

Kanawha Putnam Emergency Management Plan  
Functional Annex

**Special Needs Population**

Revised December 2015; Reviewed Annually

**A12**

**NRP Coordination:**

ESF #6

**Primary Agency:**

Kanawha DHSEM  
Putnam OEM  
City of Charleston OEM

**Support Agencies:**

- American Red Cross
- Kanawha Charleston Health Department
- Putnam County Health Department
- Emergency Medical Services
- Fire Departments
- Law Enforcement Agencies
- Kanawha Putnam Emergency Planning Committee
- Metro 9-1-1
- Putnam 9-1-1
- Kanawha County Schools
- Putnam County Schools
- Kanawha Valley Regional Transportation Authority
- Appalachian Center for Independent Living, Inc.
- Pretera Center
- Salvation Army
- Faith Based organizations
- Rescare
- Home Health Agencies
- Kanawha / Putnam Senior Services Agencies
- Hospice
- Local Housing Authority

# I. Introduction

## A. Purpose

This annex identifies and provides the resources for populations whose members may have additional needs before, during and after an emergency including but not limited to the following:

1. Are non-English speaking
2. Have challenges due to disability, including, but not limited to,
  - a. Hearing or sight impairment, mobility impairment, mental or developmental disability,
  - b. Anyone who may need assistance to evacuate
  - c. Anyone who may need extra assistance in a public shelter
  - d. Anyone who may need assistance in taking medications or if medications are not available to them will need medical assistance. Those who need definitive medical care will be transferred to a medical facility out of the area of the emergency. This will be coordinated with state and local resources and patients will be triaged for priority transport.
  - e. Any person declared by a medical doctor or government agency to be disabled.
3. Minor children whose parents are not available to care for them.
4. People who need assistance moving about or with limited personal care.
5. Indigent people who lack the basic resources to self-evacuate such as transportation, financial resources and temporary lodging arrangements.

## B. Scope of Work

1. This annex establishes the potential need for Special Needs Transportation, care and support of those populations that will need assistance.
2. This annex establishes guidelines for operating a shelter that will include populations that may need extra assistance

3. This annex establishes resources needed for non-medical needs for Special Needs Populations in a Shelter or otherwise need assistance.
4. This annex establishes ways to communicate to those who may not be able to receive emergency information in a standard format.

## II. Situation and Assumptions

- A. Chief Elected Officials of local governments are obligated to provide for the public safety and welfare of all citizens in their jurisdictions.<sup>1</sup>
- B. Usually when shelters are opened during emergencies few people actually go to the shelters. In the Kanawha and Putnam County area most people go to friends, relatives or other locations. Special needs populations might be afraid or unwilling to go to a shelter.
- C. People with certain disabilities may not receive, or be able to respond to, [Functional Annex A01—Public Warning](#) messages.
- D. Some elderly citizens may not receive, or be able to respond to [Functional Annex A01—Public Warning](#) messages.
- E. Non-English speaking persons may not understand [Functional Annex A01—Public Warning](#) messages and instructions. These persons may have difficulty communicating with response and relief/recovery personnel.
- F. Some citizens may not have the ability to self-evacuate from a threat area due to lack of transportation and financial resources necessary for self-evacuation.
- G. Some citizens may not be able to effectively shelter in place or otherwise sustain themselves for an extended period of time. Those agencies that provide for support of any special population or those who assist with day to day life functions will continue to do so during an emergency.
- H. Emergency incidents may threaten or affect child day care centers<sup>2</sup>. These facilities may lack the resources to effectively evacuate or shelter in place without assistance.

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<sup>1</sup> NRP III – Roles and Responsibilities

<sup>2</sup> [include appendix identifying all child day care centers in the metropolitan area with address and phone number]

- I. Nursing facilities lack the resources to effectively evacuate their residents without assistance.
- J. The term “resident” used in this annex means any member of the public who presents themselves at a Special Needs Shelter needing care.
- K. The term “shelter” used in this annex means any facility established to provide care and assistance to the public during an emergency incident.

### **III. Concept of Operations**

#### **A. General**

Any public safety or government agency personnel seeing the potential need for Special Needs assistance to the public will immediately notify their supervisor, who shall pass that information to Emergency Management Director.

1. The Emergency Management Director will order the activation of this annex, as needed.
2. For those who need immediate definitive medical or care beyond the capabilities of shelter personnel:
  - a. Individual can go to the home of a family member or relative that is capable of providing care, have a qualified caregiver accompany them or,
  - b. Individual can be transported to a hospital.
  - c. Individual can be transported to a skilled nursing facility, extended care facility, group home, day care facility, or other like facility with appropriate staff and management, or to another facility with available space.
  - d. Agencies caring for special needs can be activated to ensure those under their care are attended to and needed assistance is provided when possible.
3. The American Red Cross will be the lead agency in the operation of mass care (non-medical) shelters.
4. In order to provide for proper care and protect the rights of residents, the Shelter may provide reasonable accommodations that may include modifications to the shelter space.

5. In the event that any care facility is evacuated to a Special Needs shelter, staff of that facility shall accompany their residents/charges and shall bring appropriate resident documentation (i.e., medical charts, etc). Any documentation shall be treated as confidential, shared only with qualified medical personnel and must be kept with the person to whom it belongs.
6. The Emergency Management Director will facilitate the ongoing development of additional Special Needs planning and strategic development.
7. Under most circumstances, a parent, guardian, or caregiver is expected to be the primary resource for his or her minor and or dependent children,
8. In cases where parents or guardians are not with their children, local law enforcement personnel and local child protective/child welfare services must be contacted to assist with reunification.
9. Children are sheltered together with their families or caregivers.

#### B. Primary Agency

##### Emergency Management

1. Identify the need for the activation of shelters and safe areas for their operation.
2. Coordinate evacuation including those with special needs.
3. Provide customary resources.
4. Request any additional resources as needed to effectively operate the shelter(s).
5. (see [Functional Annex A15—Resource Management](#)).
6. Apply and maintain ICS management structure to include,
  - a. Command and control.
  - b. Span of control.
  - c. Incident Action Plan to be conveyed to Emergency Management Staff and agencies involved.

7. Provide for essential human services as described in [Functional Annex A07—Mass Care](#) and [Functional Annex A15—Resource Management](#).
8. Coordinate activities with other agencies tasked for operations. Initiate those agencies who can provide resources to assist in the needs of special populations.

### C. Support Agencies

#### 1. American Red Cross

- a. Operate mass care non-medical shelters.
- b. Family reunification services.
- c. Participate in community disaster education programs.

#### 2. Health Department

- a. Refer to [Functional Annex A07— Mass Care](#) annex.
- b. Translation devices for non-English speaking population

#### 3. Prestera Center

- a. Provide Mental Health Disaster team to assist shelter personnel with behavioral health services.
- b. Assist clients with preparedness and response for disaster situations.

#### 4. Rescare

- a. TBD

#### 5. Emergency Medical Service (EMS)

- a. Provide on-site availability of basic and advanced life support services and emergency transportation from the shelter to hospitals.

- b. Assist in evacuation of Special Needs population to shelter locations, as requested.
  - c. Assist shelter medical operations, as needed.
6. Law Enforcement
- a. Fulfill tasks under [Functional Annex A04—Evacuation](#) annex. During an evacuation assistance may be required for law enforcement personnel to communicate. An example may be the need for cards or signs in languages other than English.
  - b. Assign sworn officers to establish and conduct shelter security operations.
  - c. Provide transportation for arrested individuals from the shelter.
  - d. Assure orderly intake operations for persons arriving at the shelter, insuring that everyone follows intake and triage procedures.
7. 911 Center
- a. Process 911 calls for service from persons requesting Special Needs assistance per internal policy.
  - b. Provide 911 TTDY services.
  - c. Maintain language translation services resources.
  - d. Provide Reverse 911(text, email) services; public opt-in. [Kanawha County]
8. Appalachian Center for Independent Living, Inc.
- a. Training to law enforcement, fire department and local agencies on proper communication and evacuation techniques for special needs population during emergencies. (mitigation)
  - b. Education and awareness programs on evacuation for people with disabilities for responders and community. i.e. Safety Expo and Kids Fair 5/5/12 (mitigation)

- c. Provide Emergency Management Literature to their organizations community. Readiness checklists, shelter checklists, contact lists, etc. (mitigation)
  - d. Provide information on alternative formats for printing educational resources (large print, Braille etc.).
  - e. Pre-planning for ADA and accessibility compliance of shelter. Wheel Chairs, ramps, walkers, exits (planning)
  - f. Equipment for ADA and accessibility compliance of shelter. Wheel chairs, ramps, walkers, exits (response)
  - g. Provide some transportation to special needs shelter for Northeastern Kanawha County special needs residents. i.e. 1 ADA compliant van (response)
9. Faith Based Organizations (during emergencies many faith based organizations provide shelter and other services)
- a. Those organizations who wish to be part of the response structure will be coordinated by the Emergency Management Director of that jurisdiction.
- 10.KRT
- a. Provide transportation services including handicap accessible buses
- Coordinate with Emergency Management for pick up locations during evacuation and or relocation of facilities.