- [Shari] Hello, my name is Shari Myers.

My pronouns are she/her, and  
I'm an older white woman.

Thank you for joining the  
"CMIST Identifying Needs

and Supporting Independence"  
Just-in-Time training.

On the slide below the  
title is our website,

www.disasterstrategies.org.

Above the 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.

This training is a supportive  
resource for anyone

who is filling out the CMIST  
Tool for Identifying Access

and Functional Needs form.

Next slide, please.

What is CMIST?

CMIST is a memory tool for  
understanding the access

and functional needs of  
people with disabilities

who have been impacted by disasters,

and it was originally developed  
by June Isaacson Kailes,

and Alexandra Enders.

The C stands for communication,

M is for maintaining health,

I for independence,

S for services, support  
and self-determination,

and T for transportation.

Next slide, please.

So these are some general instructions

for filling out the form.

CMIST was originally  
developed to identify items

and services, which might  
be needed by disabled people

staying in shelters,

but it can be adapted  
for sheltering in place.

As you go through the  
form with a consumer,

pay close attention to their answers.

Ask additional questions if you think

of other things they may need.

For example, if they  
request a bedside commode,

suggest adding screens for  
privacy around their cot or bed.

Next slide, please.

Tracking solutions and accountability.

The CMIST form includes questions about

who is responsible for taking action,

when they expect to complete their tasks,

who will follow up until they do.

This improves the process by monitoring

and managing expectations

and making adjustments as needed.

As decisions are made about which agency

or organization will take action,

CIL staff should be ready to question

the timeframes and solutions they propose.

Next slide, please.

General information.

The CMIST form begins with a  
general information section.

This is where you will enter

the consumer's important details.

Be sure to note consumer's name

and contact information,

their preferred form of communication,

such as phone or email, text or call,

emergency contact if the consumer has one,

address, if they are sheltering in place,

and the address of the shelter  
if they have evacuated.

It's important too to note the location,

their location inside the shelter

as large facilities with high populations

may be difficult to  
navigate and find people.

Next slide, please.

C, for communication.

We start with access to  
information and shelters.

In this section, you'll  
work with the consumer

to identify communication  
devices and services

they'll need in the shelter.

This may include video relay services,

documents, and forms in  
large font and high contrast,

screen reader compatible formats,

and anything else that they  
may need for communication.

It's important to note  
whether the needed services

or devices are already  
present in the shelter.

If they're not already present,

identify responsible parties  
for unmet needs and follow up,

and who will follow  
along with the consumer

until their needs are met.

Next slide, please.

Replacement of auxiliary  
communication equipment.

Document lost items, needing replacements

such as tablets or phones,  
backup batteries and power cords,

hearing aids or eyeglasses.

Record which agency or organization

will be responsible for  
replacing these items.

Note the timeline for  
replacement or delivery,

and who will monitor these  
expectations until they are met.

Next.

Communication support.

Ensure that shelters provide  
communication support

to disabled people.

For example, a tablet or phone

with icon-based communication tools,

or language translation  
apps, and pen and paper.

The disabled disaster survivor may wish

to designate a family member or friend

to interpret sign language  
or translate languages

other than English for them.

Next slide, please.

As soon as possible, the  
shelter should arrange

for ongoing communication support.

All CIL staff must be ready  
to educate anyone providing

services on disabled individual's right

to self-determination and  
to respect their choice

as they would anyone else's.

Next slide, please.

Maintaining health.

Dietary requirements and food allergies.

Document dietary needs.

For example, low or no sugar,  
gluten-free, or vegetarian.

Note there is a different  
section in the form

for non-food allergies.

Ensure food allergies are  
noted and communicated

to shelter workers and shelter managers.

Next slide, please.

Supplies and or equipment for everyday use

that are not related to mobility.

Identify necessary  
supplies and or equipment,

whether they're already  
available in the shelter,

and if not, note who will be  
responsible for providing them,

the timeframe for doing so,

and who will follow up with the consumer

until their needs are met.

Next slide, please.

Assistance needed with attendant care

usually provided at home.

Fill in the home services

provided as described by the consumer.

Enter additional information  
about the attendant,

and note the consumer's  
backup plan if they have one.

Next slide.

If the consumer's  
attendant is not available,

or not allowed entry into the shelter,

note who will be responsible

for providing these  
services in the shelter,

and when services are expected to begin.

Next slide, please.

Shelters are required,  
showers and toilets.

Shelters are required to have or provide

ADA compliant showers and toilets.

A survey must be conducted and  
non-compliance must be noted.

Next slide, please.

If they do not, one of  
two things must happen.

Portable compliant showers and toilets

must be brought onto the shelter site

and properly placed so  
that paths of travel

to and from the portable  
units are accessible,

or the shelter must be moved to a facility

that has compliant showers and toilets.

This must be done whether there are people

using mobility equipment  
in the shelter or not.

Access to a climate controlled space.

Essential for individuals  
with disabilities

affecting temperature regulation.

If a space cannot be  
provided where the consumer

can control the thermostat independently,

ask the shelter manager to arrange

for non-congregate sheltering,  
for example, in a hotel.

Next slide, please.

Allergies, other than food.

Ask about non-food allergies.

For example, environmental  
or chemical sensitivities,

insect stings or bites, et cetera.

Ask the shelter manager if  
there's a policy in place

to maintain an environment  
free of allergen and irritants,

including perfumes and other fragrances,

and if it will apply to  
shelter residents and staff.

If the consumer states they  
cannot stay in the shelter,

ask the shelter manager to again,

arrange for non-congregate shelter.

Next slide, please.

Support for neurodivergence,

dementia or Alzheimer's,  
and mental health.

Shelters are required  
to provide a quiet area

and should provide sensory items,

for example, weighted blankets,

noise canceling or noise  
reducing headphones,

privacy screens, and things like that.

If some or all of these supports  
are not readily available,

ask if modifications will  
be made to provide them.

If the consumer states they  
cannot stay in the shelter,

ask the shelter manager to arrange

for non-congregate sheltering.

Next slide, please.

Additional mental health support.

Document requests for additional support.

For example, for anxiety management.

Referrals for mental health  
services in the shelter

should only be made at  
the consumer's request.

If these services are  
being provided on site,

the consumer can present themselves

to a mental health worker  
and ask for assistance.

If services are not  
being provided on site,

coordinate with shelter manager for access

to mental health services.

Next slide, please.

I for independence.

Next slide.

Replacement of durable medical equipment,

identify durable medical equipment

or additional equipment  
that the consumer may need.

They may have lost it due to the disaster,

did not have but needed  
it before the disaster,

will need it while staying in the shelter,

and will need for activities  
of daily living or ADLs.

Document who will provide the equipment,

the timeline for delivery,  
and who will follow up.

Next slide, please.

Access to power sources.

Note whether the consumer  
will require a power source

to charge battery powered  
assistive devices.

If power is available in the shelter,

ask the shelter manager  
to arrange for moving

the consumer near an electrical outlet

or to provide any requested items

for charging powered equipment.

Next slide, please.

Service and emotional support animals.

Note items needed for any service

or emotional support animals,

and as always, who is  
responsible for providing them,

and how long it will take.

The consumer will also  
need to know the location

of the designated area for  
exercising their animal,

and for animal relief.

Ask the shelter manager  
to show the consumer

where designated animal exercising

and relief areas are located.

Next slide, please.

Supplies and services necessary  
for sheltering in place.

Work with consumers to  
identify support needs,

power, food, water, transportation,

and document who will provide services

and maintain follow up.

Next slide.

S for services, support,  
and self-determination.

Next slide, please.

When a consumer loses access  
to services and supports,

document any services and  
supports the consumer may need

but have lost due to the  
disaster or emergency.

Provide detailed descriptions

to ensure appropriate solutions.

Next slide, please.

And finally, T for transportation.

Next slide, please.

Access to evacuation transportation.

Identify how the consumer will  
get to an evacuation shelter.

Document any assistance  
your CIL will provide.

Next slide, please.

Transportation to and from appointments.

For consumers receiving  
Medicare or Medicaid,

transportation to health  
related appointments

may be provided through their benefits.

Transportation to other appointments

and or back home after it's safe to return

may be provided by Red Cross,

state, county, or city government  
agencies or other sources.

Be sure to note who will be responsible

for scheduling and paying  
for transportation.

Next slide, please.

Actions taken, additional notes.

Actions taken, and additional notes.

Note all actions taken and by whom,

timeline for resolution  
or delivery of items,

provision of services.

Follow up with status at  
12 to 24 hours, 48 hours,

and continue until need is  
met and access is provided.

Here we have examples  
of noting actions taken.

Communication.

USSAAC, the United States  
Society for Assistive

and Augmentative  
Communication will replace

the consumer's communication  
tablet, and or apps.

Maintaining health.

For consumer requests,

spoke with Shelter Manager to inform them

of dietary requirements to  
share with feeding planners.

Independence.

CIL will provide loaner power chair.

Consumer has filed an insurance claim.

Services, support, self-determination.

No needs identified.

Transportation, rides to  
health related appointments

will be coordinated by  
state Medicare, Medicaid.

Shelter manager will arrange  
and pay for all other rides.

Next slide, please.

Using CMIST throughout  
response and recovery.

Identifying consumers needs is a process

that will continue while  
they are in shelters

or sheltering in place and  
throughout the response

and recovery phases.

Update this form as needed

and continue documenting actions here.

If you prefer, you can  
start a new CMIST form

for the recovery phase.

Next slide, please.

Thank you so much for attending

our CMIST just-in-time training.

Again, I'm Shari Myers, the  
Disaster Operations Coordinator

for The Partnership for  
Inclusive Disaster Strategies,

and I can be reached at the  
email address on screen.

Shari, S H A R I,

@disasterstrategies.org.