- This is Priya. Yes, let's  
go ahead and get started.

Hello everyone and welcome

to the "DSIL Continuity of Operations:

Strategies for Serving  
Consumers in Disasters

and Public Health Emergencies."

My name is Priya Penner

and I am with The Partnership

for Inclusive Disaster Strategies.

I use she/her pronouns.

And although my camera is  
off, I am a young brown woman

with long curly black hair.

Onscreen, you may be  
able to see my picture,

which is of me in my wheelchair  
with a dark blue background

and a dark green cardigan.

On the screen, you have a  
title slide with the text

that reads, "DSIL  
Continuity of Operations:

Strategies for Serving  
Consumers in Disasters

and Public Health Emergencies."

Above this text is The  
Partnership's header logo,

which is a sun with four images within it,

and the text, The Partnership

for Inclusive Disaster Strategies.

To the right of the logo, the  
four images within the sun are

a hurricane, a thunderstorm  
cloud with a lightning bolt,

a house with a split down  
the middle and a tornado.

And above all of this it, excuse me,

below all of this is our website,

www.disasterstrategies.org.

I just have a couple of friendly reminders

to get us started and  
then we can jump right in.

So first, please do identify yourself

before speaking, every time.

You simply just have to say your name

and then share the rest of your comment.

And that would look like "This is Priya

and I have this comment."

We also ask you to avoid  
speaking when others are speaking

and to keep yourself on mute  
when you're not talking.

This is especially helpful for folks

who are following along  
via our Otter, excuse me,

via our Zoom captions.

And then please do avoid using acronyms.

To access the Zoom captions,

you can go to the bottom  
of your Zoom screen

and click the cc or show  
captions button once

and they will pop up.

You can also edit the font size

and the text color

of your subtitles via the  
subtitle settings button.

This button can be accessed  
via the small carrot

within the cc button.

If you have any difficulty accessing

the Zoom captions or if you  
have any technical difficulties,

please don't hesitate to  
either let us know in chat

or you can email us at Priya,

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

And with that, I'm gonna  
turn it over to Melissa.

- Thank you, hello  
everybody and welcome back.

The last time we saw  
each other, I wanna say,

was in November or December of 2023.

So that seems like an eternity ago.

So glad to be here.

Gonna just go over again who we are.

I'm Melissa Marshall and  
I'm the Director of Policy

and Programs for The Partnership

for Inclusive Disaster Strategies.

And I'm going to be here-

- Hey, I'm in the right place, right?

- Is this for the...

Who's this?

Hello?

- This is Priya, Tamora,

I believe you're in the right place.

If you're here for the DSIL Continuity

of Operations Planning training,

- You're totally in the  
right place, Tamora.

You may get a fabulous prize, who knows?

So I am Melissa Marshall

and I am a white woman  
with shoulder length,

a little below shoulder  
length now, silver hair,

I have glasses on and I'm wearing a...

It's an orangey palette  
with some green and yellow

in a jacket with a green  
tank underneath it.

And I'm thrilled to be here today.

So you might remember, we  
talked about bias training,

we talked about legal training,

we did all of that stuff  
in the fall of 2023

and where The Partnership for  
Inclusive Disaster Strategies.

And we're the only, if you don't remember,

the only US disability-led organization

that is a focused mission  
on equity for people

with disabilities and people with access

and functional needs throughout  
all planning, programs,

services and procedures, before, during

and after disasters.

Next, please.

And we have some agreements.

This is gonna be really a  
highly technical training

about policy, so maintain confidentiality.

Anyone will be inclined to  
say anything confidential,

but don't, you know, reveal,  
we're all professionals.

Don't reveal any specific  
names or anything

that you don't wanna have recorded.

Ask questions, that is always the rule.

Now, I have a challenge for you.

Please ask any questions  
that you have at any point

'cause you have a question,

somebody else will have a question later.

Just please ask your questions.

But my challenge for you is to have fun

in a continuity of  
operations plan training.

So we're gonna go for that.

But to facilitate you having fun,

I have with me virtual fabulous prizes

like you've all seen before.

So for speaking, doesn't  
have to be a right answer,

doesn't have to be wrong answer.

There's no such thing as a dumb question.

Please ask any questions you want,

just always ask questions  
and there's fabulous prizes.

So with that, we're gonna get started.

So the goals for this training today

is for you to build an understanding

of what continuity of operations means,

what a continuity of operations plan is,

and DSILs plan to operate during

and after disasters and  
public health emergencies.

So what we've done is  
we've put together a plan

with Ciawanda, we put together this plan

and we're rolling it  
out to you folks today.

And we're showing some of it.

And Priya, if you could let  
me know if Ciawanda joins,

that would be great.

Next, please.

And there's nothing drum  
roll about the plan.

There's no bombshells in this,  
there's nothing like that.

So please just, you know, don't worry.

Take a breath right now.

So now let's start talking about it, next.

How many people have heard of a continuity

of operations plan before this?

If I get a raise of hands and Priya,

if you could tell me who's  
for visibility for me?

Anybody?

- This is Priya, I don't  
see any hands raised.

Just as a reminder for folks,

you certainly can put any  
comments or questions in chat

or simply just come off mute and jump in.

- Feel free.

What continuity of operations plan is?

We call it a COOP for short

because continuity of operations plan gets

a little cumbersome.

It's a plan that will  
support you, support DSIL

and continuing operations to  
the highest degree possible

during disruptions and disasters.

So something goes wrong,  
it will keep you going

as the best we can, the best you can.

- Next please, Priya.

Give some examples of disruptions.

Disasters are certainly a disruption.

So that's something like a hurricane,

which happens a lot in Florida.

And we're getting into hurricane season

and sadly, I'm hearing predictions

for an intense hurricane season.

Tornadoes, flooding, tsunamis,  
you could have earthquakes,

any of the disasters you could have

that will disrupt your operations, right?

Emergencies.

Something that's not a  
hurricane that flooded out

your building or something  
happened to the DSIL building,

you know, some the roof  
collapsed or something

that's an emergency.

Also, public health emergencies.

Who can think of the number  
one public health emergency

we've all been dealing with?

I'll give you a hint, it's  
been for the last four years.

- Hi, this is Tamora, COVID.

- COVID, Tamora gets  
the first fabulous prize

and what you get is a Super  
Bowl, a little Super Bowl

with sparkles in it.

And so the, yeah, COVID,

we've all been dealing with  
that public health emergency

and many of us have set up our continuity

of operations plans taking  
COVID into consideration,

which is great.

One of the things also  
you have to consider is,

sadly, there could be other pandemics

and likely will be other pandemics

that might not have the same requirements.

It might not be airborne,

it might be borne by touching.

So all of the things  
we'll have to learn about.

So things will be tweaked  
in slightly different

if there's another  
public health emergency,

whether it's a pandemic or not.

Unexpected staff absence.

I like to say someone gets swooped off,

someone won the lottery  
and decided to go to Fiji

or maybe something not so good happened

and there's unexpected staff absence.

Power outage, and power  
outages are something

you're gonna have to be thinking about.

And they're doing the  
rolling power outages

and they may starting  
to do them in Florida.

We're trying to stay up to date on that.

They're doing in California,  
they're doing 'em in Hawaii

to prepare for power outages.

So that's just something  
to be prepared for.

And with that often comes

or sometimes by itself,  
comes connectivity failure.

We can't use the internet or our phones.

That's huge, think about that.

And again, like I said  
before, damage or destruction

of the DSIL office.

So those are examples of disruptions.

So when I talk about disruptions  
in this presentation,

you're gonna know what I'm talking about

Next, please.

- So why do we need a COOP?

Well, without a COOP,

staff, board, consumers and  
the public can get confused.

The relationships might deteriorate

'cause you're not in  
touch with each other.

Well, DSIL's not doing anything.

They're not out there, they can't help me

because I can't communicate with them.

Consumers in the public might  
not be served as effectively.

And staff, and this is the important one,

staff might not get paid on time.

The COOP helps with all of those things.

Next, please.

So what does having a COOP mean?

It means things might be  
completed differently.

Your tasks, your day-to-day  
tasks might be done differently.

Hours of operation might  
need to be modified

like they might have  
been during the pandemic.

And staff might report  
to a different person.

And keep in mind, changes  
might be uncomfortable,

but for the purpose ultimately  
of supporting consumers

to maintain their independence

and that's what it's all about.

Other thing to keep in mind is changes

are probably temporary,  
then they change back again,

just when you're getting  
used to them the new way.

Next, please.

Who knows what a succession plan is?

Then you're about to find out, Priya.

A succession plan is a  
written plan that says

who will takeover responsibility

when the person typically  
assigned to those responsibilities

can't fulfill them for  
significant period of time.

And succession plans are different

from delegations of tasks.

So if I'm a CEO and I want  
someone to do something,

I delegate that task to you saying,

that's me delegating the task to you

and I supervise you doing it.

That's not a succession plan.

Succession plan is if I'm the CEO

and I have an unexpected absence

and someone just said to take  
over without my supervision,

without my instruction,  
sometimes without my knowledge,

something happens to me suddenly, okay?

Next, please.

So what's the succession plan for the CEO?

If the CEO is unable  
to perform her duties,

the CFO assumes the responsibility.

CFO may delegate CEO  
tasks at their discretion.

Who's the CFO? Are you on?

- This is Tamora Skinner.

We have Diane in our office-

- And is Diane on?  
- Yes.

- So Diane, you're on the call now?

- I'm sorry, I didn't hear your question.

- I asked if Diane was on the call.

- Diane is not on the call.  
- Thank you, Priya.

So the CFO.

So the CFO assumes  
responsibilities if the CEO

is unable to perform their duties.

You know, they're ill, something happens,

you know, they're injured  
something happens like that

or they have an unexpected absence

for any number of reasons.

Now, the CFO of Diane  
can't perform her duties,

the CEO assumes her responsibilities.

The CEO might delegate CFO  
tasks at her discretion.

So they go back to Ciawanda

and Ciawanda might delegate  
them to some other people.

Next, please.

And the CEO succession  
plans, so, you know,

is in the board bylaws and  
the other successions plans

are gonna be put in writing  
as part of your COOP.

So both the CFO and the  
CEO aren't available.

The fiscal assistant  
assumes CFO responsibilities

under the supervision  
of the board president.

So Ciawanda and Diane are unavailable.

Then the CFO assumes  
those responsibilities

and reports to the board president.

Does that make sense?

I think just so everyone will know

what happens ahead of time.

Next, please.

And generally for staff,

the supervisor assumes the  
responsibilities of their staff

if their staff are unavailable.

The supervisors might  
delegate the responsibility

to their staff with similar experience

and qualifications where it's feasible.

So if I'm a supervisor of advocacy

and someone who's an  
advocate can't do their job,

if they have an unexpected absence,

I can assume that myself,

I can delegate that to someone else.

And that's the DSIL  
policy right now, okay?

Next, please.

So we're gonna look now  
at what DSIL needs to do

before disaster and  
during and after disasters

through its COOP and to  
prepare for disruptions

because there's still some  
things that we're tweaking,

still some things that need to be done.

Next, please.

First thing that you're doing right now

and you're doing a good job of it,

is supporting consumers in preparedness.

As always, you wanna work with consumers

on developing personal preparedness plans.

You wanna inform consumers

where they can find  
information during a crisis.

And you also wanna inform consumers

of DSILs potential  
availability in a crisis.

So as you're doing preparedness trainings,

you wanna wrap that in, you wanna wind in.

By the way, DSIL will be  
here, DSIL will support,

DSIL will have information available.

So we're a source of  
knowledge and of information.

So as you're doing disaster prep,

it would be great for  
individual consumers.

It would be great if you could put

that into the presentations

or if you're working with  
someone one-on-one into that.

Next, please.

Again, in order to support  
consumers in preparedness,

you wanna incorporate  
crisis communication,

maybe into the annual  
meeting agenda each year.

Say, by the way, we  
are here as a resource.

This is how you can get in touch with us.

If we will reach out to you,

we will try to reach out to you by email,

by text, by phone call.

You can try to reach out to us.

So just give them that information.

And what you wanna do is bake it

into your annual meeting agenda.

So if you have it as  
always part of your agenda

and it's just there and the template

for your annual meeting,  
you won't forget it.

So you wanna make it easier to remember it

and have it in there than  
to not have it in there.

Other thing you wanna start doing,

and you probably have done this already,

but you wanna have it in one place

or in a single place  
that you can identify,

is you wanna collect multiple methods

of contact from consumers.

You want their phone numbers,  
you want their email.

You wanna know what social  
media platforms they use.

Are they on Facebook,  
are they in Instagram?

Are they in TikTok? What are they doing?

And obviously, that's gonna change

as social media platforms evolve,

but you wanna keep that  
as much as you can.

How much of that do you have already

that you could access right now?

Anybody?

- We collect the phone numbers and email.

It's not normal for us to do Facebook,

but we do take phone numbers and email.

- Yeah, and the reason  
I'm just saying Facebook

is to let people know if  
say, you texted someone

and emailed someone, you might  
wanna put it on social media,

not to them specifically,

but what you were doing on  
your social media platforms

and if you know what social  
media platforms consumers

are using, it gives you an idea

of what social media  
platforms to put a notice on.

Does that make sense?

And who is speaking then? I'm sorry,

- This is Shakira.

- Shakira, another fabulous prize.

So you get one of those little,

but it's a little one, it's  
not a regular sized one.

One of those handball things

with the orange ball with a string on it.

- Oh, thank you for the prize.

- And this is Herman, I would also add

that maybe the consumer  
lost or damaged their phone

or computers and maybe they  
access somebody else's internet

and that way you could connect  
with them in this fashion.

Especially those that you have identified

being of at high-risk of situalization

or needs during a disaster.

- Exactly, thank you Herman.

Thank you so much.

Next, please.

The other thing you wanna do

is you wanna prepare the website

to provide disaster support information.

So you wanna assess the  
accessibility of your website

and resolve any of the barriers.

That wasn't something  
we did within the scope

of our work that we did with you,

but you wanna assess the website

for screen reader compatibility,

see how plain the language is.

Look at those things and I think,

I believe Ciawanda said  
it needed updating.

I looked at it, you know,  
but you can look at that.

You wanna assess it first  
to see how accessible it is.

Also, you wanna get ahead of things

so you're not putting together things

at the last minute in the crisis.

As much as you can, you wanna prepare.

You wanna develop, it's a good  
idea to develop a template

and you can use that  
to update your website

due to disaster and emergency.

And the template will have  
the basic things in it

that you're working from home,  
that you have reduced hours

that you're not going into the office.

You can have some things and  
you can just delete things

or maybe some add things to it.

But develop some templates  
to just throw up there

on the first page, on the front  
page of your website, okay?

Other thing that we're recommending

is you train staff to update

the public section of the website

with crisis communications  
and inform consumers

and the public, they'll be able to find

crisis communications there, okay?

So let people know that  
it's in the public part

of the website and it's  
gonna be on the front page.

And they can't remember  
the name of the system

that you use with consumers,

if someone can help me with that,

but you wanna have something  
that's just on your website

so everyone can see it on the first page

because that's the easiest to access.

And staff needs to get  
trained how to do that.

And I believe that you're  
looking at outsourcing that

and hiring someone to  
do that, a consultant.

Next, please.

Other thing you wanna do,

after you've kind of done some  
preparation with the website,

you kind of put some templates together.

What you'll put up, the  
person knows they're doing it,

they know how to do it,

is start preparing to engage the media.

Ciawanda is gonna continue to work

on developing close relationships  
with the local media.

The way you develop  
relationships with media,

as you give them stories,  
that's what they want.

You invite them to things.

You're having a picnic, you're  
having an annual meeting,

you're having an event

or maybe you wanna invite them to come

to a skills training  
class that you're doing.

If you're doing something fun,

you're doing something  
interesting, invite the media.

That way you build a nice  
friendly relationship

with the media.

You're doing an advocacy initiative,

obviously, you wanna let  
the media know about that.

So start developing that  
relationships with the media now.

You don't wanna be meeting the reporter

for the first time in the crisis

because they don't know you.

They don't have a relationship with you.

And also they're less  
likely to skip over you.

If they've done a lot of work with DSIL,

then they see a media advisory

or press release from DSIL,

they're gonna go, oh DSIL, we know them.

Are they okay?

Do they want us to say  
something to their consumers?

So think about that.

Is the office manager on this call?

Who is the office manager?

- This is Diedre, we don't  
have an office manager,

we have an administrative assistant.

- Okay, okay.

I was told the office  
manager is the person who,

and that Ciawanda must have meant,

or may have meant the  
administrative assistant,

but the office manager is the person

who update the press contact list

and the office manager will  
develop a media advisory

and a press release template.

So their job is gonna be to  
keep the list updated for media.

And that's a constant kind of thing

because people's roles and  
people's job changes a lot

in the press and the media frequently.

And also developing the  
press release template.

You know, this is the  
event that's happened,

but what the media wants to know,

the who, what, when, where, why.

The media advisory is you  
do it before the event

and the press release is after the event.

But during a disaster I just  
do a press release probably

saying this is what's happening.

This is the who, this is  
the what, this is the when,

this is the where, this  
is why, this is DSIL.

We serve people with disabilities.

These are office hours.

Let us know if you're having  
problems during the hurricane,

during the crisis, during  
whatever the disaster is.

This is our phone number,  
this is our email.

This is how you can reach us by text.

And by the way, we're on social media

at whatever site you're on social media.

So get that information out to consumers.

It's just another way

of getting information out to consumers.

Next, please. And what  
is the administrative

assistant's name?

- Deidre.  
- Deidre, that's right, okay.

And Deidre gets a new  
car of her choice today.

Whether it's a new imaginary  
car of her choice today,

because I'm using her title a lot.

Next, please.

So that's before the disaster,

before the disruption,  
the things you need to do.

During and after, obviously,  
that's the busy time.

So you wanna do as much  
preparation as possible.

There's now a crisis communications plan

that you're gonna be learning more about.

And during crisis communication  
plan, you should staff,

you should expect to be  
contacted by the CEO at Ciawanda

or their designee within 24 hours

after the beginning of a crisis.

So expect to be contacted.

Now that might not happen

because communication might be down,

but expect to be contacted,

and know she's gonna be  
trying to contact you.

You should also reach out to the CEO

and the designee if you  
haven't been contacted by them

within 72 hours of the crisis

or as soon as feasibly possible.

So in the perfect world,  
Ciawanda or her designee

is gonna get in touch  
with you within 24 hours

of the beginning of the crisis.

And you're gonna be trying  
to get in touch with them

if you haven't been contact  
within 72 hours of the crisis

or as soon as you can.

You should monitor your phones, computers,

any other devices,  
iPad, whatever you have.

And the DSIL website for updates

about when there is an operable  
communication with DSIL.

So if you don't have  
operable communication,

check and see if your  
phone is working somehow,

keep checking it.

Obviously, you'll be doing that.

Check your computers,  
check your other devices,

check the DSIL website.

No DSIL is trying to reach  
out to you as staff of DSIL.

Does this make sense?

Next, please.

Again, check the DSIL website for updates.

If you're not able to be notified

by other more direct means.

So go to the website.

Also, to the degree that you can,

continue to provide  
independent living services

and independent living  
services as feasible

during typical business hours  
until you've been contacted.

So if you're working and you  
hear this disaster somewhere

and you're out in the field,  
keep being out in the field

if that's a safe thing  
for you to be doing.

You know, if disasters really  
localized to one place,

if there's something where  
you need to protect yourself,

obviously, you should protect  
yourself and keep yourself

and your family safe.

And be aware that you might  
be required to work virtually

or from an alternative venue in a crisis

and provide details about equipment

and the alternate venue is available.

So most likely you're gonna  
work from home, right?

That's gonna be most  
likely what's gonna happen.

However, if for some reason,

if there's something  
localized to your building,

you have an agreement  
to go to the building,

I think it's next door.

You can go and work  
from there if something,

if the power went out  
just in your building,

you can go use their power.

And probably gonna work from home.

And there might sometimes  
be an alternate venue.

Let's say there was damage  
to the two buildings

and there'd be another alternate location,

possibly, most likely,

you're gonna be asked to work from home

because we have all gotten  
really good at working from home

and working remotely in the  
last four years, I would say.

Next slide, please.

Slide 25.

Thank you, Priya.

Now you might have some  
temporary new job duties

during disasters.

Your job duties might change

include helping consumers  
register for FEMA.

You probably have all done  
that during hurricanes.

And other services and  
gathering spaces if needed.

So you're registering consumers for FEMA,

you're letting them know  
about other services

and you're meeting at gathering spaces.

Maybe that's a food distribution center,

point of distribution, a POD they call it,

or maybe you're going door to door.

And of course, you're gonna be advocating

for the rights of  
consumers during disasters.

So you're still doing the same  
kind of stuff you're doing,

but you're doing it specifically targeted

towards the disaster,  
towards the hurricane.

And we all know about  
registering from consumers

and we all know about assisting  
consumers with appeals.

You all know you can go to  
Disability Rights Florida

when they need help with appeals.

There's things you can do

and you probably know all of that already.

Next, please.

Plus, you wanna continue  
as much as you can

to do your previous job duties.

So staff will also need to continue

to divert consumers from institutions,

provide transition services  
out of nursing facilities.

Now, why are those two things important?

What's one of the most important junctures

where one of the most critical junctures

where people with disabilities  
get institutionalized?

During disasters.

So you're gonna wanna beef up,

diverting consumers from institutions

'cause you might get a  
certain number of consumers

that are told when they go to a hospital,

oh, you need to just go to a nursing home.

There's not enough room for you here.

Or just go to a nursing  
home from a shelter.

We can't serve your medical needs,

but then you go to the hospital

and the hospital says you  
don't have medical needs,

just go to the nursing home.

Just go to the nursing facility,  
just go to that places.

So you wanna divert  
people from institutions.

You also wanna try and divert people

from psychiatric institutions.

Like when they say we're  
gonna Baker Act you,

if you don't go to a  
shelter, working with people,

seeing if you can come to some resolution

so people don't have to go to shelters

and people don't have to get Baker Acted.

And again, providing transition services

out of nursing facilities.

There's people that might  
during the disaster get,

put into a nursing facility.

They might get put into  
a psychiatric facility.

Psychiatric facility process is different,

but they make it put

into one of those kinds of institutions.

So you wanna help them get out

because they've been  
placed during the disaster.

And of course, you want to  
continue to help the people

that were nursing facilities  
prior to the disasters get out.

You don't wanna forget about that.

You don't wanna say,  
oh there's a disaster,

you're gonna have to  
wait another six months

because that's what the nursing facility

might be telling them.

You wanna be in the  
nursing facilities facing,

we're getting these people out anyway

and this is how we're finding housing.

This is what we're gonna do.

So continue doing all of  
your work around transition

and diversion, plus, you  
wanna provide the core

and other services following  
emergencies and disasters.

Why? Because people still need your core

and other services during  
emergencies and disasters.

They probably need them more so.

And again, this all contributes  
to keeping people out

of institutions and keeping  
people living independently

in the community, and  
that's what we're all about.

Questions?

Next, please.

And again, disasters might cause change.

Some changes that could  
happen during disruptions

would be different hours  
or days of operation.

Maybe you're not physically open as much

and enacting your telework plans

and you have great telework plans

you can just put into place.

That's a wonderful thing  
you have all set up.

moving into partial or virtual operation.

And excuse me, moving to partial  
or full virtual operation.

So what you wanna do, you know,

you might be coming in sometimes,

you might not be coming in sometimes.

And we've all become experts

in how to do that in the last few years.

So that's a good thing.

Is silver lining, I guess, to  
every pandemic, I don't know.

Where and when staff should report?

Again, it might be the physical site,

it might be to another physical site

or it might be virtually.

If it's not your physical site,

it's most likely gonna be  
from your home and virtually

or from wherever you're living.

If you've had to go to another place

from that place if you can.

Next, please.

And new assignments may  
be due to the crisis,

including going to shelters,  
seeing what people need there,

helping people register for FEMA there.

Ensure people aren't being  
discriminated against

at the shelters, going to the  
PODs or points of distribution

where they're distributing  
food, water, sometimes ice,

going to those places.

That's a good place to find consumers.

And again, you're  
registering them for FEMA,

you're asking if they need anything.

You're ensuring them

they're not being discriminated against,

you're talking to them also  
to disaster recovery centers.

You wanna go there and  
do those same things

or other gathering places.

And sometimes door to door  
it helps people really

to register for FEMA services  
and other relief services.

I know they did that, they've  
done that a lot in hurricanes.

They particularly did that.

I'm thinking about in Hurricane  
Maria in Puerto Rico in 2017

and probably during other storms as well.

And it might change a  
schedule of virtual phone

or in-person meetings to  
coordinate crisis response.

So you might need to schedule the phone

or in-person meetings to  
coordinate the crisis response.

Next, please.

So, you wanna look at communication

with consumers in the public.

In a crisis the public will be  
notified via the DSIL website

or DSILs hours of operation  
of any canceled events.

So you wanna have that up there.

We're a canceling our picnic

because there's been a hurricane.

Well, most people are gonna know that,

we still wanna put that up.

We're not able to offer services now

is the thing that people wanna see.

Also, you wanna be asking people

if they have transportation,

accessible transportation  
throughout the process.

Next, please.

So we're talking about communication

with consumers in the public right now.

Website updates.

And what Ciawanda said  
is the office manager,

I guess your administrative assistant

and they're gonna outsource  
the consultant as well

who will update the  
front page of the website

to provide information about the changes

in DSIL's hours of operation,

the way core and other  
services will be provided,

whether they'll be virtually  
at another location

or maybe you go to a  
consumer's home, okay?

And if the office is not occupied,

how will the message get to staff,

consumers, funders and public?

You wanna let them know that.

And office addresses if an  
alternative site is being used.

Also, relevant disaster  
services that you're operating.

Next, please.

The office manager or  
an outsourced consultant

we will share to the  
website the front page

links to any important resources,

including the location of any shelters.

FEMA, if there's been a  
presidential disaster declaration,

FEMA only kicks in and  
the American Red Cross,

if they're involved in the crisis,

if they're engaged with this crisis.

Next, please.

Now the office manager or  
perhaps an outsource consultant

will also share this to  
the website front page.

Links to other resources to go to

if people think their  
rights are being violated.

Like I said before,

there would be Disability Rights Florida,

you probably know that,  
and there's a link here.

Community Legal Services

who can help in limited circumstances

and you wanna find out what they can do

and what they can't do

in this particular disaster or disruption.

And of course, there's The Partnership

for Inclusive Disaster Strategies.

As you can call us for information,

you can call us as a connection point.

We have a hotline.

Our hotline, just be aware,

mostly refers people to local resources.

So just be aware of that.

But you can always call us for information

if you wanna know what to do.

Next, please.

And again, for communication,  
the office manager,

the outsource consultant will  
share the website front page.

A reminder to consumers

and members of the  
public with disabilities

that they have the legal right

to physically accessible services.

The shelter, the Disaster Recovery Center,

the gathering points  
need to be accessible.

Effective communication,

that means there's sign  
language interpreters

or VRI sometimes, visually  
accessible materials, et cetera,

that they have those rights.

And they have the rights to  
modifications to policies

and practices including  
admitting service animals.

So you're just gonna have a quick,

you know, one few lines  
of what their rights are

and just some links to  
those kinds of things

like for the front page of your website

so people know where to go

and then they can get  
more detail on it later

and they can also call  
you and contact you.

Next, please.

Communication with consumers.

And we touched upon this before.

You want to send emails,  
text, phone numbers,

website communications, you  
want them to be redundant

unless someone picks up the phone

or responds immediately  
to an email or text.

You want redundancy in it.

You wanna go with first  
the consumer's preference.

If they don't have a computer,

if they don't have internet access,

then you don't wanna  
be sending 'em an email

or you don't wanna be sending an email

and expect them to respond to it.

You wanna make sure that  
you send it redundantly,

you send it in a number of ways.

And you wanna send a communication

that updates consumers about  
the changes any hours you have,

any meetings, any event  
cancellations or postponements.

And directs consumers to the website

for additional information  
about the crisis.

So they know to go there.

And you wanna check in with consumers

and ask about what support they need.

And probably people that  
are serving consumers

know specifically which consumers

they wanna especially  
prioritize for reaching out to,

people that maybe at  
risk, were all at risk,

but people might be highly at risk

of ending up in an institution.

I don't like the phrase at risk,

but people that are more likely  
to end up in an institution.

You wanna be in touch with them,

you wanna be in touch with  
them pretty frequently

and make sure they're  
getting what they need

so they can stay out of an institution.

Maybe they need personal assistance,

maybe they need food or water.

Just get them the things that they need

so they can stay living  
independently in the community

where they wanna live

because they might be  
getting pressure the,

oh, just go to the nursing home happens

and you wanna avoid that.

Next, please.

The office manager, the  
administrative assistant

will create, disseminate  
immediate advisory

and press releases that  
describe the crisis

and its potential impact  
on disabled people

in affected areas, resources,

DSIL's ability to provide  
support if any changes in hours

of operations or services.

So you want that to go  
into the press release.

If the media advisory,

you know that we're gonna serve people,

we're serving people,

these are the kinds of resources we have.

This is what we do and we're  
building to provide support.

And these are our new hours of operation,

our new days of operations  
or any change in services

that you might have.

Next, please.

We talked a little bit about this before,

following an event where the  
DSIL office must be closed,

but it's safe to travel.

DSIL will be operating  
remotely from their homes

or an alternative venue.

Mostly from your homes.

And one of the things  
that's important to note

is that while work at home  
operations might be ideal

during public health  
emergencies like COVID-19

or in DSIL may need to  
be temporarily closed,

an alternative site might  
be a desirable option

following disruptions that  
only impact the DSIL office.

Such as like a building fire

or collapse, or something like that.

In many of those cases,

you're gonna be able to go  
to the building next door.

In other cases, you might  
find an alternative site,

but primarily, you're  
gonna be working from home

because that's what's worked so well.

And thank heaven for technology,

we've all gotten very good at it.

Next, please.

You all have have been asked

to sign a teleworkers agreement

and decisions to close the office

and work remotely as well as  
return to the office decisions

will be made by your CEO.

Now I would like to know  
what questions you have.

Any questions?

Then we'll move on to shelter in place

and evacuation events.

Next, please.

So DSIL's gonna be developing  
shelter in place kits

for every workstation,

plus probably a few extras for visitors.

What a shelter in place kit is,

food, water and other essentials.

Now staff is gonna be asked

to provide individualized items

such as you're own medication

if you have food for  
specific dietary needs.

I'm gluten free, I put some  
gluten-free food in there,

personal supplies, period,  
bowel, bladder supplies,

those kinds of things  
that are individualized.

Plus some fun things if  
you like to do Sudoku

or something like that,

crossword puzzles, fidget  
devices, anything you like

or need if you had to be in your office

for an extended period of  
time when you weren't working.

So think about putting  
those things in there.

And the office manager is going to monitor

the kits for expiration

because food expires, even  
though water doesn't expire,

technically, the plastic does.

So water has to be checked for expiration

and other things that are  
gonna be in the emergency kit,

whether those in are like  
flashlights, batteries,

other kinds of things will just...

Batteries corrode, they  
have to be monitored

so fairly frequently and that's something

that the office manager's  
going to be doing.

So eventually the plan is to get together

a shelter in place kit.

So start thinking about  
now what you'd like

to add personally,

but what they're probably not gonna put in

your shelter in place kit  
and what you would bring in

and you could bring it in now.

And I know with medication it's  
hard to get extra medication

so you can do that as feasible.

Some people keep extra  
medication in their purse

or a wallet all the  
time so it's with them,

so you know it's not expired  
so you can just, you know,

take it as need be kind of thing.

So you just want to think about that.

And you also wanna think  
about if you have medication

that needs to be refrigerated,  
how you would deal with that

if you had to shelter in place.

Is there some in the fridge?

And that's great if it's in the fridge,

but what if there's no power?

How are you gonna deal with that?

How will you keep it cold?  
What are some ways to do that?

So there's just some  
things to be thinking about

as hurricane season is here.

Next, please.

Evacuation, and DSIL has  
the goal of exercising

its evacuation plans.

In other words, fire drill,  
it's not a fire drill

'cause it's a drill for  
so many other things,

but it's a drill for an exercise.

If there's an event where  
you have to get outside,

if there's a wildfire,  
if there's an earthquake,

what do you do?

If there's toxic gas, how do  
you get out of the building,

if there's a chemical?

Like there's all kinds of situations

where you might need to  
get out of a building.

So there's a goal within DSIL  
of exercising these plans.

And when there are evacuation plans

and there's a regular evacuation plan now,

staff should share that plan

at the beginning of any meeting

or attendees include participants  
that aren't in staff.

So bake it into your agenda.

So in your agenda, you  
always have your letterhead,

you always have the date  
and then you always have,

this is the evacuation planner  
for meeting physically.

This is what you do, this  
is where the exits are

and say them, make sure you  
say them at every meeting,

even if people think they know they are,

unless they're in staff and they,

you know, are living that every day

and know that every day  
and hear that every day.

Does that make sense?

Next, please.

So there's other ongoing activities.

Next.

One of the things we notice  
when we're doing the analysis

for a continuity of operations plan

is you still have paper documents.

And there's going to be, and  
I think there's a contract out

or bid out already for consultant  
who will be responsible

for overall digitizing of paper documents.

Paper documents aren't secure.

They can disappear in a fire  
or a flood, or extreme wind.

They're fragile and they're not secure,

people can have access to them.

So the idea now is to move  
to having things digital,

so they're stored on different servers

that aren't in your building  
in the cloud as it were.

Now staff aren't already  
trained to digit...

Staff who are not already trained

will be trained to digitize documents.

You don't know how there's  
gonna be support with that.

And a schedule for developing,

for digitizing documents  
is gonna be developed.

And you, staff, are all encouraged

to eliminate paper documents.

Unless, unless, unless,  
unless, this is a big unless,

it's necessary for  
reasonable accommodation.

We don't wanna ever jeopardize

anybody's reasonable  
accommodation by saying,

oh, no more paper documents.

We need to have come up with another plan

and they'll work with you on that,

and that's really, really important.

Next, please.

And shredding of paper documents.

A schedule is gonna be established

for shredding paper documents  
that have been digitized

and the office manager or the consultant

will have the oversight responsibility

for the shredding of documents

and making sure everyone  
shreds their pile of documents.

Next, please.

Questions?

How much do you use  
paper documents right now

for whoever's on the call?

Is anyone not using paper documents?

- We use paper documents,

but we still upload them to the computer.

So like if a consumer comes in,

they'll complete the documents via paper

and then we scan them in.

- And then you shred them?

- Well, they're saved in a file cabinet.

- Yeah, yeah, those are  
gonna be shredded eventually

and they're just gonna  
be saved in the cloud.

But that's good to know, yeah.

And it's a matter of,  
like I say, it's safer

and then you don't have to  
have all the file cabinets

and all the paper and all of that stuff

because they're vulnerable as it were.

People aren't vulnerable,

people with disabilities  
aren't vulnerable,

but paper documents are vulnerable.

Anybody else?

What's that?

- I said, I understand.

- Yeah and some of it is, I'm  
like I said, I'm an older...

I don't think I said I was older

when I introduce myself,  
I'm an older adult

and so I certainly get  
doing things on paper

and I get being dependent on paper

and I'm proud of the fact now

that I can't always find a pad at my desk.

Doesn't mean I don't write  
things down occasionally,

but it means I'm a lot  
less reliant on paper

than I used to be and  
it's just easier for me.

It's more environmentally  
responsible for me

and it's just, I don't have  
a ton of paper in my office.

Do you think it wouldn't be  
cluttered, it would be all neat

'cause they don't have paper,  
no, that's not gonna happen.

So what are the questions  
you have about the COOP

or anything I said?

Then I wanna ask you if you  
have any questions about,

if you remember the work we  
did in the fall of last year,

if you have any questions about that

and if you had any chance  
to use any of the material,

look at any of the things we talked about

and explore those kinds of things.

If you have any questions  
about any of that,

I don't expect you to remember what we did

'cause I barely remember what I did,

you know, last week nevermind,  
you know, in the fall.

But just in case you do.

And again, we trained  
and we did a crash course

in emergency management.

We trained on legal rights  
to people with disabilities

and disasters and we did  
some anti-bias training

with you or some of the things.

There might have been others,

and this is our training with  
you, which is on your COOP

and we also did a gap analysis.

No, we went over your COOP  
and did some a little bit.

We didn't do a full gap analysis.

We looked at some of  
your gaps in operations,

which is where we identify  
the paper and stuff.

So questions, thoughts, ideas?

You all get a fabulous prize  
for coming to the training.

You can get, everyone is getting

a very teeny tiny finger skateboard

in the color of their choice

so they can finger  
skateboard across their desk.

I wish I was here

and I could give you those  
actual fabulous prizes in person.

Next, please.

So I wanna thank everyone for their time

and we really appreciate your  
participation and being here.

Let us know, you have  
my contact information,

the slide has our logo

and it says thank you, has  
my name, Melissa Marshall,

Director of Policy and  
Programs and my email,

which is melissa@disasterstrategies.org.

Disaster strategies is one word.

And our website,  
www.disasterstrategies.org.

And our address, which  
is 112 North 8th Street,

Suite 600, Philadelphia,  
Pennsylvania, 19107

with a copyright symbol.

Well, thank you very much.

We really appreciate your time today.

This has been fun.

And feel free to contact  
us, reach out to me anytime.

- Thank you, have a good night.

- Thank you, you too. Bye-bye.