agencies may not be able

00:13:27:03 - 00:13:28:22

to meet your needs.

00:13:28:22 - 00:13:31:20

You should be prepared

to take care of yourself

00:13:31:20 - 00:13:36:02

and your loved ones for

a minimum of 72 hours.

00:13:36:24 - 00:13:39:24

Those individuals with

special needs are encouraged

00:13:39:24 - 00:13:42:17

to identify an emergency support network

00:13:42:17 - 00:13:45:09

and build a disaster supply kit.

00:13:45:09 - 00:13:48:00

And registering on this website,"

00:13:48:00 - 00:13:50:08

which is linked, "is not a guarantee

00:13:50:08 - 00:13:52:14

that emergency officials

will be able to assist you

00:13:52:14 - 00:13:54:00

in an emergency."

00:13:54:00 - 00:13:55:14

I'm gonna read that again,

00:13:55:14 - 00:13:57:18

"Registering on this website

00:13:57:18 - 00:14:00:09

for special needs shelters

is not a guarantee

00:14:00:09 - 00:14:02:15

that emergency officials

will be able to assist you

00:14:02:15 - 00:14:03:17

in an emergency."

00:14:07:11 - 00:14:08:07

Next, please.

00:14:11:04 - 00:14:13:00

So I'm gonna look now at eligibility

00:14:13:00 - 00:14:14:04

for special needs shelters,

00:14:14:04 - 00:14:17:07

who in theory gets to go

to special needs shelters.

00:14:17:07 - 00:14:19:14

And again, this is a

quote from your website

00:14:19:14 - 00:14:22:18

and it says, "People with

special medical needs,"

00:14:22:18 - 00:14:24:17

it's not quite defined.

00:14:24:17 - 00:14:28:16

"And people whose care exceeds

the basic first aid provided

00:14:28:16 - 00:14:30:10

at general population shelter,

00:14:31:20 - 00:14:33:12

people with impairments or disabilities

00:14:33:12 - 00:14:36:09

who are medically stable and

do not require medical care,"

00:14:36:09 - 00:14:39:05

they don't need to go to

hospital in other words.

00:14:39:05 - 00:14:41:18

"And people with disabilities

are not required to go

00:14:41:18 - 00:14:43:16

to special needs shelter.

00:14:43:16 - 00:14:46:14

Some people with disabilities

can say be safely accommodated

00:14:46:14 - 00:14:48:11

in general population shelter."

00:14:50:04 - 00:14:54:00

Now there's a lack of clarity

about this last bullet point

00:14:54:00 - 00:14:57:03

because if accommodations,

00:14:57:03 - 00:15:00:11

if accommodations and accessibility

are fully incorporated

00:15:00:11 - 00:15:02:01

in general population shelters,

00:15:02:01 - 00:15:03:13

which they're required to be,

00:15:05:01 - 00:15:06:20

they're required to serve everyone.

00:15:07:24 - 00:15:09:23

So there's a little bit of conflict there.

00:15:09:23 - 00:15:10:19

Next, please.

00:15:14:03 - 00:15:15:19

Theoretically, the purpose of in quotes,

00:15:15:19 - 00:15:17:16

"Special needs registries

00:15:17:16 - 00:15:19:14

and shelters is to provide

00:15:19:14 - 00:15:23:07

access to transportation to

shelters," which is great,

00:15:23:07 - 00:15:26:06

"guaranteed power," although

there is some without power,

00:15:26:06 - 00:15:29:04

at least some of the time

during Hurricane Ian,

00:15:29:04 - 00:15:30:18

"and additional medical services

00:15:30:18 - 00:15:33:12

that general shelter

populations may not have."

00:15:33:12 - 00:15:34:23

That's the theory

00:15:34:23 - 00:15:39:23

and it doesn't always work in practice.

00:15:40:02 - 00:15:41:17

And we'll talk about that.

00:15:41:17 - 00:15:42:13

Next, please.

00:15:45:20 - 00:15:48:00

And again, "The special needs registries

00:15:48:00 - 00:15:51:03

and shelters promote segregated services."

00:15:51:03 - 00:15:53:07

If you're in a special needs shelter,

00:15:53:07 - 00:15:56:03

you're by definition

segregated from your peers,

00:15:56:03 - 00:15:57:18

often from your family, from your friends,

00:15:57:18 - 00:15:58:18

from your neighbors.

00:15:59:17 - 00:16:02:01

It contradicts requirements of the ADA

00:16:02:01 - 00:16:04:07

that get services in

an integrated setting.

00:16:05:04 - 00:16:07:13

It leads to increase institutionalization,

00:16:07:13 - 00:16:09:13

which we're gonna talk about later.

00:16:09:13 - 00:16:11:16

But the good news is it provides,

00:16:11:16 - 00:16:12:15

it provides you folks,

00:16:12:15 - 00:16:15:12

it provides DSIL with

an advocacy opportunity

00:16:15:12 - 00:16:16:20

to kind of push back around that,

00:16:16:20 - 00:16:19:11

if that's something you choose to do,

00:16:19:11 - 00:16:21:03

which we support you in doing.

00:16:23:08 - 00:16:24:04

Next, please.

00:16:26:16 - 00:16:28:07

Let's look at some false expectations

00:16:28:07 - 00:16:30:06

around special needs shelters.

00:16:30:06 - 00:16:31:15

False expectation is that

00:16:31:15 - 00:16:35:12

a special needs shelter

will best meet my needs.

00:16:35:12 - 00:16:36:24

Here's the reality in Florida,

00:16:38:00 - 00:16:41:04

quote, "Special needs shelters

are run by public health

00:16:41:04 - 00:16:43:05

and independent contractors."

00:16:43:05 - 00:16:46:14

That means they come from a

medical model perspective.

00:16:46:14 - 00:16:49:20

They often treat you like

patients rather than people

00:16:49:20 - 00:16:51:05

who are coming for services.

00:16:52:17 - 00:16:55:12

Again, they often follow the

medical model of disability,

00:16:55:12 - 00:16:58:12

treating disabled people as

patients, like I just said.

00:16:58:12 - 00:17:01:02

And usually only one person is permitted

00:17:01:02 - 00:17:02:24

to accompany somebody with a disability.

00:17:02:24 - 00:17:04:08

So families can get separated.

00:17:04:08 - 00:17:05:19

That didn't happen as much during Ian,

00:17:05:19 - 00:17:08:07

but sometimes families can

get separated that way.

00:17:09:19 - 00:17:10:15

Next, please.

00:17:13:15 - 00:17:15:01

Other false expectation

00:17:16:24 - 00:17:20:06

around a special needs

shelter will meet my needs,

00:17:20:06 - 00:17:21:19

other realities, I should say.

00:17:21:19 - 00:17:24:14

Special needs shelters

segregate disabled people.

00:17:25:20 - 00:17:26:21

Why is it so bad?

00:17:26:21 - 00:17:27:19

Well, we all know why it's bad,

00:17:27:19 - 00:17:29:16

but I'm gonna say it out loud,

00:17:29:16 - 00:17:33:11

segregation robs us of self-determination.

00:17:33:11 - 00:17:36:06

My decision, what I wanna

do, where I wanna go,

00:17:36:06 - 00:17:39:03

where I wanna be, who I wanna be with.

00:17:39:03 - 00:17:40:24

Dignity of risk, I don't

know if you're familiar

00:17:40:24 - 00:17:42:12

with the concept of dignity of risk,

00:17:42:12 - 00:17:44:04

but how I explain dignity of risk

00:17:44:04 - 00:17:46:07

in a nutshell to audiences is,

00:17:46:07 - 00:17:48:16

I as a person with a

disability are allowed to take

00:17:48:16 - 00:17:50:01

the same risks as everyone else.

00:17:50:01 - 00:17:50:22

Even though you might see them

00:17:50:22 - 00:17:52:02

as foolish choices I'm making,

00:17:52:02 - 00:17:53:19

I'm allowed to make the

same foolish choices

00:17:53:19 - 00:17:54:22

anyone else would make.

00:17:56:17 - 00:17:59:06

And segregation also robs us of our right

00:17:59:06 - 00:18:01:02

to receive services in

an integrated setting

00:18:01:02 - 00:18:04:13

most appropriate to our needs,

which is really important.

00:18:04:13 - 00:18:07:05

And under Olmstead, when

you're institutionalized,

00:18:07:05 - 00:18:10:04

you have the right to be in

the most integrated setting

00:18:10:04 - 00:18:11:00

appropriate to your needs.

00:18:11:00 - 00:18:13:13

We're gonna talk about that

decision in a few minutes.

00:18:16:20 - 00:18:17:16

Next, please.

00:18:20:16 - 00:18:21:21

Again, false expectation is

00:18:21:21 - 00:18:24:03

special needs shelter

will best meet my needs

00:18:24:03 - 00:18:25:10

and more realities are that

00:18:25:10 - 00:18:28:15

special needs shelters limit

access disaster programs

00:18:28:15 - 00:18:31:24

and services by reducing

disabled people's visibilities

00:18:31:24 - 00:18:34:10

to others to the world.

00:18:34:10 - 00:18:36:18

And the special needs

shelters promote the myth that

00:18:36:18 - 00:18:39:06

the people with disabilities

need special care

00:18:39:06 - 00:18:40:19

and encourages shelter staff

00:18:40:19 - 00:18:42:21

to recommend institutionalization.

00:18:42:21 - 00:18:44:24

Why don't you just go to the nursing home?

00:18:44:24 - 00:18:46:05

That makes it easier.

00:18:46:05 - 00:18:48:20

We're not accessible, just

go to the nursing home.

00:18:48:20 - 00:18:50:09

It'll be temporary.

00:18:50:09 - 00:18:51:05

Next, please.

00:18:53:20 - 00:18:56:22

So to tell you a quick story

that happened under Ian,

00:18:56:22 - 00:18:58:02

and it's just an example,

00:18:58:02 - 00:18:59:23

and it happened, not only

did it happen in Florida,

00:18:59:23 - 00:19:01:01

it happened in Volusia County,

00:19:01:01 - 00:19:03:15

and I believe you folks

are involved in it.

00:19:03:15 - 00:19:08:15

A person who used a

mobility device had to sit

00:19:09:06 - 00:19:11:15

and sleep in their device

00:19:11:15 - 00:19:15:02

for 10 days at a special need shelter.

00:19:15:02 - 00:19:17:21

Now it led to severe edema in their legs,

00:19:17:21 - 00:19:19:01

all kinds of problems.

00:19:19:01 - 00:19:22:12

I can't imagine what that does

to one's back and one's body,

00:19:22:12 - 00:19:25:00

but they slept in their mobility device,

00:19:25:00 - 00:19:28:16

I believe it was a scooter for 10 days.

00:19:28:16 - 00:19:31:12

And it was a special needs shelter,

00:19:31:12 - 00:19:34:24

and eventually through

advocacy that was triggered

00:19:34:24 - 00:19:35:20

through Red Cross,

00:19:35:20 - 00:19:37:01

it was not a Red Cross shelter,

00:19:37:01 - 00:19:39:02

Red Cross does not off operate

special needs shelters,

00:19:39:02 - 00:19:41:23

but it was in a mall

and Red Cross was there.

00:19:41:23 - 00:19:44:24

Someone there got a hospital

bed that she needed.

00:19:44:24 - 00:19:48:03

It's required that a hospital

bed be provided to her

00:19:48:03 - 00:19:49:10

in any kind of shelter,

00:19:49:10 - 00:19:52:05

whether it's a general population shelter,

00:19:52:05 - 00:19:53:13

which I call an integrated shelter

00:19:53:13 - 00:19:56:01

or a special medical needs shelter,

00:19:56:01 - 00:19:58:15

but that wasn't provided

for 10 whole days.

00:19:58:15 - 00:20:01:05

And The Partnership was able

to insist in the delivery

00:20:01:05 - 00:20:04:13

of an appropriate bed then

provided by American Red Cross,

00:20:04:13 - 00:20:05:13

which is what I just talked about,

00:20:05:13 - 00:20:08:13

but think about the damage it does.

00:20:08:13 - 00:20:10:03

Even if you don't have a disability,

00:20:10:03 - 00:20:12:06

let's say you're someone who's an athlete,

00:20:12:06 - 00:20:16:02

it would not be comfortable to

sleep in a chair for 10 days,

00:20:16:24 - 00:20:20:03

let alone a scooter, just saying.

00:20:20:03 - 00:20:20:24

Next, please.

00:20:25:23 - 00:20:28:14

We're gonna be talking

about planning later on

00:20:28:14 - 00:20:29:10

as things that do work.

00:20:29:10 - 00:20:30:23

Planning is a good thing.

00:20:30:23 - 00:20:34:12

Sometimes there's false

expectations around planning though,

00:20:34:12 - 00:20:36:15

let me give you an example of one.

00:20:36:15 - 00:20:37:20

I have the expectation

00:20:37:20 - 00:20:40:11

that having a non-local

contact will keep me safe

00:20:40:11 - 00:20:41:20

if connectivity has failed.

00:20:41:20 - 00:20:46:02

So I live in Connecticut, so

I have a friend in Colorado,

00:20:46:02 - 00:20:48:21

I have a friend in Florida

that's gonna keep me safe.

00:20:48:21 - 00:20:51:03

The reality is that

when connectivity fails

00:20:51:03 - 00:20:52:24

in disaster-affected area,

00:20:52:24 - 00:20:54:18

you might not be able

to reach out to others

00:20:54:18 - 00:20:57:05

and they might not be

able to reach out to you.

00:20:57:05 - 00:20:58:23

Some or all devices might fail,

00:20:58:23 - 00:21:02:15

leaving you without access to

cell or landline phone calls,

00:21:02:15 - 00:21:04:13

internet, email, or text.

00:21:04:13 - 00:21:05:22

And I know this might seem obvious,

00:21:05:22 - 00:21:07:02

but until you've lost your power,

00:21:07:02 - 00:21:08:09

you might not think that through.

00:21:08:09 - 00:21:10:18

So that's just one false

expectation around planning.

00:21:10:18 - 00:21:12:13

It's just something to look out for.

00:21:13:20 - 00:21:14:16

Next, please.

00:21:17:10 - 00:21:18:24

And next we're going to Mass Care

00:21:18:24 - 00:21:20:09

and other disaster services.

00:21:20:09 - 00:21:22:20

And Shari Myers, who is

the director of Response

00:21:22:20 - 00:21:25:00

for The Partnership, is

also on this call listening

00:21:25:00 - 00:21:26:24

in case I need help on

any of the Red Cross stuff

00:21:26:24 - 00:21:27:21

because her former employer was Red Cross

00:21:27:21 - 00:21:30:03

and Shari is such a great person.

00:21:32:01 - 00:21:32:21

Next, please.

00:21:35:10 - 00:21:38:22

Now the general terminology for

shelters where everyone gets

00:21:38:22 - 00:21:41:12

to go to is they're called

general population shelters.

00:21:41:12 - 00:21:43:17

And that feels really clinical to me.

00:21:43:17 - 00:21:45:17

So I'm calling them what I think they are,

00:21:45:17 - 00:21:48:18

they're integrated, people

with and without disabilities.

00:21:48:18 - 00:21:51:02

So integrated and air quotes, unquote,

00:21:51:02 - 00:21:53:03

"special needs shelters."

00:21:53:03 - 00:21:56:13

What are some of the false

expectations around shelters?

00:21:56:13 - 00:21:58:05

First of false expectations,

00:21:58:05 - 00:22:00:01

shelters are always physically accessible

00:22:00:01 - 00:22:01:11

because why would you have a shelter

00:22:01:11 - 00:22:02:22

in an inaccessible place?

00:22:03:20 - 00:22:05:19

That makes sense to make that assumption.

00:22:05:19 - 00:22:08:04

It's a reasonable assumption to make.

00:22:08:04 - 00:22:10:16

The reality is that although

shelters are required

00:22:10:16 - 00:22:12:12

to be accessible under the ADA

00:22:12:12 - 00:22:15:12

and Section 504 of the Rehabilitation Act,

00:22:15:12 - 00:22:19:17

when federal funding is

involved, they often are not.

00:22:19:17 - 00:22:21:09

They just plain aren't, and people say,

00:22:21:09 - 00:22:25:24

"Oh, it's new construction

and it has to be accessible."

00:22:25:24 - 00:22:29:01

There might be an obligation

for it to be accessible,

00:22:29:01 - 00:22:30:16

but lots of time schools don't comply

00:22:30:16 - 00:22:31:20

with their obligations.

00:22:31:20 - 00:22:35:00

And not all schools under ADA necessarily,

00:22:35:00 - 00:22:37:17

depend if they're older,

have to be accessible.

00:22:37:17 - 00:22:39:12

So schools are frequently

used as shelters.

00:22:39:12 - 00:22:41:05

The presumptions, again, is

the schools are accessible

00:22:41:05 - 00:22:43:04

'cause of course, all

schools are accessible.

00:22:43:04 - 00:22:46:02

Why in 2023 would not all

schools be accessible?

00:22:46:02 - 00:22:47:21

Like I said before, they often are not.

00:22:47:21 - 00:22:51:00

And another life idea,

architectural access surveys

00:22:51:00 - 00:22:54:15

of schools in the vast majority of schools

00:22:54:15 - 00:22:57:24

I encountered were not accessible

00:22:57:24 - 00:23:01:13

and most were legally required

to be, but not all of them.

00:23:02:18 - 00:23:03:14

Next, please.

00:23:09:05 - 00:23:11:10

So we talked about physical access,

00:23:11:10 - 00:23:14:10

now we're gonna talk about

effective communication.

00:23:14:10 - 00:23:16:16

A false expectation out there is that

00:23:16:16 - 00:23:18:06

aids and services that are required

00:23:18:06 - 00:23:20:16

for effective communication

are always provided

00:23:20:16 - 00:23:22:15

because that's the law.

00:23:22:15 - 00:23:25:17

In the training, we

talked about this before.

00:23:25:17 - 00:23:28:05

Aids and services, they

call them auxiliary aids

00:23:28:05 - 00:23:30:06

and services in the law can include

00:23:30:06 - 00:23:33:09

sign language interpreters,

video relay interpreting,

00:23:33:09 - 00:23:35:13

sometimes referred to as VRI,

00:23:35:13 - 00:23:38:17

accessible print and electronic material.

00:23:39:19 - 00:23:41:22

Reality, these are not always provided.

00:23:41:22 - 00:23:43:15

Shelters don't always get them.

00:23:43:15 - 00:23:45:11

They're not always a

disaster recovery centers,

00:23:45:11 - 00:23:48:09

they're not always where

they're required to be

00:23:48:09 - 00:23:52:00

so that's a false expectation

00:23:52:00 - 00:23:53:18

and know that it doesn't always happen,

00:23:53:18 - 00:23:54:23

even though it should happen under the law

00:23:54:23 - 00:23:55:21

and is required to happen.

00:23:55:21 - 00:23:59:01

There's a difference between

someone having to do something

00:23:59:01 - 00:24:00:24

and someone actually doing something.

00:24:00:24 - 00:24:01:19

Next, please.

00:24:04:08 - 00:24:06:13

Next thing, we talked about

facility accessibility,

00:24:06:13 - 00:24:08:23

we talked about equally

effective communication.

00:24:08:23 - 00:24:12:08

The next thing that

entities are required to do

00:24:12:08 - 00:24:14:04

when there's federal funding involved

00:24:14:04 - 00:24:16:02

or when they have obligations

aren't in the ADA,

00:24:16:02 - 00:24:19:10

is make modifications, make

reasonable modifications

00:24:19:10 - 00:24:20:17

to policies and practices.

00:24:21:20 - 00:24:23:10

And the false expectation is that

00:24:23:10 - 00:24:25:16

shelter and program staff will understand

00:24:25:16 - 00:24:27:06

and fill their obligation

00:24:27:06 - 00:24:29:13

to make reasonable

modification to policies,

00:24:29:13 - 00:24:31:08

policies, practice and

procedures technically,

00:24:31:08 - 00:24:33:01

but that's a mouthful,

00:24:33:01 - 00:24:35:06

and that includes

admitting service animals.

00:24:35:06 - 00:24:38:11

That is always required,

always, always, always.

00:24:38:11 - 00:24:41:01

Service animals are always required.

00:24:41:01 - 00:24:43:04

I've yet to see a disaster,

00:24:43:04 - 00:24:45:18

and even as some shelters

are admitting pets

00:24:45:18 - 00:24:47:05

and it's becoming more,

00:24:47:05 - 00:24:50:20

it's becoming easier to

have animals admitted,

00:24:50:20 - 00:24:52:05

I've yet to see a disaster

00:24:52:05 - 00:24:54:06

where someone didn't call

our disaster hotline saying,

00:24:54:06 - 00:24:56:17

"I have a service animal and

they won't let me come in

00:24:56:17 - 00:24:57:22

with my service animal,"

00:24:58:20 - 00:25:00:18

that's required under the law.

00:25:00:18 - 00:25:01:20

It's an expectation people have

00:25:01:20 - 00:25:03:12

that their service

animal will be admitted,

00:25:03:12 - 00:25:05:11

but it's a false expectation sometimes.

00:25:07:04 - 00:25:09:18

Shelters are required to provide diets

00:25:09:18 - 00:25:11:16

for people with

disabilities that they need.

00:25:11:16 - 00:25:12:24

Say I'm gluten-free person,

00:25:12:24 - 00:25:14:12

a shelter be required to do that,

00:25:14:12 - 00:25:15:24

if I have celiac or something like that,

00:25:15:24 - 00:25:18:18

or I have a severe adverse

reaction to gluten.

00:25:18:18 - 00:25:19:14

I have diabetes.

00:25:19:14 - 00:25:23:14

They're required to do a diet accustomed

00:25:23:14 - 00:25:26:09

to people diabetes, low

salt, all of those things,

00:25:26:09 - 00:25:28:09

they're required to do this.

00:25:28:09 - 00:25:30:01

It's a modification of policy or practice.

00:25:30:01 - 00:25:31:08

They normally serve regular lunch.

00:25:31:08 - 00:25:34:02

They're required to serve

me a gluten-free lunch.

00:25:34:02 - 00:25:36:15

Providing quiet areas is a modification

00:25:36:15 - 00:25:37:24

of policy of practice.

00:25:37:24 - 00:25:41:07

So I am with someone with a

sensory disability like autism

00:25:41:07 - 00:25:43:02

and I get overloaded.

00:25:43:02 - 00:25:44:16

I need a quiet space.

00:25:44:16 - 00:25:46:23

My child needs to have

a quiet space to go to.

00:25:47:19 - 00:25:52:19

And understand that even though it's 2023,

00:25:53:04 - 00:25:55:20

staff are not, and volunteers especially,

00:25:55:20 - 00:25:58:05

are not always aware of these obligations.

00:25:58:05 - 00:26:00:11

And that's how they often don't get met.

00:26:02:00 - 00:26:02:24

Next slide, please.

00:26:05:04 - 00:26:06:20

So now is your time to talk.

00:26:06:20 - 00:26:08:00

What are your questions?

00:26:14:21 - 00:26:16:23

Priya, I don't have a lot

of visibility on the screen,

00:26:16:23 - 00:26:17:18

so if you guys-

00:26:20:00 - 00:26:21:09

- This is Priya.

00:26:21:09 - 00:26:24:23

Absolutely, I see Tomora

has come off of mute.

00:26:24:23 - 00:26:25:19

Tomora,

00:26:25:19 - 00:26:26:16

do you have a question?

- Hi.

00:26:26:16 - 00:26:28:10

- Welcome off-

- No-

00:26:28:10 - 00:26:29:10

Hi, this is Tomora.

00:26:29:10 - 00:26:32:01

I just, I have a comment.

00:26:33:21 - 00:26:38:21

You're right, the shelters

don't always admit service dogs.

00:26:40:00 - 00:26:41:23

And depending on the breed,

00:26:43:02 - 00:26:44:14

we've been turned away

00:26:45:19 - 00:26:46:17

when my son is younger-

- And the breed is-

00:26:46:17 - 00:26:48:13

And the breed is irrelevant.

00:26:48:13 - 00:26:51:10

Let me just tell you what the standard is,

00:26:51:10 - 00:26:53:19

the breed is irrelevant.

00:26:53:19 - 00:26:55:20

- Correct.

- Species is relevant.

00:26:55:20 - 00:26:58:18

A service dog, a service

animal must be a dog

00:26:58:18 - 00:27:01:14

or under certain circumstances,

a miniature horse.

00:27:01:14 - 00:27:05:24

The dog needs is, needs to be

trained to perform services

00:27:05:24 - 00:27:07:14

for the person with the disability.

00:27:07:14 - 00:27:10:24

Those services could be things

like helping pull a chair

00:27:10:24 - 00:27:12:18

or pick things up for me,

00:27:12:18 - 00:27:14:21

or if I'm someone with

a visual disability,

00:27:14:21 - 00:27:17:15

doing mobility work with me,

00:27:17:15 - 00:27:18:17

or if I'm someone who's deaf,

00:27:18:17 - 00:27:20:11

letting me know what's going on,

00:27:20:11 - 00:27:25:11

or if I'm someone who

takes psychiatric meds

00:27:25:13 - 00:27:28:15

and the dog has been trained

to smell my lithium level

00:27:28:15 - 00:27:29:19

and let me know when it's off

00:27:29:19 - 00:27:30:22

because I've either

forgotten to take my meds

00:27:30:22 - 00:27:32:22

or the meds just not working anymore.

00:27:32:22 - 00:27:33:17

There's lots of things

00:27:33:17 - 00:27:34:23

service animals have to be trained to do.

00:27:34:23 - 00:27:36:19

So it has to be dogs trained

00:27:36:19 - 00:27:38:20

to do a service for

someone with a disability,

00:27:38:20 - 00:27:39:18

does not have to be certified,

00:27:39:18 - 00:27:41:05

does not have to be registered,

00:27:41:05 - 00:27:42:24

doesn't have to go to

special school to be trained.

00:27:42:24 - 00:27:44:11

It just has to be trained.

00:27:44:11 - 00:27:46:24

And some owners train their

own dogs, some owners don't.

00:27:46:24 - 00:27:48:20

You know, some handlers

don't train their own dogs,

00:27:48:20 - 00:27:51:06

but it's really important

00:27:51:06 - 00:27:53:15

and they should not be turned away.

00:27:53:15 - 00:27:55:18

- Right, we have-

- And people have them-

00:27:55:18 - 00:27:57:00

Yeah, and pit bull be-

00:27:57:00 - 00:27:59:13

Can a pit bull be a

service animal? Positively.

00:27:59:13 - 00:28:01:14

That animal has to be under the,

00:28:01:14 - 00:28:04:04

has to be housebroken and

under the owner's control.

00:28:05:19 - 00:28:08:03

- Yes.

- But it doesn't have to be,

00:28:08:03 - 00:28:09:13

it doesn't have to be a,

00:28:09:13 - 00:28:10:22

from, you know, people have stereotypes

00:28:10:22 - 00:28:12:10

of what a service dog is,

00:28:12:10 - 00:28:13:15

typically it's a German Shepherd.

00:28:13:15 - 00:28:14:19

People think of that in their heads

00:28:14:19 - 00:28:18:03

because that was what was

used a lot when people,

00:28:18:03 - 00:28:20:10

with people with visual

disabilities and for other people,

00:28:20:10 - 00:28:21:24

but service dogs are all kinds of species,

00:28:21:24 - 00:28:23:22

all kinds of breeds now so.

00:28:25:05 - 00:28:27:24

So that's against the law and

thank you for bringing that.

00:28:27:24 - 00:28:29:24

- I wasn't aware of that back then.

00:28:29:24 - 00:28:32:20

- Uh-huh, so now you are.

00:28:32:20 - 00:28:34:23

- Oh yes, I am. (laughs)

00:28:34:23 - 00:28:36:21

- One of the things I tell people to do,

00:28:36:21 - 00:28:39:02

and in one of the trainings that we did,

00:28:39:02 - 00:28:41:17

we have a website that has a printout.

00:28:41:17 - 00:28:45:00

So if you have that on your

phone, you can just say,

00:28:45:00 - 00:28:47:02

and you don't have to print

it out, you can just say,

00:28:47:02 - 00:28:48:16

if you're someone with a disability,

00:28:48:16 - 00:28:50:06

if you're someone who

has a service animal,

00:28:50:06 - 00:28:51:18

you can just say, "Here"

00:28:51:18 - 00:28:53:10

and you show them the

link, you click the link

00:28:53:10 - 00:28:55:23

and it shows that that's required.

00:28:55:23 - 00:28:58:03

And just like people with

disabilities often carry copies

00:28:58:03 - 00:29:00:19

or links to the Air Carrier's Access Act

00:29:00:19 - 00:29:02:08

so it can show a flight attendant,

00:29:02:08 - 00:29:04:05

"No, you can't treat me like this,"

00:29:04:05 - 00:29:06:20

or someone in TSA, "No, you

can't treat me like that."

00:29:06:20 - 00:29:09:19

It doesn't hurt to have a

link on your phone to that.

00:29:09:19 - 00:29:12:07

And when people see it in

writing from a different place,

00:29:12:07 - 00:29:14:16

you know, and it's specific,

oh, breed is irrelevant,

00:29:14:16 - 00:29:16:18

none of those things matter, it helps you.

00:29:17:21 - 00:29:19:12

So I can say something 50 times

00:29:19:12 - 00:29:20:23

if someone sees it on my screen

00:29:20:23 - 00:29:22:12

and something goes magical credibility,

00:29:22:12 - 00:29:26:01

which is just another

tip and trick for people

00:29:26:01 - 00:29:29:07

who have service dogs or

service animals, I should say.

00:29:33:19 - 00:29:35:11

Any other questions so far?

00:29:35:11 - 00:29:36:07

There's a lot.

00:29:36:07 - 00:29:37:03

Deidre.

00:29:38:04 - 00:29:39:02

- Hi.

00:29:39:02 - 00:29:41:09

- Hi.

- Hi, Ciawanda. How are you?

00:29:41:09 - 00:29:42:18

- Good, how are you all?

00:29:42:18 - 00:29:43:19

- Very well.

00:29:43:19 - 00:29:45:23

- I am promising that

that training is better

00:29:45:23 - 00:29:47:09

than the one I'm doing.

00:29:47:09 - 00:29:49:05

(Melissa laughs)

00:29:49:05 - 00:29:50:19

- Are you participating in a training

00:29:50:19 - 00:29:53:00

or are you doing a training?

00:29:53:00 - 00:29:54:00

- I'm just doing-

- Okay.

00:29:54:00 - 00:29:54:24

Because if you're presenting-

- I'm training-

00:29:54:24 - 00:29:57:11

- If you were presenting,

I would argue with you,

00:29:57:11 - 00:30:00:03

but since you're participating, maybe.

00:30:00:03 - 00:30:02:09

- No, it's QuickBooks.

00:30:02:09 - 00:30:03:24

Ugh.

- Oh, definitely.

00:30:03:24 - 00:30:05:12

Okay, definitely. (laughs)

- Yeah.

00:30:06:09 - 00:30:09:18

So it's grueling, but

I'll get through. (laughs)

00:30:09:18 - 00:30:11:01

- Hang in there. Good luck.

00:30:11:01 - 00:30:12:07

God speed-

- Thank you.

00:30:12:07 - 00:30:13:09

Good to see you.

00:30:13:09 - 00:30:14:05

- Good to see you too.

00:30:14:05 - 00:30:15:11

Oh, and Tomora, I forgot,

00:30:15:11 - 00:30:17:01

gets a fabulous prize.

00:30:17:01 - 00:30:20:12

Tomora gets a purple

00:30:20:12 - 00:30:22:17

and green plastic kazoo.

00:30:24:10 - 00:30:25:08

That's your fabulous prize.

00:30:25:08 - 00:30:28:01

So Deidre, (chuckles)

00:30:28:01 - 00:30:28:23

no, it was Demetra.

00:30:28:23 - 00:30:30:00

I'm sorry, Demetra.

00:30:33:07 - 00:30:34:03

Or was it,

00:30:34:03 - 00:30:34:24

who with the question?

00:30:36:14 - 00:30:37:12

This-

- I think that

00:30:37:12 - 00:30:39:24

Deidre was just letting someone in.

00:30:39:24 - 00:30:42:03

- Okay. Okay, got it. Okay.

00:30:42:03 - 00:30:44:11

- And I had email,

well, sent you a message

00:30:44:11 - 00:30:45:16

as well what she was doing.

00:30:45:16 - 00:30:48:00

I don't know if you received it.

00:30:48:00 - 00:30:50:07

- I haven't received it and

Priya's probably seen it.

00:30:50:07 - 00:30:52:01

It's like it's,

00:30:52:01 - 00:30:54:24

I don't always get messages

necessarily when I'm speaking

00:30:54:24 - 00:30:56:01

'cause it's a little,

00:30:56:01 - 00:30:58:14

it's a multitasking level too high for me,

00:30:58:14 - 00:31:00:11

but thank you.

00:31:00:11 - 00:31:02:12

Other questions, thoughts, ideas?

00:31:05:04 - 00:31:07:06

- This is Priya, I just wanted to know,

00:31:07:06 - 00:31:09:19

thank you, Tomora, for your comment.

00:31:09:19 - 00:31:14:01

And it sounds like you

have plenty of experience

00:31:14:01 - 00:31:16:12

at this point advocating.

00:31:16:12 - 00:31:18:06

I believe you mentioned it was your son

00:31:18:06 - 00:31:20:16

who has the service dog.

00:31:20:16 - 00:31:22:00

Is that correct?

00:31:22:00 - 00:31:26:00

- Yes. She was a medical

alert service dog.

00:31:26:00 - 00:31:28:09

My son has seizures.

00:31:28:09 - 00:31:29:17

- Uh-huh.

00:31:31:08 - 00:31:33:24

- So we just recently got a new puppy

00:31:33:24 - 00:31:36:12

and she's already picking

up on his seizures.

00:31:36:12 - 00:31:39:21

So she will be trained

as a service dog for him.

00:31:39:21 - 00:31:42:15

- That's great.

- She is only 15 weeks old.

00:31:42:15 - 00:31:46:16

And I have a lab now,

a little chocolate lab,

00:31:46:16 - 00:31:51:02

so, lots of training coming

and lots of training for mom

00:31:51:02 - 00:31:54:11

to figure out how to do this

again, but we'll get there.

00:31:54:11 - 00:31:55:13

- How old's your son?

00:31:56:16 - 00:31:58:01

- My son is 23.

00:31:58:23 - 00:32:00:12

- Cool. That's excellent.

00:32:00:12 - 00:32:03:06

Yeah, like I said, my

friend who takes lithium

00:32:03:06 - 00:32:05:05

and she takes meds for bipolar,

00:32:05:05 - 00:32:06:24

she took meds for bipolar,

she's since passed away,

00:32:06:24 - 00:32:10:07

but her dog would just

freak out and lick her

00:32:10:07 - 00:32:12:17

and jump on her and make

sure she'd taken her med

00:32:12:17 - 00:32:14:04

if she hadn't.

00:32:14:04 - 00:32:16:02

And if she knew she had

00:32:16:02 - 00:32:17:14

and the dog was freaking out,

00:32:17:14 - 00:32:19:02

she knew to get blood levels drawn

00:32:19:02 - 00:32:21:00

and sure enough her lithium would be off

00:32:22:08 - 00:32:23:11

'cause the dog-

- Yes-

00:32:24:12 - 00:32:26:19

Yes, Sophie would pick up on his seizures

00:32:26:19 - 00:32:28:08

before he had them.

00:32:28:08 - 00:32:29:13

So if we were out and about,

00:32:29:13 - 00:32:32:13

we could get him into a safe area.

00:32:35:01 - 00:32:36:02

- Isn't that amazing?

00:32:37:04 - 00:32:38:19

- Dogs are amazing, yes.

00:32:38:19 - 00:32:42:04

- There's dogs now that

can sniff up COVID.

00:32:44:03 - 00:32:45:01

- Wow.

00:32:45:01 - 00:32:46:11

- They can literally smell COVID.

00:32:46:11 - 00:32:49:24

So they can, as soon as

someone will test positive,

00:32:49:24 - 00:32:50:20

they can smell it.

00:32:50:20 - 00:32:52:14

You don't even have to be symptomatic,

00:32:54:04 - 00:32:56:00

which is fascinating to me.

00:32:56:00 - 00:32:58:01

- That is amazing.

- We just have to utilize dogs

00:32:58:01 - 00:32:59:06

and yeah.

00:32:59:06 - 00:33:01:01

And overestimate our own abilities,

00:33:01:01 - 00:33:01:23

we think we have so much more,

00:33:01:23 - 00:33:03:11

so many more capacities than dogs.

00:33:03:11 - 00:33:05:11

And perhaps cognitively we do, who knows?

00:33:05:11 - 00:33:08:05

But we just don't have that

sensory stuff that they do.

00:33:10:21 - 00:33:12:14

And I'm sure that goes for depression

00:33:12:14 - 00:33:15:07

and whole lots of other things

that we haven't, you know,

00:33:15:07 - 00:33:16:03

worked on yet.

00:33:24:01 - 00:33:26:07

No other query, if there's no

other questions or comments

00:33:26:07 - 00:33:29:01

and you're always free to make

comments and ask questions,

00:33:29:01 - 00:33:30:08

you can stop me anytime.

00:33:30:08 - 00:33:31:08

You don't have to wait

till question section

00:33:31:08 - 00:33:33:15

though there are question segments.

00:33:33:15 - 00:33:35:11

So now we're gonna talk about institutions

00:33:35:11 - 00:33:37:09

and some of this we've

talked about before,

00:33:37:09 - 00:33:38:21

just like some of the special

needs shelter materials

00:33:38:21 - 00:33:40:02

we talked about before,

00:33:40:02 - 00:33:41:05

but we wanted to bring it together

00:33:41:05 - 00:33:43:06

in terms of false expectations around them

00:33:43:06 - 00:33:44:16

and talk about that.

00:33:44:16 - 00:33:45:15

Next slide, please.

00:33:49:09 - 00:33:52:11

So false expectations

around institutions is that

00:33:53:07 - 00:33:57:03

institutionalization during

disasters is temporary.

00:33:57:24 - 00:34:00:18

It can be temporary,

00:34:00:18 - 00:34:02:11

but there are realities around that

00:34:02:11 - 00:34:04:01

that we all need to be aware of.

00:34:05:22 - 00:34:08:15

It can be difficult to get

out of nursing facilities

00:34:08:15 - 00:34:10:01

and other institutions.

00:34:11:07 - 00:34:13:02

Those institutions could

be nursing facility,

00:34:13:02 - 00:34:14:04

could be psych institution.

00:34:14:04 - 00:34:15:21

We're gonna talk about the

different kinds of institutions

00:34:15:21 - 00:34:18:18

you could be at, okay?

00:34:18:18 - 00:34:22:17

And what the reality is, once

you're institutionalized,

00:34:22:17 - 00:34:25:02

it can be hard for loved

ones to locate you.

00:34:25:02 - 00:34:27:23

That happens in disasters

sometimes, someone gets,

00:34:27:23 - 00:34:29:18

finds himself in an institution,

00:34:29:18 - 00:34:32:06

doesn't know where they

are or how they got there

00:34:32:06 - 00:34:34:05

or how to get in touch

with their loved ones.

00:34:34:05 - 00:34:36:16

And that happens a lot

to people with dementia.

00:34:36:16 - 00:34:38:21

It also happens to

people without dementia.

00:34:38:21 - 00:34:40:14

They're just not told where they're going.

00:34:40:14 - 00:34:41:22

And they're taken in vans someday

00:34:41:22 - 00:34:42:21

and they don't know where they are.

00:34:42:21 - 00:34:44:10

And they don't know where they've been.

00:34:44:10 - 00:34:47:19

So it could have to do with a

cognitive disability or not.

00:34:48:21 - 00:34:51:09

And institutions can try to convince you

00:34:51:09 - 00:34:53:24

that you belong there 'cause

you should belong here.

00:34:54:22 - 00:34:57:16

There's studies showing that

once someone is in institution,

00:34:57:16 - 00:34:59:09

this thing even includes

the physical hospital.

00:34:59:09 - 00:35:01:24

Once you're there 24 hours, you

start changing your behavior

00:35:01:24 - 00:35:03:00

and adapting to institutions

00:35:03:00 - 00:35:05:23

and accepting things you

didn't accept the day before.

00:35:05:23 - 00:35:07:07

And that's for people

without disabilities,

00:35:07:07 - 00:35:08:21

that's for anyone who's institutionalized

00:35:08:21 - 00:35:10:23

and they get you to doubt yourself.

00:35:10:23 - 00:35:13:23

And maybe you're older, maybe

you really belong here dear.

00:35:13:23 - 00:35:18:23

And those realities are

something we all need

00:35:19:02 - 00:35:19:23

to be aware of.

00:35:19:23 - 00:35:21:02

Oh, it's really simple.

00:35:21:02 - 00:35:22:23

I told you my friend, I

used her as an example,

00:35:22:23 - 00:35:23:22

she's not in Florida,

00:35:23:22 - 00:35:27:13

but she went to, we had

a major snowstorm here,

00:35:27:13 - 00:35:29:09

and snowstorms aren't a big deal

00:35:29:09 - 00:35:31:04

except when they're in October

00:35:31:04 - 00:35:33:20

and the leaves are on the trees still

00:35:33:20 - 00:35:35:05

and then all the power goes out.

00:35:35:05 - 00:35:37:02

And she went to her local shelter

00:35:37:02 - 00:35:38:17

and the shelter was accessible

00:35:38:17 - 00:35:40:02

because they'd had like six stairs

00:35:40:02 - 00:35:41:16

after you got into a lobby.

00:35:41:16 - 00:35:43:16

But that was fine because there was a lift

00:35:43:16 - 00:35:45:09

and there's a generator.

00:35:45:09 - 00:35:49:05

And silly us assumed that the

generator would power the lift

00:35:49:05 - 00:35:51:01

so it would be accessible, it did not.

00:35:51:01 - 00:35:53:22

And I said, "Well, why don't you just go

00:35:53:22 - 00:35:55:04

to the nursing home?"

00:35:56:03 - 00:35:57:24

And she had other ideas about that.

00:35:57:24 - 00:36:00:17

So, and had she been someone else saying,

00:36:00:17 - 00:36:01:20

"Oh, it's temporary,"

00:36:01:20 - 00:36:02:20

I don't care if it's temporary,

00:36:02:20 - 00:36:04:16

I don't wanna get the

diseases I'm exposed to,

00:36:04:16 - 00:36:05:13

I belong to the community.

00:36:05:13 - 00:36:07:01

I have a legal right to be here,

00:36:07:01 - 00:36:09:01

but she also happened to be an attorney.

00:36:10:05 - 00:36:13:17

And so it's important to know this.

00:36:13:17 - 00:36:14:13

Next, please.

00:36:18:12 - 00:36:20:01

Another false expectation is

00:36:20:01 - 00:36:22:23

institutions are the safest

option in a disaster.

00:36:24:07 - 00:36:28:00

The reality, and we all know

this, is people get sick

00:36:28:00 - 00:36:30:22

and sicker and die earlier

in nursing facilities.

00:36:30:22 - 00:36:34:02

And to the degree that we had

to convince anyone of that,

00:36:34:02 - 00:36:36:22

since COVID, everyone really

understands all too well

00:36:36:22 - 00:36:39:11

why sadly and tragically that is true.

00:36:41:13 - 00:36:44:06

The next reality is that

aid like food, water,

00:36:44:06 - 00:36:46:06

and medication might not reach everyone

00:36:46:06 - 00:36:47:13

in nursing facilities.

00:36:49:02 - 00:36:51:18

I've heard stories of high-rise

institutions that lost power

00:36:51:18 - 00:36:53:14

and couldn't get to

people in upper floors.

00:36:53:14 - 00:36:56:08

All those kinds of things

happen to people in institutions

00:36:56:08 - 00:36:57:04

and nursing facilities.

00:36:57:04 - 00:36:59:18

And it's just something we

all have to keep front of mind

00:36:59:18 - 00:37:00:21

all of the time.

00:37:02:22 - 00:37:04:13

Not that I want people to

be afraid all the time.

00:37:04:13 - 00:37:05:20

I want people to be safe all the time

00:37:05:20 - 00:37:08:03

or as as much as they can be safe.

00:37:09:12 - 00:37:10:07

Next, please.

00:37:14:22 - 00:37:16:20

The next false expectation is Medicare

00:37:16:20 - 00:37:18:18

and Medicaid coverage will

increase the likelihood

00:37:18:18 - 00:37:21:14

of remaining in the

community during disasters.

00:37:21:14 - 00:37:24:06

You would think an insurance

company, which is what Medicare

00:37:24:06 - 00:37:26:07

and Medicaid are and are supposed to be,

00:37:26:07 - 00:37:29:08

would help keep me in the

community where I stay healthier,

00:37:29:08 - 00:37:31:22

like I just said, where I stay safer,

00:37:31:22 - 00:37:33:13

and where I cost them less money.

00:37:33:13 - 00:37:34:09

Wouldn't you think?

00:37:34:09 - 00:37:36:23

Like if this was a logical

world, that would be true.

00:37:36:23 - 00:37:38:22

Unfortunately, they don't.

00:37:38:22 - 00:37:41:15

Under 1135 Waivers

00:37:41:15 - 00:37:44:11

and there's good things

about 1135 Waivers,

00:37:44:11 - 00:37:47:22

but there's a part of 1135

Waivers that have ramifications

00:37:47:22 - 00:37:50:17

that can allow people

to be institutionalized.

00:37:50:17 - 00:37:53:04

It waives a three-day hospital stay

00:37:53:04 - 00:37:55:02

and people can be placed

in nursing facility

00:37:55:02 - 00:37:56:09

from their homes.

00:37:56:09 - 00:37:58:02

My PCA doesn't show up.

00:37:58:02 - 00:38:01:02

Normally, I'd have to go to a

hospital for three days before

00:38:01:02 - 00:38:02:09

I went in, the hospital wouldn't take me

00:38:02:09 - 00:38:04:01

and they'd have some

way of working it out,

00:38:04:01 - 00:38:04:24

but I call 9-1-1

00:38:04:24 - 00:38:07:06

because my personal

assistant doesn't show up.

00:38:07:06 - 00:38:08:10

I can be discharged directly

00:38:08:10 - 00:38:11:09

to a nursing home

theoretically and in reality.

00:38:13:03 - 00:38:15:09

I can be discharged or not discharged,

00:38:15:09 - 00:38:17:16

I could be sent to a nursing facility

00:38:17:16 - 00:38:19:17

from an emergency room,

an emergency department

00:38:19:17 - 00:38:22:12

because it's crowded and

because there's an 1130,

00:38:22:12 - 00:38:24:19

because the 1135 Waiver,

00:38:24:19 - 00:38:27:24

the three-day hospitalization

stay is waived.

00:38:27:24 - 00:38:31:17

And I can even be institutionalized

in a nursing facility

00:38:31:17 - 00:38:34:07

for my hospital room.

00:38:34:07 - 00:38:36:13

How does that happen, you might wonder.

00:38:36:13 - 00:38:38:14

If there's someone else

00:38:38:14 - 00:38:42:05

who is deemed needs the bed more than me,

00:38:42:05 - 00:38:44:13

I can be kicked out of my hospital bed

00:38:44:13 - 00:38:46:21

where I'm getting the care

that is most appropriate for me

00:38:46:21 - 00:38:49:03

and sent to a nursing facility.

00:38:49:03 - 00:38:52:03

This turns on the other

person's needs, not mine.

00:38:53:14 - 00:38:55:14

Really, really interesting.

00:38:57:21 - 00:39:00:10

And healthcare and disability

is kind of the only place

00:39:00:10 - 00:39:03:05

where they can do things based

on the other person's needs

00:39:03:05 - 00:39:05:21

and tell you that you

should just accept that

00:39:05:21 - 00:39:08:21

because you should be

thinking of the greater good.

00:39:08:21 - 00:39:10:17

I had a conversation with

people about that yesterday.

00:39:10:17 - 00:39:12:12

It's like what other

business ask the customers

00:39:12:12 - 00:39:16:02

to think of the other customers

and sacrifice for that?

00:39:16:02 - 00:39:16:23

Next, please.

00:39:18:17 - 00:39:20:15

- Hi, this is Tomora. I've got a question.

00:39:20:15 - 00:39:21:11

- Sure.

00:39:22:15 - 00:39:26:10

- Is the 1135 Waiver just

for the State of Florida?

00:39:26:10 - 00:39:28:11

- No.

- Or is that for

00:39:28:11 - 00:39:29:18

across the country?

00:39:29:18 - 00:39:31:06

- Across the country.

00:39:31:06 - 00:39:33:21

And it's been invoked in

just about every disaster,

00:39:33:21 - 00:39:35:09

I wanna say since Katrina.

00:39:35:09 - 00:39:36:05

I don't know exactly this,

00:39:36:05 - 00:39:38:15

but it is been done as a matter of course.

00:39:38:15 - 00:39:41:17

And what happened under COVID is,

00:39:41:17 - 00:39:44:02

and in many disasters they,

00:39:44:02 - 00:39:46:14

sometimes they issue an 1135 Waiver

00:39:46:14 - 00:39:49:07

and the state or the

county has to apply for it

00:39:49:07 - 00:39:50:17

and be awarded it.

00:39:50:17 - 00:39:53:12

But during COVID and during

other disasters, during Ian,

00:39:53:12 - 00:39:56:00

they issued a blanket 1135 Waivers.

00:39:56:00 - 00:39:57:22

You didn't even have to apply for it,

00:39:57:22 - 00:39:59:16

it was just, they're automatically.

00:39:59:16 - 00:40:01:16

That's a really good question.

00:40:01:16 - 00:40:03:03

- That's just downright scary.

00:40:04:14 - 00:40:06:04

- It is so downright scary.

00:40:06:04 - 00:40:07:17

And thank you for getting it

00:40:07:17 - 00:40:12:15

because I spend a lot of

time trying to get people

00:40:12:15 - 00:40:16:06

who do policy to understand

why this is scary

00:40:16:06 - 00:40:18:19

and why this is so problematic.

00:40:18:19 - 00:40:21:05

So you get another, I

think you got one before,

00:40:21:05 - 00:40:22:24

you get a brand,

00:40:22:24 - 00:40:24:18

no, you didn't get a brand new car before.

00:40:24:18 - 00:40:25:24

Did you get a new car before?

00:40:25:24 - 00:40:27:17

You get a new-

- No, never.

00:40:27:17 - 00:40:30:14

- A new virtual silver Lamborghini.

00:40:30:14 - 00:40:33:03

- Ooh, thank you.

00:40:33:03 - 00:40:34:08

- Or any color you want.

00:40:34:08 - 00:40:36:15

We have them in all kinds of colors.

00:40:36:15 - 00:40:38:08

Okay. Yeah.

- Silver is good.

00:40:38:08 - 00:40:40:18

- So thank you for understanding

about the 1135 Waiver

00:40:40:18 - 00:40:43:14

because I feel like I'm bashing

my head against the wall

00:40:43:14 - 00:40:45:06

sometimes trying to get people

00:40:45:06 - 00:40:46:12

who should understand it to know,

00:40:46:12 - 00:40:48:04

because it's really damaging.

00:40:48:04 - 00:40:50:00

And from a policy level, there's

things that are good about

00:40:50:00 - 00:40:52:05

the 1135 Waiver like telehealth

is supported through,

00:40:52:05 - 00:40:53:12

there are things that are good.

00:40:53:12 - 00:40:55:08

So it's not the whole waiver that's bad,

00:40:55:08 - 00:40:57:15

but the three-day hospitalization stay

00:40:57:15 - 00:40:59:04

is really, really dangerous.

00:41:01:03 - 00:41:01:24

Next, please.

00:41:05:19 - 00:41:08:16

Now here's another expectation

that's false is that

00:41:08:16 - 00:41:11:16

nursing facilities are the

only type of institution

00:41:11:16 - 00:41:14:10

that people with disabilities

get sent to during disasters.

00:41:14:10 - 00:41:16:08

You think that'd be bad enough?

00:41:16:08 - 00:41:19:04

The reality is that people

with mental health conditions

00:41:19:04 - 00:41:21:12

can be civilly committed

to a psychiatric facility.

00:41:21:12 - 00:41:24:18

And this is unique to

Florida under the Baker Act.

00:41:24:18 - 00:41:27:18

it's called the Baker Act in your state.

00:41:27:18 - 00:41:29:08

They're civil commitment in other states.

00:41:29:08 - 00:41:31:17

And what has happened in Florida,

00:41:31:17 - 00:41:33:23

and I don't have the statistics for Ian

00:41:33:23 - 00:41:35:10

and a lot of it isn't captured,

00:41:35:10 - 00:41:38:09

but I know during Irma, it was threatened

00:41:38:09 - 00:41:39:06

and some people say they

went through with it

00:41:39:06 - 00:41:41:04

and some people say they

didn't went through with it.

00:41:41:04 - 00:41:45:07

They're people who are

living, who are unhoused,

00:41:45:07 - 00:41:48:20

I mean, the house people

said, "I'm not evacuating"

00:41:48:20 - 00:41:49:22

because if I go to a shelter,

00:41:49:22 - 00:41:52:11

and some of them probably

thinking if I go to shelter,

00:41:52:11 - 00:41:53:20

they're gonna kick me out of the shelter

00:41:53:20 - 00:41:55:19

because they're not

gonna like my behavior.

00:41:55:19 - 00:41:59:04

And then I could get, end up

getting civilly committed.

00:41:59:04 - 00:42:00:08

And I don't want that to happen.

00:42:00:08 - 00:42:01:20

I'm perfectly fine with life as it is.

00:42:01:20 - 00:42:03:00

I'm willing to have that dignity,

00:42:03:00 - 00:42:04:09

I'm willing to have that

risk, I'm willing to have,

00:42:04:09 - 00:42:06:10

I should be allowed that dignity of risk.

00:42:07:08 - 00:42:09:22

Or you know, so that, so,

00:42:09:22 - 00:42:14:22

and the idea was to preemptively

civilly commit people

00:42:14:22 - 00:42:16:03

under the Baker Act,

00:42:16:03 - 00:42:19:00

under the grounds that

they wouldn't evacuate

00:42:19:00 - 00:42:20:05

ahead of time during Irma.

00:42:20:05 - 00:42:22:20

Now, I can't help but notice

there are a lot of people

00:42:22:20 - 00:42:23:22

that I personally saw on CNN that said,

00:42:23:22 - 00:42:26:18

"Nope, I'm not evacuating my house."

00:42:26:18 - 00:42:28:16

They got to stay.

00:42:28:16 - 00:42:30:08

People who are unhoused didn't get to have

00:42:30:08 - 00:42:31:22

to make that choice necessarily.

00:42:31:22 - 00:42:34:05

And so that's just another risk.

00:42:34:05 - 00:42:36:03

We wanna not just think about people going

00:42:36:03 - 00:42:38:00

to nursing facilities

and that's the big one,

00:42:38:00 - 00:42:40:22

but a lot of people do

get civilly committed

00:42:40:22 - 00:42:43:11

or people can get civilly

committed from shelters

00:42:43:11 - 00:42:48:04

if shelter staff and shelter

volunteers aren't trained

00:42:48:04 - 00:42:51:17

well enough in how to deescalate behavior

00:42:51:17 - 00:42:53:06

or how to recognize behavior,

00:42:53:06 - 00:42:56:01

how to recognize when

behavior know isn't dangerous,

00:42:56:01 - 00:42:57:14

when not to call 9-1-1,

00:42:57:14 - 00:43:00:05

and don't have some tactics around that.

00:43:00:05 - 00:43:01:01

And that's something we do with,

00:43:01:01 - 00:43:02:09

The Partnership is training people,

00:43:02:09 - 00:43:04:14

it's important for people

to know when to call 9-1-1,

00:43:04:14 - 00:43:06:02

but it's also really,

really important for people

00:43:06:02 - 00:43:08:03

to know when not to call 9-1-1.

00:43:08:03 - 00:43:09:15

So Florida has a-

00:43:09:15 - 00:43:11:09

Florida isn't the only state

00:43:11:09 - 00:43:12:18

with involuntary civil commitment.

00:43:12:18 - 00:43:15:00

All states are in

involuntary civil commitment.

00:43:15:00 - 00:43:17:03

Yours happens to be called the Baker Act

00:43:17:03 - 00:43:19:21

and having a lot of conversation

about using the Baker Act

00:43:19:21 - 00:43:22:14

to civilly commit people

prior to disasters

00:43:22:14 - 00:43:24:21

because they didn't follow instructions

00:43:24:21 - 00:43:27:20

and they were experiencing

homelessness, they're houseless.

00:43:28:22 - 00:43:29:22

So it's interesting,

00:43:30:24 - 00:43:34:14

it's a really interesting,

complicated situation.

00:43:35:16 - 00:43:36:21

That all comes down to housing.

00:43:36:21 - 00:43:39:09

If we could fix housing and

healthcare in this country,

00:43:39:09 - 00:43:40:05

things would be a lot better,

00:43:40:05 - 00:43:41:20

but that's my editorial opinion.

00:43:43:08 - 00:43:44:03

Next.

00:43:46:22 - 00:43:47:18

Recovery,

00:43:48:17 - 00:43:49:13

let's look at some

00:43:49:13 - 00:43:51:13

of the false expectations around recovery.

00:43:54:22 - 00:43:57:14

False expectations,

recovery happens quickly

00:43:57:14 - 00:44:02:14

and life will soon return

to its pre-disaster state.

00:44:02:19 - 00:44:04:11

What's the reality?

00:44:04:11 - 00:44:07:14

Recovery is a long and difficult process.

00:44:07:14 - 00:44:08:12

You in Florida know this.

00:44:08:12 - 00:44:11:01

You have your, more than your fair share

00:44:11:01 - 00:44:13:04

of hurricanes and

disasters, you know this.

00:44:14:07 - 00:44:17:14

Housing stock is scarce in

all areas of the country

00:44:17:14 - 00:44:19:22

and accessible housing

is even more scarce.

00:44:19:22 - 00:44:21:12

So if your housing is destroyed,

00:44:22:11 - 00:44:24:09

it's gonna be really

hard to get new housing.

00:44:24:09 - 00:44:25:10

And if you need accessible housing,

00:44:25:10 - 00:44:28:07

it's going to be even more scarce,

00:44:28:07 - 00:44:30:17

even more challenging, more difficult.

00:44:30:17 - 00:44:32:16

And sadly, life may never return

00:44:32:16 - 00:44:35:07

to its exact pre-disaster state.

00:44:35:07 - 00:44:36:24

And those are some, people

have this expectation,

00:44:36:24 - 00:44:41:16

"Oh, poof, it's all gonna be

fixed," and that would be nice

00:44:41:16 - 00:44:43:07

and we hope that that can happen,

00:44:43:07 - 00:44:46:11

but that's not unfortunately

the reality for lots of people,

00:44:46:11 - 00:44:47:20

and again, that's connected to privilege.

00:44:47:20 - 00:44:51:09

The more privilege you

have, the more true that is.

00:44:51:09 - 00:44:52:04

And if you're somebody

00:44:52:04 - 00:44:54:00

with multiple marginalized identities,

00:44:54:00 - 00:44:56:19

if you're a person of

color, if you're poor,

00:44:56:19 - 00:44:59:02

and you're a person of color

and you have a disability,

00:44:59:02 - 00:45:00:20

that's gonna be less true for you.

00:45:01:18 - 00:45:03:22

The intersectionality, Priya

is gonna be talking about that

00:45:03:22 - 00:45:04:24

I think on the 18th with you a lot.

00:45:04:24 - 00:45:07:07

But I just wanna recommend that,

00:45:07:07 - 00:45:09:01

remind you that

intersectionality is always

00:45:09:01 - 00:45:11:00

a factor in everything.

00:45:11:00 - 00:45:14:03

So the more marginalized

groups you're part of,

00:45:14:03 - 00:45:16:02

the more discrimination

you're gonna encounter,

00:45:16:02 - 00:45:18:18

the more oppression

you're gonna experience.

00:45:18:18 - 00:45:19:13

Next, please.

00:45:21:09 - 00:45:24:12

Now it's my turn to ask

you folks questions.

00:45:24:12 - 00:45:28:16

Did anyone have any false

expectations during Hurricane Ian?

00:45:28:16 - 00:45:31:21

What were they and how

were the issues resolved?

00:45:31:21 - 00:45:33:22

Not to put you on the spot,

but to put you on the spot,

00:45:33:22 - 00:45:35:10

if this is a group of like 60 people,

00:45:35:10 - 00:45:38:23

I wouldn't feel guilty for

this, but heck. (chuckles)

00:45:43:06 - 00:45:45:03

Think about this, if

you think, so you think,

00:45:45:03 - 00:45:46:05

where you said to yourself,

00:45:46:05 - 00:45:49:02

you would think that they

would've done it this way

00:45:51:05 - 00:45:53:16

or you assume they would've

done it a certain way

00:45:55:24 - 00:45:58:11

or you'd hope they would've

done it a certain way.

00:46:01:17 - 00:46:03:06

- Hi, this is Tomora.

00:46:03:06 - 00:46:06:06

One of the things that I felt that,

00:46:06:06 - 00:46:09:14

or a false expectation was,

00:46:09:14 - 00:46:11:08

excuse me, I'm gonna cough.

00:46:11:08 - 00:46:12:04

- That's okay.

00:46:16:17 - 00:46:17:12

- Was that,

00:46:18:10 - 00:46:22:04

I was in one of our

emergency shelters helping,

00:46:22:04 - 00:46:27:04

and I was just absolutely shocked that

00:46:28:22 - 00:46:33:03

people with and without this,

00:46:33:03 - 00:46:38:03

with and without a disability

were having difficulty getting

00:46:38:04 - 00:46:43:01

letters stating that they

were affected by Hurricane Ian

00:46:43:01 - 00:46:48:01

or that they were not able to go back

00:46:48:11 - 00:46:49:13

to their homes.

00:46:49:13 - 00:46:52:11

Like now they needed a homeless letter

00:46:52:11 - 00:46:56:01

to be able to go to the next step.

00:46:56:01 - 00:46:59:16

And I just found that very odd that,

00:46:59:16 - 00:47:02:18

that was not being handed

out by Volusia County.

00:47:02:18 - 00:47:04:05

And, you know-

- Yeah, you would,

00:47:04:05 - 00:47:05:19

I would have the expectation

00:47:05:19 - 00:47:09:18

that if my home was damaged and destroyed

00:47:09:18 - 00:47:11:19

and it was required

that there be a letter,

00:47:11:19 - 00:47:14:07

my false expect, apparently

false expectation would be that

00:47:14:07 - 00:47:15:11

the county would do it.

00:47:15:11 - 00:47:17:05

Now, did they have to do that for FEMA?

00:47:17:05 - 00:47:18:22

Who did they have to do that for?

00:47:20:17 - 00:47:22:19

- It was for FEMA,

00:47:22:19 - 00:47:24:16

but they were doing it,

00:47:25:17 - 00:47:30:17

Volusia County was doing it

so that the homeless the,

00:47:33:12 - 00:47:36:02

and I'm sorry, I'm struggling with this.

00:47:37:03 - 00:47:37:23

- It's okay.

- Trying to find

00:47:37:23 - 00:47:39:00

the right words.

00:47:39:24 - 00:47:43:03

- We're small and mighty

groups so we have time.

00:47:43:03 - 00:47:45:00

- Correct. Thank you.

00:47:45:00 - 00:47:49:13

They were needing the

letter for the coalition,

00:47:50:21 - 00:47:54:15

for the Homeless Coalition, to

be able to step in and help.

00:47:55:14 - 00:47:59:06

So unless you had the letter,

they weren't able to step in,

00:47:59:06 - 00:48:01:05

but nobody was giving you that letter.

00:48:01:05 - 00:48:03:07

And if you were in the shelter,

00:48:03:07 - 00:48:06:15

then obviously you had

no place else to go.

00:48:06:15 - 00:48:08:00

- Right.

00:48:08:00 - 00:48:09:08

Right.

00:48:09:08 - 00:48:12:12

- That was the one thing

that just baffled me that,

00:48:13:12 - 00:48:15:03

there was such a need for it

00:48:15:03 - 00:48:18:08

and nobody was stepping up to

that plate to fulfill that.

00:48:18:08 - 00:48:19:15

And I just thought that, you know,

00:48:19:15 - 00:48:21:03

that was one of the

things that I just felt,

00:48:21:03 - 00:48:24:04

and it was my first time

ever being in a shelter,

00:48:24:04 - 00:48:25:02

working in a shelter.

00:48:25:02 - 00:48:29:01

So it was just very eye

opening and very like, whoa.

00:48:29:23 - 00:48:32:18

- And the good news about

that is that presents

00:48:32:18 - 00:48:35:04

an advocacy opportunity for DSIL

00:48:35:04 - 00:48:37:08

to start advocating for that,

00:48:37:08 - 00:48:39:05

for when the next hurricane comes.

00:48:39:05 - 00:48:41:12

Because sadly, there

may be another hurricane

00:48:41:12 - 00:48:44:05

in Volusia County that's not, you know,

00:48:44:05 - 00:48:46:23

that's not, you know,

there are odds stacked

00:48:46:23 - 00:48:49:08

in favor of that happening, unfortunately,

00:48:49:08 - 00:48:50:16

especially with climate change.

00:48:50:16 - 00:48:54:14

But that's something you

can work on now when it's,

00:48:54:14 - 00:48:55:19

you're still recovering from Ian,

00:48:55:19 - 00:48:58:00

but you can work on that

now for future disasters.

00:48:58:00 - 00:49:01:08

Say, okay, what did we need

to do to get this right?

00:49:01:08 - 00:49:03:05

What can we do to make it quicker?

00:49:03:05 - 00:49:06:00

And if people have a process

in place ahead of time

00:49:06:00 - 00:49:07:05

that makes it more likely

00:49:07:05 - 00:49:09:17

they'll be able to deal

with it beforehand.

00:49:10:23 - 00:49:13:23

More likely, not 100% likely

that it'll go seamlessly

00:49:13:23 - 00:49:14:22

or anything like that,

00:49:14:22 - 00:49:18:00

but getting those processes

in place I think is important.

00:49:19:15 - 00:49:22:01

And thinking about that's a

really, really important one

00:49:22:01 - 00:49:23:21

that happened in your community,

00:49:23:21 - 00:49:25:02

so you know what to do,

00:49:25:02 - 00:49:26:22

so it won't happen in

Volusia County next time

00:49:26:22 - 00:49:28:18

or to minimize it having

in Volusia County.

00:49:28:18 - 00:49:31:10

And not just your center alone,

00:49:31:10 - 00:49:33:17

but getting together with other groups,

00:49:33:17 - 00:49:36:04

with homelessness groups,

with other housing groups,

00:49:36:04 - 00:49:38:22

other kinds of groups and

going as a coalition, saying,

00:49:38:22 - 00:49:41:07

okay, what can we do,

meet with the county,

00:49:41:07 - 00:49:44:15

what can we do county to

help you meet our needs?

00:49:44:15 - 00:49:45:18

To help you make this happen

00:49:45:18 - 00:49:48:13

so people don't get stuck in shelters

00:49:48:13 - 00:49:50:10

or people don't end up

living on the streets

00:49:50:10 - 00:49:52:19

or, you know, all of

those kinds of things.

00:49:54:06 - 00:49:55:08

But thank you for bringing that up.

00:49:55:08 - 00:49:56:06

That is excellent.

00:49:58:04 - 00:49:59:00

Next, please.

00:50:02:01 - 00:50:04:02

Now I just wanna know if you have any-

00:50:04:02 - 00:50:07:01

Oops, if you folks have

any questions so far

00:50:07:01 - 00:50:08:22

what we talked about

uninstitutionalization

00:50:08:22 - 00:50:11:00

and all of those things and recovery.

00:50:17:21 - 00:50:21:03

And in reality around

institutions is really scary.

00:50:21:03 - 00:50:24:21

And we have a resource

in our Resources section

00:50:24:21 - 00:50:27:20

where we talked about National

Council on Disability.

00:50:27:20 - 00:50:29:10

And I've shared this before,

00:50:30:20 - 00:50:33:21

presented a paper called

"Reserving Our Freedom"

00:50:33:21 - 00:50:36:03

and Marcie Roth, who was

then with The Partnership

00:50:36:03 - 00:50:38:07

and myself were the

co-authors of that paper,

00:50:38:07 - 00:50:40:22

when NCD writes a paper, they

hire contractors to write it

00:50:40:22 - 00:50:42:04

and it's approved by them

00:50:42:04 - 00:50:43:21

at every step of the way 20 million times.

00:50:43:21 - 00:50:45:12

But Marcy and I actually wrote that

00:50:45:12 - 00:50:47:11

and were really involved in looking at

00:50:47:11 - 00:50:50:19

how disasters lead to

institutionalization.

00:50:50:19 - 00:50:53:20

And that was following

the 2017 storms for,

00:50:53:20 - 00:50:55:17

so for you folks it's Hurricane Irma.

00:50:55:17 - 00:50:56:15

But that was the year, if you remember,

00:50:56:15 - 00:50:58:08

was Hurricane Harvey, Hurricane Irma,

00:50:58:08 - 00:50:59:15

and then Hurricane Maria,

00:51:00:24 - 00:51:03:06

and how that happens

00:51:03:06 - 00:51:06:14

and how that happens as a

direct result of disasters.

00:51:06:14 - 00:51:08:21

Like disasters are another

juncture where people

00:51:08:21 - 00:51:11:19

with disabilities can

end up in institutions.

00:51:15:17 - 00:51:17:05

Any questions or comments?

00:51:18:18 - 00:51:21:18

Now we're gonna move on to

misconceptions and facts.

00:51:25:02 - 00:51:26:06

Granted there's a subtle difference

00:51:26:06 - 00:51:28:22

between false expectations, realities,

00:51:28:22 - 00:51:30:03

and misconceptions and facts,

00:51:30:03 - 00:51:32:18

but we're gonna talk about

misconceptions and facts.

00:51:33:15 - 00:51:35:15

And we're talking about misconceptions

00:51:35:15 - 00:51:38:12

and facts around FEMA

and around the Red Cross.

00:51:38:12 - 00:51:42:20

So we decide to characterize

it as a misconception

00:51:42:20 - 00:51:47:01

and kind of close to false

expectation but it's,

00:51:50:07 - 00:51:52:19

FEMA has done nothing to

say for the most part.

00:51:52:19 - 00:51:54:14

It provides services that it does,

00:51:54:14 - 00:51:56:18

and people just have

misconceptions about it.

00:51:56:18 - 00:52:00:01

Anyway, so misconception,

00:52:00:01 - 00:52:04:05

FEMA by itself will return you

to your pre-disaster state.

00:52:05:13 - 00:52:09:03

Fact, FEMA grants are meant to cover costs

00:52:09:03 - 00:52:12:17

to return your home to a

safe sanitary living space

00:52:12:17 - 00:52:14:21

or functional condition.

00:52:14:21 - 00:52:15:22

Notice this is saying functional,

00:52:15:22 - 00:52:16:24

not saying your home sweet home

00:52:16:24 - 00:52:19:23

as it was the day before the disaster.

00:52:19:23 - 00:52:22:11

And a couple things you should know is

00:52:22:11 - 00:52:25:07

insurance has to be used up first.

00:52:25:07 - 00:52:28:02

So if you're homeowner and

you have homeowners insurance,

00:52:28:02 - 00:52:31:10

first you go to your

homeowner's insurance company

00:52:31:10 - 00:52:34:14

and they bring you up to speed.

00:52:34:14 - 00:52:39:03

The maximum grant as of October 1st, 2023,

00:52:39:03 - 00:52:42:07

they do it by the GPA every October.

00:52:42:07 - 00:52:43:24

So it's 42,500 right now.

00:52:43:24 - 00:52:45:23

Okay, that's the maximum grant.

00:52:45:23 - 00:52:49:00

Now, that's, now first of all, 42,500,

00:52:49:00 - 00:52:51:19

I live in a modest

house, really, trust me.

00:52:51:19 - 00:52:54:24

And it's a ranch, it's

small, it's on one level

00:52:54:24 - 00:52:59:00

and 42,500 wouldn't do a

lot replacing my house.

00:52:59:00 - 00:53:03:03

And the average FEMA

grant is around $3,500.

00:53:03:03 - 00:53:06:18

So just know that FEMA awards

are far less than the maximum.

00:53:06:18 - 00:53:10:14

Not, well, very, very often

less than the maximum of 42,500.

00:53:10:14 - 00:53:12:08

So the most you can get is 42,500,

00:53:12:08 - 00:53:14:05

which isn't a lot for house these days.

00:53:14:05 - 00:53:15:23

And FEMA awards are

usually less than that.

00:53:15:23 - 00:53:17:21

They're just illustrative.

00:53:17:21 - 00:53:18:17

Next, please.

00:53:25:06 - 00:53:27:00

I'm thinking, hold on one second.

00:53:34:13 - 00:53:36:20

Ah, okay, I wasn't reading

my slide correctly.

00:53:36:20 - 00:53:38:13

I'm saying we need a separate

slide talking about reasons

00:53:38:13 - 00:53:39:19

for FEMA denials.

00:53:39:19 - 00:53:42:01

FEMA denies people sometimes.

00:53:42:01 - 00:53:43:11

Now, there's reasons for this

00:53:43:11 - 00:53:44:19

because there are FEMA rules

00:53:44:19 - 00:53:46:19

that people don't understand

and don't know about.

00:53:46:19 - 00:53:48:03

They have this myth that FEMA will come in

00:53:48:03 - 00:53:50:05

and make everything better.

00:53:50:05 - 00:53:52:08

And again, the insurance,

00:53:53:10 - 00:53:54:24

reasons for FEMA denials are,

00:53:54:24 - 00:53:57:18

you already had homeowners

or renters insurance.

00:53:57:18 - 00:53:59:19

So the insurance has to be used first.

00:53:59:19 - 00:54:00:21

We just talked about that.

00:54:00:21 - 00:54:03:11

And if the insurance covers

it, FEMA will deny it.

00:54:03:11 - 00:54:05:13

Well, and if you haven't

used it at the limit,

00:54:05:13 - 00:54:08:16

FEMA will deny you before

considering providing coverage

00:54:08:16 - 00:54:10:04

'cause you've gotta use

your insurance first.

00:54:10:04 - 00:54:11:04

That's the priority.

00:54:12:03 - 00:54:14:20

Second one is your home is safe to occupy.

00:54:14:20 - 00:54:15:16

What does this mean?

00:54:15:16 - 00:54:17:05

This is all taken from a

FEMA website, by the way,

00:54:17:05 - 00:54:19:03

so it's in their words.

00:54:19:03 - 00:54:20:24

FEMA grants are meant to cover the cost

00:54:20:24 - 00:54:24:04

to return to your home to a

safe, sanitary living space

00:54:24:04 - 00:54:25:11

or functional condition.

00:54:25:11 - 00:54:26:24

So if your home is safe to occupy,

00:54:26:24 - 00:54:29:09

that's their obligation

and that's what they do.

00:54:30:07 - 00:54:31:03

Next, please.

00:54:37:05 - 00:54:38:18

You decided to remain

00:54:38:18 - 00:54:40:06

in your home while repairs are being made.

00:54:40:06 - 00:54:42:06

So no rental system was awarded.

00:54:42:06 - 00:54:45:04

So there are,

00:54:47:07 - 00:54:51:01

FEMA has, is going to fix

some stuff in my house,

00:54:51:01 - 00:54:53:19

but my house is still

safe for me to stay in

00:54:53:19 - 00:54:55:07

or I've chosen to stay there.

00:54:55:07 - 00:54:56:18

So they're not gonna

give me rental assistance

00:54:56:18 - 00:54:58:20

'cause I'm choosing to stay there.

00:54:58:20 - 00:54:59:15

Pretty fair.

00:55:00:12 - 00:55:02:16

You didn't provide proof of occupancy.

00:55:02:16 - 00:55:04:14

Proof of occupancy has to be provided

00:55:05:14 - 00:55:08:12

or FEMA could not verify your identity.

00:55:09:12 - 00:55:13:21

And what's changed somewhat is

00:55:13:21 - 00:55:17:22

it's a little bit more relaxed

around proof of occupancy,

00:55:17:22 - 00:55:20:18

proof of ownership, particularly

around Hurricane Maria.

00:55:20:18 - 00:55:22:09

And that was a big, big issue

00:55:22:09 - 00:55:25:19

because land passes

differently in Puerto Rico,

00:55:25:19 - 00:55:27:18

it's not always done through

the Registry of Deeds,

00:55:27:18 - 00:55:29:07

it's done more informally.

00:55:29:07 - 00:55:31:00

So people weren't able to show a deed

00:55:31:00 - 00:55:32:07

and proved that they own their home.

00:55:32:07 - 00:55:34:22

So there's been some

relaxation around some of that.

00:55:37:09 - 00:55:38:05

Next, please,

00:55:42:05 - 00:55:43:13

More FEMA facts.

00:55:43:13 - 00:55:45:03

I'm gonna give you an overview of FEMA

00:55:45:03 - 00:55:47:04

for Individuals and Households Program

00:55:47:04 - 00:55:49:24

and there's a link to

this in our resources

00:55:49:24 - 00:55:52:14

and understand like most of

the presentations we've done,

00:55:52:14 - 00:55:53:22

this is a thumbnail sketch.

00:55:53:22 - 00:55:55:20

There's lots of things

we're leaving out of a FEMA

00:55:55:20 - 00:55:57:17

and FEMA individual assistance, which is,

00:55:57:17 - 00:56:00:21

this is a real introduction

to give you some facts.

00:56:00:21 - 00:56:04:16

FEMA individual assistance

consists of two programs,

00:56:04:16 - 00:56:08:03

housing assistance, and that's

to individuals and families

00:56:08:03 - 00:56:10:01

who have damaged to

their homes as a result

00:56:10:01 - 00:56:12:21

of a Presidentially Declared Disaster.

00:56:12:21 - 00:56:14:23

So if there's no Presidentially

Declared Disaster,

00:56:14:23 - 00:56:15:19

guess what?

00:56:15:19 - 00:56:17:02

FEMA doesn't come in to fix my house.

00:56:17:02 - 00:56:19:23

It might be a big storm,

might be a bad storm,

00:56:19:23 - 00:56:22:02

but if there wasn't a

Presidentially Declared Disaster,

00:56:22:02 - 00:56:23:05

FEMA is not coming yet.

00:56:24:13 - 00:56:25:19

That's one part of it.

00:56:25:19 - 00:56:29:00

The other part is other needs assistance

00:56:29:00 - 00:56:31:15

and that's for disaster-caused expenses.

00:56:31:15 - 00:56:35:18

And there is a cap of $42,500

for each of these programs,

00:56:35:18 - 00:56:37:03

which I talked about before.

00:56:38:16 - 00:56:39:11

Next, please.

00:56:45:08 - 00:56:48:15

And again, FEMA Housing

Assistance Grant of up to 42,500,

00:56:48:15 - 00:56:50:04

simple laboring math,

00:56:50:04 - 00:56:51:22

is for disaster cause losses,

00:56:51:22 - 00:56:54:07

that includes access to

life-sustaining services

00:56:54:07 - 00:56:56:14

and other factors including

00:56:56:14 - 00:56:59:07

lodging expense reimbursement

they can give you,

00:56:59:07 - 00:57:03:06

rental assistance, home

repair, home replacement.

00:57:06:05 - 00:57:09:03

And rental assistance

counts against your 42,500,

00:57:09:03 - 00:57:11:05

but if you're in transitional

shelter assistance,

00:57:11:05 - 00:57:13:01

that does not count against the 42,500.

00:57:13:01 - 00:57:14:11

So that's important to know.

00:57:16:04 - 00:57:17:00

Next, please.

00:57:23:10 - 00:57:26:14

So the other needs grant,

and that's capped at 42,500,

00:57:26:14 - 00:57:30:03

provides assistance for

services including funeral,

00:57:30:03 - 00:57:34:07

medical, dental, child care,

00:57:34:07 - 00:57:35:03

critical needs assistance,

00:57:35:03 - 00:57:37:00

and clean up and removal assistance.

00:57:37:00 - 00:57:39:09

And even they don't just

come in and spend 42,500,

00:57:39:09 - 00:57:40:18

there's limits on what they will spend

00:57:40:18 - 00:57:41:14

for each of those things,

00:57:41:14 - 00:57:44:12

but it can't go above 42,500

for those kinds of things

00:57:44:12 - 00:57:45:13

and there's some other things

00:57:45:13 - 00:57:46:09

that they work around that too.

00:57:46:09 - 00:57:47:22

That's not an exhaustive list.

00:57:48:18 - 00:57:49:14

Next, please.

00:57:53:07 - 00:57:56:22

Now I'm gonna talk to you about

disability needs assistance.

00:57:56:22 - 00:58:00:06

And this is hot off the press

in the disability community.

00:58:00:06 - 00:58:02:19

This is something that disability leaders

00:58:02:19 - 00:58:06:09

that do emergency management

every day did not know about

00:58:06:09 - 00:58:09:24

and had had not this confirmed

until about a week ago.

00:58:09:24 - 00:58:13:15

But assistance for

specific disaster damage

00:58:13:15 - 00:58:16:16

accessibility items is not limited

00:58:16:16 - 00:58:18:15

by the financial maximum award.

00:58:19:19 - 00:58:23:03

So assistance for specific disaster damage

00:58:23:03 - 00:58:25:14

accessibility items is not limited

00:58:25:14 - 00:58:27:17

by the financial maximum award.

00:58:27:17 - 00:58:30:02

So the 42,500 doesn't account here.

00:58:30:02 - 00:58:32:03

And we heard that and

we do calls every day

00:58:32:03 - 00:58:34:01

and we're saying, "Oh,

somebody got that wrong.

00:58:34:01 - 00:58:35:23

Somebody well-intentioned got that wrong."

00:58:35:23 - 00:58:38:03

We believe you, we

believe you believe that,

00:58:38:03 - 00:58:40:17

but it got garbled and confused.

00:58:40:17 - 00:58:42:02

And we had a call with FEMA,

00:58:42:02 - 00:58:44:16

we could go choose and they

said, no, there's no cap for it.

00:58:44:16 - 00:58:46:09

And we asked them where we

could find it in writing.

00:58:46:09 - 00:58:48:09

They went, it's not in writing.

00:58:48:09 - 00:58:50:01

They have, the closest we could get is

00:58:50:01 - 00:58:53:04

there was an internal email

that they sent us a copy of,

00:58:53:04 - 00:58:54:02

which we're delighted to have

00:58:54:02 - 00:58:56:21

and have replicated on these slides,

00:58:56:21 - 00:58:58:15

but there isn't a lot about it

00:58:58:15 - 00:59:02:01

and we're gonna hope that

they write more about it soon.

00:59:02:01 - 00:59:05:13

So the eligible items are

limited to very specific things

00:59:05:13 - 00:59:06:20

like an access ramp,

00:59:07:23 - 00:59:10:23

a grab bar, a paved path.

00:59:10:23 - 00:59:13:15

And this is based on

an interim policy memo,

00:59:14:13 - 00:59:17:15

a computer, if it's used as

a sole means of communication

00:59:17:15 - 00:59:18:18

for household member,

00:59:18:18 - 00:59:20:16

you might be able to get

a computer replacement

00:59:20:16 - 00:59:22:22

under the one that's capped

under the other needs,

00:59:22:22 - 00:59:23:24

but for disability and assessment,

00:59:23:24 - 00:59:27:00

if it's a sole means of

communication for household member,

00:59:27:21 - 00:59:31:15

a raised toilet seat,

hospital type of bed.

00:59:31:15 - 00:59:32:11

Next, please.

00:59:35:06 - 00:59:37:06

These are more things that aren't capped

00:59:38:07 - 00:59:39:16

for someone with a disability,

00:59:39:16 - 00:59:41:05

a front loading washer.

00:59:41:05 - 00:59:43:04

If a member of the

household uses a wheelchair

00:59:43:04 - 00:59:45:23

or has a similar mobility limitation.

00:59:46:19 - 00:59:48:17

A refrigerator that's side by side,

00:59:48:17 - 00:59:50:15

if a member of the

household uses wheelchair

00:59:50:15 - 00:59:55:04

as a similar mobility

limitation, pardon me,

00:59:55:04 - 01:00:00:04

a walker, wheelchair, shower

chair, a specialty smoke alarm,

01:00:00:23 - 01:00:03:21

and a TTY or TDY telephone.

01:00:03:21 - 01:00:06:13

Now most people don't use

TTY's or TDDs anymore.

01:00:06:13 - 01:00:08:07

It's kind of the equivalent of a landline

01:00:08:07 - 01:00:12:01

and then some, but just

know that that's there.

01:00:12:01 - 01:00:16:08

We will bring you more information

as we get it from FEMA.

01:00:16:08 - 01:00:17:10

We've asked them to join.

01:00:17:10 - 01:00:18:18

We have a weekly call

01:00:18:18 - 01:00:20:21

and like I said, they came on it last week

01:00:20:21 - 01:00:22:07

and the week, they came on it yesterday.

01:00:22:07 - 01:00:24:19

Is today, Wednesday?

Yesterday and the week before.

01:00:24:19 - 01:00:27:23

And confirmed the

presence of these things.

01:00:27:23 - 01:00:30:12

And hopefully, we'll get

more of this in writing

01:00:30:12 - 01:00:32:15

and where this confusion

will get it clarified.

01:00:32:15 - 01:00:34:20

But just so know this

is hot off the press.

01:00:34:20 - 01:00:38:16

This is how we understand it

from what they've said to us.

01:00:38:16 - 01:00:41:04

So again, this isn't from

any official guidance, so,

01:00:41:04 - 01:00:44:00

but we want to let you know

about it as soon as we could.

01:00:49:12 - 01:00:50:14

Make sense?

01:00:50:14 - 01:00:52:03

We'll have a question section.

01:00:52:03 - 01:00:53:21

Next slide, please.

01:00:53:21 - 01:00:56:08

You can appeal a FEMA

decision if they deny you.

01:00:57:11 - 01:01:01:16

You must file your

appeal in writing to FEMA

01:01:01:16 - 01:01:02:22

in a signed and dated letter.

01:01:02:22 - 01:01:06:00

You must explain the reason

or reasons for your appeal.

01:01:06:00 - 01:01:09:05

Your letter should include

the applicant's full name,

01:01:09:05 - 01:01:12:24

the applicant's FEMA application

number and disaster number.

01:01:12:24 - 01:01:15:15

When you call FEMA,

they'll give you a number,

01:01:15:15 - 01:01:17:00

you should have your

FEMA number available,

01:01:17:00 - 01:01:18:12

is what that's saying.

01:01:18:12 - 01:01:21:00

The address of the

applicant's pre-disaster

01:01:21:00 - 01:01:24:00

primary residence, and applicant's current

01:01:24:00 - 01:01:26:04

phone number and address.

01:01:26:04 - 01:01:28:21

That's what you need to do

to appeal a FEMA decision.

01:01:30:05 - 01:01:32:21

Not a complex procedure, may take a while.

01:01:34:17 - 01:01:35:12

Next, please.

01:01:39:14 - 01:01:40:22

And if someone other than you

01:01:40:22 - 01:01:42:24

or co-applicant is writing your letter,

01:01:42:24 - 01:01:44:19

that person must sign the appeal letter

01:01:44:19 - 01:01:45:21

and you must provide FEMA

01:01:45:21 - 01:01:47:19

with a signed statement authorizing

01:01:47:19 - 01:01:49:01

the person to act on your behalf.

01:01:49:01 - 01:01:50:24

So if you say, "I can't deal with this,

01:01:50:24 - 01:01:52:20

I've just had this

disaster, I'm in crisis.

01:01:52:20 - 01:01:54:19

I'm not good at putting

things down in writing anyway.

01:01:54:19 - 01:01:56:01

Can you do this for me?"

01:01:56:01 - 01:01:57:20

They say, "Yes, sure, fine, I'll do it."

01:01:57:20 - 01:01:59:03

They have to sign that

they've done it for me,

01:01:59:03 - 01:02:01:15

then I have to sign that

I've let you do it for me.

01:02:03:12 - 01:02:04:07

Next, please.

01:02:07:20 - 01:02:09:14

And now we're getting to

the American Red Cross.

01:02:09:14 - 01:02:11:15

We're gonna give you a brief overview,

01:02:11:15 - 01:02:13:08

talk about American

Red Cross' relationship

01:02:13:08 - 01:02:14:06

with the government.

01:02:14:06 - 01:02:16:05

It's kinda interesting.

01:02:16:05 - 01:02:19:14

Red Cross has authority given

by the federal government,

01:02:19:14 - 01:02:21:15

but it's not a government entity.

01:02:21:15 - 01:02:23:04

It's enacted through a charter.

01:02:23:04 - 01:02:24:12

How interesting is that?

01:02:24:12 - 01:02:26:22

I'm a wonk, so I find

weird things interesting.

01:02:26:22 - 01:02:29:19

When a state or territory county or city,

01:02:29:19 - 01:02:32:10

or town government

requests shelter support,

01:02:32:10 - 01:02:35:22

it shares responsibility

for mass care with FEMA.

01:02:37:05 - 01:02:39:24

Mass Care is a function

of emergency services,

01:02:39:24 - 01:02:43:06

which provides shelter

feeding, emergency first aid,

01:02:43:06 - 01:02:45:15

distribution of emergency supplies

01:02:45:15 - 01:02:47:12

and reunification of family members.

01:02:48:11 - 01:02:49:07

Next, please.

01:02:54:20 - 01:02:57:15

And Red Cross does health

maintenance services,

01:02:57:15 - 01:02:59:03

has health maintenance services

01:02:59:03 - 01:03:00:15

and that includes general first aid,

01:03:00:15 - 01:03:01:23

replacement of medication,

01:03:03:10 - 01:03:04:22

blood pressure, blood sugar monitoring,

01:03:04:22 - 01:03:06:21

it's not complex monitoring that they do,

01:03:06:21 - 01:03:08:22

but those simple kinds of things.

01:03:08:22 - 01:03:11:16

Reconnecting with the pharmacy

and healthcare services,

01:03:11:16 - 01:03:13:18

mental health funds and emergency funds.

01:03:18:04 - 01:03:19:00

Next, please.

01:03:21:14 - 01:03:22:17

And bereavement visits,

01:03:22:17 - 01:03:24:17

which may include assistance

with funeral costs

01:03:24:17 - 01:03:27:09

and ongoing recovery expenses.

01:03:27:09 - 01:03:31:02

And I also wanna say that Red

Cross has to be invited in.

01:03:31:02 - 01:03:33:21

The local government entity

has to invite them in

01:03:33:21 - 01:03:34:18

to come in.

01:03:34:18 - 01:03:36:02

So once they're there,

01:03:36:02 - 01:03:38:09

once they've requested

Red Cross' presence,

01:03:38:09 - 01:03:40:06

then that's okay, then they're there.

01:03:42:09 - 01:03:44:22

Shari Myers, do you have

anything you wanna add to this?

01:03:47:03 - 01:03:48:08

Shari might be offline right now,

01:03:48:08 - 01:03:49:13

but-

- No, I'm here.

01:03:49:13 - 01:03:51:03

- Okay.

01:03:51:03 - 01:03:52:16

- I do not,

01:03:52:16 - 01:03:56:15

I mean, I think this is a

pretty comprehensive list.

01:03:56:15 - 01:03:59:18

Red Cross, like everybody

else, changes things

01:03:59:18 - 01:04:01:06

sometimes at the drop of a hat.

01:04:01:06 - 01:04:06:04

So I do recommend going to RedCross.org

01:04:07:07 - 01:04:08:14

once in a while

01:04:08:14 - 01:04:11:22

and checking to see if

there's anything new

01:04:11:22 - 01:04:14:22

under the services they provide.

01:04:14:22 - 01:04:15:18

And-

- Shari might have been

01:04:15:18 - 01:04:17:09

very heavily involved

in writing these slides,

01:04:17:09 - 01:04:19:09

just saying. (chuckles)

01:04:19:09 - 01:04:21:09

- Well, and I'm also

01:04:21:09 - 01:04:25:01

a former National Disability

Integration Coordinator

01:04:25:01 - 01:04:26:19

for Red Cross for almost seven years.

01:04:26:19 - 01:04:29:10

So I will grab the link

01:04:29:10 - 01:04:31:23

to get directly to their list of services

01:04:31:23 - 01:04:34:21

so that you all will have it.

01:04:34:21 - 01:04:36:18

I recommend bookmarking

it and like I said,

01:04:36:18 - 01:04:39:23

just paying a visit

every couple months maybe

01:04:39:23 - 01:04:41:19

and checking out what's going on.

01:04:41:19 - 01:04:45:18

And you can also find specific

information about, you know,

01:04:45:18 - 01:04:48:19

specific disasters and

what they're offering

01:04:48:19 - 01:04:51:02

and where they are at that point in time.

01:04:51:02 - 01:04:52:08

- And Shari, thank you for sharing

01:04:52:08 - 01:04:54:04

that you're the former head

of Disability Integration

01:04:54:04 - 01:04:56:11

for Red Cross because I

said you worked at Red Cross

01:04:56:11 - 01:04:58:12

and went out of my head to say

that even though I knew that.

01:04:58:12 - 01:05:00:05

So thank you for saying that.

01:05:00:05 - 01:05:02:16

Okay, so-

- That's okay. Thank you.

01:05:02:16 - 01:05:03:12

- Next slide.

01:05:06:06 - 01:05:08:10

So now I have questions for you.

01:05:08:10 - 01:05:10:15

Did you or someone you know

apply for FEMA assistance

01:05:10:15 - 01:05:13:06

after Hurricane Ian?

01:05:13:06 - 01:05:15:05

And were your expectations met?

01:05:15:05 - 01:05:17:01

And if not, what was your experience?

01:05:27:17 - 01:05:28:17

- I, this is Tomora.

01:05:29:19 - 01:05:32:00

Yes, we,

01:05:32:23 - 01:05:34:24

I know quite a few people that were,

01:05:37:05 - 01:05:38:14

that applied for FEMA.

01:05:39:16 - 01:05:44:16

A few people were, had an amazing,

01:05:44:22 - 01:05:46:01

let me rephrase that.

01:05:46:01 - 01:05:50:13

They were helped and they

had a good experience.

01:05:50:13 - 01:05:53:07

And unfortunately, I do know a few people

01:05:53:07 - 01:05:56:02

that the expectations were not met.

01:05:57:10 - 01:06:02:10

And I know some people

are still trying very hard

01:06:02:10 - 01:06:05:06

to get appeals done for FEMA.

01:06:05:06 - 01:06:08:12

So one of my questions is, when,

01:06:09:12 - 01:06:12:23

is there a deadline to appealing for FEMA

01:06:12:23 - 01:06:15:24

for Hurricane Ian that you know of?

01:06:15:24 - 01:06:17:00

- Yes, there is.

01:06:17:00 - 01:06:19:06

And I will get back to

you with that answer.

01:06:20:06 - 01:06:21:03

- Okay.

01:06:21:03 - 01:06:22:17

- So when I do training for trainers,

01:06:22:17 - 01:06:24:01

they say the most important thing is

01:06:24:01 - 01:06:25:20

when you're not positive, say yes, I will,

01:06:25:20 - 01:06:28:15

I don't know and I will

get back to with this,

01:06:28:15 - 01:06:30:09

and if anyone on the team knows that,

01:06:30:09 - 01:06:32:02

it's just slipping my mind right now.

01:06:32:02 - 01:06:34:02

And once someone says

it, "Oh yeah, of course."

01:06:34:02 - 01:06:36:03

And there is a deadline, so.

01:06:36:03 - 01:06:37:09

- Okay. I appreciate that.

01:06:37:09 - 01:06:38:13

Thank you so much.

- Again,

01:06:38:13 - 01:06:40:14

if anyone else knows that or can, yeah.

01:06:41:18 - 01:06:42:15

Okay, and Shari's with them,

01:06:42:15 - 01:06:44:08

she had American Red Cross.

- It's something we

01:06:44:08 - 01:06:45:11

add to that.

01:06:45:11 - 01:06:46:10

Okay.

01:06:46:10 - 01:06:47:06

- This is German.

01:06:48:06 - 01:06:53:06

Traditionally it's, your

time to appeal is 60 days

01:06:53:10 - 01:06:56:06

from the determination date on the letter.

01:07:01:15 - 01:07:02:11

- I thought it was something like that,

01:07:02:11 - 01:07:03:13

but I didn't wanna say that, German,

01:07:03:13 - 01:07:05:05

and I wasn't sure if you

were there in the background.

01:07:05:05 - 01:07:06:18

So, great.

01:07:09:00 - 01:07:10:09

So you got that, Tomora?

01:07:12:11 - 01:07:13:13

- Yes, thank you so much.

- Which unfortunately

01:07:13:13 - 01:07:14:22

has passed, yes.

01:07:16:02 - 01:07:18:18

So what kind of expectations,

so people were denied,

01:07:18:18 - 01:07:20:22

were there other

expectations of FEMA that,

01:07:26:01 - 01:07:27:15

do you know what they were denied around

01:07:27:15 - 01:07:29:14

or were there other

expectations that weren't met

01:07:29:14 - 01:07:31:08

during Ian for FEMA the-

01:07:32:05 - 01:07:37:05

- Yes, our subdivision

was completely underwater.

01:07:38:01 - 01:07:42:23

Thankfully, my house only

ended up getting a little bit

01:07:42:23 - 01:07:44:14

of water damage done to it.

01:07:44:14 - 01:07:46:14

But unfortunately, two houses down

01:07:46:14 - 01:07:48:21

and the rest of the street

was completely underwater

01:07:48:21 - 01:07:51:14

and a lot of people lost, you know,

01:07:51:14 - 01:07:53:04

pretty much everything they had,

01:07:54:04 - 01:07:58:20

there because of the

sewers that had backed up,

01:07:58:20 - 01:08:01:24

FEMA was not jumping

in to assist with that.

01:08:01:24 - 01:08:06:23

And unfortunately, FEMA, some

of the letters were stating

01:08:06:23 - 01:08:11:09

because we did not live in a flood zone,

01:08:11:09 - 01:08:13:12

but we experienced the flood.

01:08:13:12 - 01:08:16:13

FEMA was not stepping

in to assist with this.

01:08:16:13 - 01:08:18:12

And we were told, or you know,

01:08:18:12 - 01:08:20:14

our neighbors were told that they could,

01:08:22:09 - 01:08:26:22

they could apply for an SBA loan.

01:08:27:23 - 01:08:30:16

- And applying for an SBA

loan is something that

01:08:30:16 - 01:08:31:20

sometimes it's part of the FEMA process

01:08:31:20 - 01:08:33:02

that you have to do that.

01:08:34:03 - 01:08:35:04

- Uh-huh.

01:08:35:04 - 01:08:36:24

- German, do you wanna

talk about that a minute?

01:08:41:01 - 01:08:43:23

- This is German, yes,

01:08:45:08 - 01:08:50:08

individuals and households

have to apply to SBA

01:08:50:12 - 01:08:54:05

and they don't have, it is a loan,

01:08:54:05 - 01:08:59:05

it is a low interest loan,

01:08:59:17 - 01:09:01:05

but it is a loan nonetheless.

01:09:01:05 - 01:09:05:08

And you do not have to accept it

01:09:06:06 - 01:09:11:06

and then you can deny it

and apply to FEMA but,

01:09:12:15 - 01:09:14:23

and when you apply to

FEMA, in the process,

01:09:14:23 - 01:09:19:09

they educate you on, you

have to apply to SBA first.

01:09:20:10 - 01:09:23:22

So that is part of the

process and we educate people,

01:09:23:22 - 01:09:26:12

they do not have to accept it at all.

01:09:26:12 - 01:09:30:22

It does not affect their FEMA process

01:09:30:22 - 01:09:34:08

unless they do accept it.

01:09:34:08 - 01:09:38:14

And then there's a formula to, if you can,

01:09:38:14 - 01:09:40:24

if it doesn't give you

everything you need,

01:09:40:24 - 01:09:45:23

maybe FEMA can then be

the secondary support.

01:09:46:22 - 01:09:48:20

But if you do not want that loan,

01:09:48:20 - 01:09:49:19

you do not have to take it,

01:09:49:19 - 01:09:53:01

and just keep on with the FEMA process.

01:09:53:01 - 01:09:55:23

And there is a time limit on that as well.

01:09:55:23 - 01:09:57:07

- It's kind of counterintuitive

01:09:57:07 - 01:09:58:05

'cause people say this all the time,

01:09:58:05 - 01:09:59:10

"Well, I don't have a small business,

01:09:59:10 - 01:10:00:21

why would I have to

apply for an SBA loan?"

01:10:00:21 - 01:10:01:24

But that's the process.

01:10:04:17 - 01:10:05:15

Thank you for that.

01:10:08:02 - 01:10:09:01

Next slide, please.

01:10:10:19 - 01:10:12:17

Same question about Red Cross.

01:10:12:17 - 01:10:14:16

Did you call the Red Cross

during Hurricane Ian?

01:10:14:16 - 01:10:16:16

What services did they provide

01:10:16:16 - 01:10:20:05

and was there any services

recovered that were not,

01:10:20:05 - 01:10:21:02

services that we've covered

01:10:21:02 - 01:10:23:04

that were not provided by Red Cross?

01:10:26:04 - 01:10:27:10

Did anyone have experience

01:10:27:10 - 01:10:29:03

or have consumers that they worked with

01:10:29:03 - 01:10:32:01

that called Red Cross during Ian?

01:10:32:01 - 01:10:33:06

And what services were they offered

01:10:33:06 - 01:10:36:04

and were there any services

that we've talked about

01:10:36:04 - 01:10:38:16

that Red Cross didn't provide you?

01:10:38:16 - 01:10:40:05

That we said they provide you.

01:10:49:17 - 01:10:54:17

Do you have experience with

Red Cross at all during Ian?

01:10:54:24 - 01:10:57:15

- Yes, we did. This is Tomora.

01:10:57:15 - 01:10:58:10

- Okay.

01:11:00:10 - 01:11:03:14

Okay, so, and did they

do what you expected?

01:11:06:05 - 01:11:10:02

- In the beginning you were

talking about a consumer

01:11:10:02 - 01:11:14:22

that was in one of the

Volusia County shelters

01:11:14:22 - 01:11:18:18

that had to sleep in her chair.

01:11:18:18 - 01:11:22:03

Red Cross was able to

assist and get her a bed.

01:11:23:03 - 01:11:24:20

That was the,

01:11:24:20 - 01:11:27:01

that's what came to mind when

you were asking about this.

01:11:27:01 - 01:11:29:18

So yes, Red Cross was able to assist

01:11:29:18 - 01:11:32:06

and you know, go from there so.

01:11:33:03 - 01:11:35:20

- Which is good and

unfortunately it took 10 days,

01:11:35:20 - 01:11:37:16

but they weren't at the Red

Cross part of the shelters.

01:11:37:16 - 01:11:39:02

It wasn't Red Cross' responsibility

01:11:39:02 - 01:11:41:02

and the fact that it took,

01:11:41:02 - 01:11:42:15

I think the government

was running the shelter,

01:11:42:15 - 01:11:43:17

is what I wanna say.

01:11:43:17 - 01:11:45:24

And the county's running

the shelter, I'm not sure,

01:11:45:24 - 01:11:50:13

but 10 days is

unconscionable in my opinion

01:11:50:13 - 01:11:53:17

to get something simple

like a hospital bed,

01:11:53:17 - 01:11:55:20

- 10 days is a long time, absolutely.

01:11:55:20 - 01:11:57:10

- Out of a bed. Yeah.

01:11:57:10 - 01:11:58:06

Yeah.

01:11:58:06 - 01:11:59:15

- And this is Shari, Melissa,

01:11:59:15 - 01:12:03:22

just to confirm it was

the county's public health

01:12:03:22 - 01:12:05:20

that was responsible for the people

01:12:05:20 - 01:12:08:13

in the special quote unquote,

"special needs shelter."

01:12:08:13 - 01:12:11:01

- Right. Okay, thank you.

01:12:11:01 - 01:12:11:24

Next slide, please.

01:12:13:09 - 01:12:14:10

Any questions?

01:12:19:10 - 01:12:21:04

If not, we'll go to the next slide.

01:12:24:06 - 01:12:26:04

So we've done all these captain

bring down kind of things,

01:12:26:04 - 01:12:28:08

false expectations and realities.

01:12:28:08 - 01:12:30:09

Let's take a look for a

minute about what does work,

01:12:30:09 - 01:12:32:01

what are good things, what does work,

01:12:32:01 - 01:12:33:08

what we can be focusing on

01:12:34:09 - 01:12:37:04

as people with disabilities

and as people at centers.

01:12:39:04 - 01:12:40:02

Next slide, please

01:12:44:10 - 01:12:45:14

Do a reset.

01:12:45:14 - 01:12:48:00

We need to have realistic expectations.

01:12:48:00 - 01:12:50:15

It works to have realistic expectations.

01:12:50:15 - 01:12:55:04

Once we acknowledge and

recognize false expectations

01:12:55:04 - 01:12:57:18

and flicks up the realities

that come with them,

01:12:57:18 - 01:13:00:15

then we can act proactively

by planning for disasters

01:13:00:15 - 01:13:01:15

and extreme weather.

01:13:01:15 - 01:13:05:04

So rather than saying, "Oh,

I know that we're going

01:13:05:04 - 01:13:08:19

to be able to get letters for housing

01:13:08:19 - 01:13:10:02

and that's all gonna work,"

01:13:10:02 - 01:13:11:18

now we know that's a false expectation

01:13:11:18 - 01:13:12:21

'cause it didn't work.

01:13:12:21 - 01:13:13:19

So now you can go and plan

01:13:13:19 - 01:13:15:06

and figure out how to do that later.

01:13:15:06 - 01:13:16:24

It's just like one kind of example.

01:13:18:24 - 01:13:19:23

Next slide, please.

01:13:23:19 - 01:13:25:01

So what does work?

01:13:25:01 - 01:13:27:06

Planning, planning really works.

01:13:27:06 - 01:13:31:05

Creating having consumers

create robust plans,

01:13:31:05 - 01:13:34:08

having communities create robust plans,

01:13:34:08 - 01:13:35:17

practicing these plans,

01:13:35:17 - 01:13:37:17

whether you're a consumer

practicing a plan

01:13:37:17 - 01:13:42:10

to evacuate your house or a

municipality, a city or town.

01:13:42:10 - 01:13:43:15

Practicing plans,

01:13:43:15 - 01:13:46:08

practicing plans, and

exercising their plans,

01:13:46:08 - 01:13:48:03

using personal networks,

01:13:48:03 - 01:13:50:07

again, practicing using personal networks.

01:13:50:07 - 01:13:54:02

That planning is what

makes the difference.

01:13:54:02 - 01:13:55:11

That needs to be combined

01:13:55:11 - 01:13:58:08

with involvement in inclusive planning

01:13:58:08 - 01:14:02:04

and ongoing advocacy and-

01:14:02:04 - 01:14:05:01

advocacy for legally compliant disaster

01:14:05:01 - 01:14:07:11

inclusive planning and implementation

01:14:07:11 - 01:14:10:07

during notification,

response, and recovery.

01:14:10:07 - 01:14:13:21

So it's not just okay

for an individual plan,

01:14:13:21 - 01:14:16:08

people with disabilities

need to be involved

01:14:16:08 - 01:14:17:10

in inclusive planning.

01:14:17:10 - 01:14:19:03

They need to be at the table.

01:14:19:03 - 01:14:20:22

So when they're saying, "I'm

gonna do this, this, and this,"

01:14:20:22 - 01:14:22:04

someone's saying, "Okay," how are you,

01:14:22:04 - 01:14:24:22

you're doing door knocks, that's

wonderful to notify people.

01:14:24:22 - 01:14:27:06

How are you gonna notify deaf people?

01:14:27:06 - 01:14:28:07

Let's bring someone who's deaf

01:14:28:07 - 01:14:29:13

who can tell us the best way to do that.

01:14:29:13 - 01:14:31:14

Oh, and by the way, what the law is.

01:14:31:14 - 01:14:33:12

It's not about being disability friendly,

01:14:33:12 - 01:14:35:04

it's about complying with the law.

01:14:36:05 - 01:14:41:05

And again, doing ongoing

advocacy for legal compliance.

01:14:41:05 - 01:14:43:23

Most of the stuff is

required under the law.

01:14:43:23 - 01:14:46:14

If they're following the

legal obligations they've had,

01:14:46:14 - 01:14:50:21

in some cases since 1973, 50 years,

01:14:51:24 - 01:14:54:24

as technology has changed, they

developed more obligations.

01:14:56:20 - 01:14:57:24

Make sure that people,

01:14:57:24 - 01:14:59:23

that entities comply with that obligation.

01:14:59:23 - 01:15:01:20

And sometimes there's a group

of consumers out there saying,

01:15:01:20 - 01:15:03:09

"Uhm, this isn't an option, this is law.

01:15:03:09 - 01:15:04:09

You've gotta do it.

01:15:04:09 - 01:15:05:21

And by the way, where's

your self-evaluation

01:15:05:21 - 01:15:09:10

and your transition plan and

what have you done around it?"

01:15:09:10 - 01:15:11:01

Really, really important.

01:15:11:01 - 01:15:11:22

Next, please.

01:15:15:05 - 01:15:16:12

And personal preparedness.

01:15:16:12 - 01:15:18:24

I sing the praise of personal

preparedness all the time

01:15:18:24 - 01:15:21:20

because it's something

that everyone needs to do

01:15:21:20 - 01:15:25:12

and understand their limitations

to personal preparedness.

01:15:25:12 - 01:15:27:03

Everyone needs to prepare,

01:15:27:03 - 01:15:31:05

but really, the reality

is false expectations,

01:15:31:05 - 01:15:33:24

personal preparedness

is everything you need,

01:15:33:24 - 01:15:36:14

it alone will keep you safe in disasters.

01:15:37:10 - 01:15:39:21

It's critical, but it

has to be accompanied

01:15:39:21 - 01:15:42:15

by systemic planning by

county, state, and local

01:15:42:15 - 01:15:45:01

or territory government.

01:15:45:01 - 01:15:46:00

Let's go to the next slide

01:15:46:00 - 01:15:47:24

'cause that continues talking about it.

01:15:49:07 - 01:15:51:05

Government planning

should assume that people

01:15:51:05 - 01:15:53:17

with disabilities have in

them personal planning.

01:15:53:17 - 01:15:57:03

Personal planning takes some

education, it takes resources,

01:15:57:03 - 01:15:58:04

it takes having,

01:15:58:04 - 01:16:00:00

it takes either having a social network

01:16:00:00 - 01:16:02:07

or be able to plan

independently on your own.

01:16:03:04 - 01:16:06:09

And it's not the individual's

obligation to prepare.

01:16:06:09 - 01:16:08:10

It's the government's responsibility

01:16:08:10 - 01:16:11:21

and legal obligation to plan

with and for the community

01:16:11:21 - 01:16:14:14

to keep the community members

safe and respond to disasters.

01:16:14:14 - 01:16:16:21

So what we as people with

disabilities have to plan,

01:16:16:21 - 01:16:19:11

I'm not letting us off the hook with that,

01:16:19:11 - 01:16:21:07

the primary responsibility

goes to the government

01:16:21:07 - 01:16:22:21

who has the deeper pockets, more money,

01:16:22:21 - 01:16:25:08

and more resources to deal with that

01:16:25:08 - 01:16:26:09

as opposed to people with disabilities

01:16:26:09 - 01:16:29:02

who are marginalized and

kept for, for the most part.

01:16:31:23 - 01:16:32:19

Next, please.

01:16:36:03 - 01:16:37:22

So what should advocates expect?

01:16:39:11 - 01:16:41:04

Advocates should expect

01:16:41:04 - 01:16:44:04

that local and state

government's plans will focus

01:16:44:04 - 01:16:46:07

on restoring the local the,

01:16:46:07 - 01:16:47:12

restoring the economy.

01:16:49:08 - 01:16:51:22

So they're gonna focus

on restoring the economy

01:16:51:22 - 01:16:53:16

and looking at that,

01:16:53:16 - 01:16:55:02

they should expect that inclusive

01:16:55:02 - 01:16:58:15

disaster planning will be

inadequate or non-existent.

01:16:58:15 - 01:17:00:24

And the government, Red

Cross programs will center

01:17:00:24 - 01:17:04:00

in homeowners and businesses

with the most worst damage.

01:17:06:19 - 01:17:07:15

Next, please.

01:17:09:15 - 01:17:11:24

So what does that mean we need to do,

01:17:11:24 - 01:17:13:17

given that they're not doing planning?

01:17:13:17 - 01:17:16:11

We need to continue to advocate

to get ourselves a seat

01:17:16:11 - 01:17:18:09

at those emergency management tables.

01:17:18:09 - 01:17:20:11

We need to organize so we

can have people to go to

01:17:20:11 - 01:17:22:11

as emergency management tables.

01:17:22:11 - 01:17:24:22

We need to hold government officials,

01:17:24:22 - 01:17:27:12

local government officials,

county government officials,

01:17:27:12 - 01:17:30:08

state government officials accountable.

01:17:30:08 - 01:17:33:11

We need to reject

segregation all the time.

01:17:33:11 - 01:17:35:09

Special needs shelters are segregation.

01:17:35:09 - 01:17:37:01

They can be dangerous for

people with disabilities.

01:17:37:01 - 01:17:38:14

And I know you have to

register them in your statute.

01:17:38:14 - 01:17:39:20

I'm not saying don't register for them.

01:17:39:20 - 01:17:42:20

All I'm saying the reality is

as advocates we need to know

01:17:42:20 - 01:17:44:23

this is dangerous and we should reject it.

01:17:44:23 - 01:17:45:21

And segregation is something

01:17:45:21 - 01:17:48:19

that is not allowed under the ADA.

01:17:48:19 - 01:17:51:01

And always, always, always remember,

01:17:51:01 - 01:17:52:21

nothing about us without us.

01:17:54:20 - 01:17:55:16

Next, please.

01:17:57:21 - 01:18:01:12

So what issues did you advocate

for with your government,

01:18:01:12 - 01:18:03:09

local, state, tribal, or federal

01:18:03:09 - 01:18:05:16

and private sector during Hurricane Ian?

01:18:05:16 - 01:18:07:02

And have they been resolved?

01:18:07:02 - 01:18:08:23

If not, what is your advocacy strategy

01:18:08:23 - 01:18:10:24

for transforming lessons observed

01:18:10:24 - 01:18:13:14

in Hurricane Ian into lessons learned?

01:18:13:14 - 01:18:14:10

So there's a big difference.

01:18:14:10 - 01:18:15:15

People always talk about lessons learned

01:18:15:15 - 01:18:17:20

and lots of people say, "No,

they're lessons that you saw,

01:18:17:20 - 01:18:19:17

they haven't been learned,

they've been observed.

01:18:19:17 - 01:18:22:22

Let's internalized and

make them lessons learned."

01:18:22:22 - 01:18:24:13

So what issues do you

have with government?

01:18:24:13 - 01:18:26:24

I can pick up one myself, which is that

01:18:26:24 - 01:18:27:21

they weren't issuing,

01:18:27:21 - 01:18:30:11

the county wasn't issuing the letters.

01:18:30:11 - 01:18:33:18

What else in addition to that?

01:18:41:10 - 01:18:42:05

Otherwise, you're saying

01:18:42:05 - 01:18:45:00

everything with the government

went smoothly, just saying.

01:18:46:09 - 01:18:48:02

Tomora, I can see you shaking your head.

01:18:48:02 - 01:18:50:10

So what didn't go smoothly

with the government?

01:19:01:14 - 01:19:03:16

Where were there bumps in the government?

01:19:14:07 - 01:19:15:16

Because you're saying

it didn't go smoothly,

01:19:15:16 - 01:19:17:06

but what went otherwise?

01:19:27:00 - 01:19:28:10

And I see-

- I just-

01:19:28:10 - 01:19:29:14

- Go ahead.

- Like I said

01:19:29:14 - 01:19:30:10

in the beginning,

01:19:30:10 - 01:19:32:22

it was my first time

ever being in a shelter.

01:19:32:22 - 01:19:37:00

So me learning what the shelter was

01:19:37:00 - 01:19:39:19

and how it was ran and you know,

01:19:39:19 - 01:19:44:05

this was really an eye opener

for me at a local level,

01:19:46:03 - 01:19:49:05

you know, and obviously

it was Volusia County,

01:19:53:09 - 01:19:55:19

I said it, there was bumps every day,

01:19:55:19 - 01:19:58:08

but off the top of my head,

we just kind of rolled with it

01:19:58:08 - 01:20:01:15

and you know, handled it as we went along.

01:20:03:20 - 01:20:07:18

I can't really come up with a

definite answer for you, but-

01:20:07:18 - 01:20:08:24

- That's okay.

- I know there were bumps

01:20:08:24 - 01:20:11:13

in the road, believe me, I was there.

01:20:11:13 - 01:20:13:09

- And I'm sure you advocated

01:20:13:09 - 01:20:16:10

and just keep in mind

01:20:16:10 - 01:20:19:01

and think about things

that happened in Ian

01:20:19:01 - 01:20:22:17

that you can transform into

a lesson that you've learned

01:20:22:17 - 01:20:24:11

and you've figured out

how to fix ahead of time.

01:20:24:11 - 01:20:25:07

There's probably some

things that you fixed

01:20:25:07 - 01:20:26:05

that you haven't thought about.

01:20:26:05 - 01:20:28:05

It's worth giving us some thought.

01:20:29:13 - 01:20:32:11

And next slide, do you have any questions?

01:20:32:11 - 01:20:34:14

- No.

- Okay.

01:20:34:14 - 01:20:36:22

And I'm gonna share

some resources with you

01:20:36:22 - 01:20:38:19

and you'll get a copy of the slide deck.

01:20:38:19 - 01:20:39:20

But for access purposes,

01:20:39:20 - 01:20:41:21

I'm just gonna read

what the resources are.

01:20:41:21 - 01:20:44:07

One is the FEMA Individual

Assistance Program

01:20:44:07 - 01:20:47:04

and Policy Guide from 2021,

01:20:47:04 - 01:20:49:20

FEMA Individuals and Households Program,

01:20:49:20 - 01:20:53:16

American Red Cross

Disaster Relief Services.

01:20:53:16 - 01:20:56:04

Great article, that can

be editorialized called

01:20:56:04 - 01:20:58:01

"Beyond Registries, Better Solutions

01:20:58:01 - 01:20:59:07

for People with Disabilities"

01:20:59:07 - 01:21:00:17

written by June Isaacson Kailes.

01:21:00:17 - 01:21:03:23

And that was just from September 23, 2023,

01:21:04:19 - 01:21:07:17

and "Redirecting Emergency Registries,

01:21:07:17 - 01:21:09:17

Community Driven Solutions."

01:21:09:17 - 01:21:10:13

Next, please.

01:21:13:11 - 01:21:17:11

- As we move into the the

last couple of resources,

01:21:17:11 - 01:21:20:07

I just wanna note that

01:21:20:07 - 01:21:23:01

Demetra has their hand up.

01:21:23:01 - 01:21:24:12

- Oh, I'm sorry, Demetra,

I didn't see you.

01:21:24:12 - 01:21:25:21

Yes, Demetra.

01:21:25:21 - 01:21:26:17

- It's okay.

01:21:26:17 - 01:21:31:17

I was wondering if those that

are voluntary in the shelters,

01:21:34:00 - 01:21:38:10

can they be educated on the disability

01:21:38:10 - 01:21:42:13

like the basic training

for when they do receive

01:21:42:13 - 01:21:46:24

those clients or consumers

or those that are out?

01:21:46:24 - 01:21:49:04

- We would love that and they should be.

01:21:49:04 - 01:21:51:17

And that doesn't always happen sadly.

01:21:51:17 - 01:21:53:07

So that's something you can advocate

01:21:53:07 - 01:21:55:14

for now for the next storm.

01:21:55:14 - 01:21:57:18

So if people had trouble

during Ian, you can say,

01:21:57:18 - 01:22:00:18

"Okay, let's advocate for that

now let's maybe go in there

01:22:00:18 - 01:22:01:17

and do some training,

01:22:01:17 - 01:22:03:00

let's bring some other

folks and go in there

01:22:03:00 - 01:22:04:17

and do some training."

01:22:04:17 - 01:22:06:18

How are we gonna, you know,

when you've got volunteers,

01:22:06:18 - 01:22:07:17

we call it Just In Time Training,

01:22:07:17 - 01:22:09:22

where you do the training

like a quick on the spot,

01:22:09:22 - 01:22:11:16

like a half an hour, an

hour, you talk to people

01:22:11:16 - 01:22:13:11

as long as you can get

them to sit still for you,

01:22:13:11 - 01:22:15:10

but that's a really excellent question.

01:22:16:08 - 01:22:19:20

You get a bright pink,

blue, and silver balloon

01:22:21:04 - 01:22:23:08

just saying, your fabulous prize.

01:22:23:08 - 01:22:24:11

- Thank you.

01:22:24:11 - 01:22:26:19

- You're welcome. (laughs)

01:22:26:19 - 01:22:28:17

Thank you, Priya, for

being that to my attention.

01:22:28:17 - 01:22:30:09

Sorry, I couldn't see it.

01:22:30:09 - 01:22:32:21

And the other resources

are an article called

01:22:32:21 - 01:22:34:24

"New Census Data Shows U.S. Fails

01:22:34:24 - 01:22:37:05

Disable People After Disasters."

01:22:37:05 - 01:22:38:04

And that's on our website,

01:22:38:04 - 01:22:39:16

that linked us to our website.

01:22:39:16 - 01:22:41:16

And the last one is

"Preserving our Freedom,

01:22:41:16 - 01:22:43:21

Ending Institutionalization

of People with Disabilities

01:22:43:21 - 01:22:45:11

During and After Disasters."

01:22:45:11 - 01:22:47:17

And I spoke about that earlier.

01:22:47:17 - 01:22:48:13

Next, please.

01:22:50:05 - 01:22:52:01

So schedule for the public trainings.

01:22:52:01 - 01:22:54:04

On the 27th, and these

are available, Demetra,

01:22:54:04 - 01:22:55:06

if you haven't seen them,

01:22:55:06 - 01:22:56:24

is "Disability Rights in Disasters,"

01:22:56:24 - 01:23:00:02

where I talk a lot about legal

obligations for 90 minutes.

01:23:00:02 - 01:23:02:03

And on the 18th we did one called

01:23:02:03 - 01:23:04:23

"Personal Prep for Disabled People."

01:23:04:23 - 01:23:07:20

And today obviously, "Dangers

of False Expectations."

01:23:07:20 - 01:23:11:12

At 11/29, the one and only,

Priya Penner will be presenting,

01:23:11:12 - 01:23:13:02

"Addressing Institutionalized Racism

01:23:13:02 - 01:23:14:23

and Emergency Management."

01:23:14:23 - 01:23:17:12

And on 12/07, I'll be talking about

01:23:17:12 - 01:23:20:08

"Disability Bias and

Emergency Management."

01:23:20:08 - 01:23:23:11

So these are very exciting

and we look forward to them.

01:23:23:11 - 01:23:24:07

Next, please.

01:23:26:16 - 01:23:29:11

And finally, as always, I

wanna thank you very much

01:23:29:11 - 01:23:32:15

and on this slide you

have a link to my email

01:23:32:15 - 01:23:34:21

and my contact information.

01:23:34:21 - 01:23:36:23

And feel free to contact me anytime

01:23:36:23 - 01:23:38:10

and let me know any questions you have.

01:23:38:10 - 01:23:40:20

If you think about something

later, that's totally fine.

01:23:40:20 - 01:23:43:11

Just wanna say hi, that's

totally fine as well.

01:23:43:11 - 01:23:46:23

And I just wanna thank

you for taking some time

01:23:46:23 - 01:23:48:06

to be with us today,

01:23:48:06 - 01:23:49:23

whether you joined in person or virtually

01:23:49:23 - 01:23:52:00

and we really appreciate you.

01:23:52:00 - 01:23:53:03

And I'm Melissa Marshall,

01:23:53:03 - 01:23:54:23

I'm the director of Policy and Programs

01:23:54:23 - 01:23:58:03

and my email is

melissa@disasterstrategies.org,

01:23:59:14 - 01:24:01:12

and it has The Partnership

address under that

01:24:01:12 - 01:24:02:13

and our logo.

01:24:02:13 - 01:24:04:22

And our logo is pre-described earlier.

01:24:04:22 - 01:24:07:16

- This is Shaylin and just

echoing Melissa's thanks

01:24:07:16 - 01:24:08:24

and looking forward to continuing

01:24:08:24 - 01:24:11:05

these trainings with you all.

01:24:11:05 - 01:24:13:05

In the chat, we have added a survey

01:24:13:05 - 01:24:16:18

that we would love your feedback

on from today's training.

01:24:16:18 - 01:24:19:09

And thank you to our ASL

interpreters as always,

01:24:19:09 - 01:24:20:21

for providing access.

01:24:22:02 - 01:24:23:22

Please don't hesitate

to reach out in between

01:24:23:22 - 01:24:26:13

and we will see you all again on the 21.

01:24:29:01 - 01:24:30:16

- Thank you so much, this is Tomora.

01:24:30:16 - 01:24:33:21

Thank you and have a safe

and wonderful weekend, guys.

01:24:33:21 - 01:24:35:03

- Thank you, you too.

01:24:35:24 - 01:24:36:20

Bye-bye.