



City of San Antonio
Emergency Planning for People with Disabilities
Friday, October 5, 2018

The second community meeting was held at the Cortez Senior Center, 5512 W. Military Drive

- I. **Introductions:** Deborah Scharven, Accessibility Compliance Manager facilitated meeting. City staff included Olivia Gaitan and Abraham Robles (available for Spanish translations) from the Disability Access Office (DAO) and James Mendoza and Samantha Haynes from the Office of Emergency Management (OEM). ASL Interpreters were provided by Vital Signs. There were a total of thirty-one (31) citizens who participated in the community meeting.
- II. **Presentation:** Deborah Scharven explained the purpose of the community meetings, to brief the attendees of the critical issues found in the first round of meetings and to obtain feedback and solutions about the issues. An update was given on what the DAO and OEM have been working on and plan to complete a ‘whole community plan’ rather than an emergency plan that focuses primarily on people with disabilities. A tentative timeline was provided.
 - Phase 1- Community Engagement: February-April
 - Phase 2- Draft and Community Input: May-Aug.
 - Phase 3- Second Draft and Community Review: September-October
 - Phase 4- Final Draft and Community Review: November
 - Phase 5- Emergency Plan Released: December 21, 2018
- III. **Critical Issues:** The critical issues that were found during the original set of community meetings earlier in the year included:
 - Transportation
 - Effective Communication
 - Education and Preparedness
 - Disability Awareness Training
 - Access to Resources
- IV. **Whole Community Planning:** James Mendoza discussed that after the findings from the first set of community meetings and the survey results, the DAO and OEM found that it would be best beneficial to not create a separate emergency plan for people with disabilities, but a ‘Whole Community’ Plan, which incorporates the needs of people with disabilities into all aspects of emergency planning. The updated emergency plan is scheduled to be released the end of December.
- V. **Group Discussions:** The following are key points of feedback/discussion among the participants and staff.

Transportation

- Motorized bicycles/ regular bicycles could be used for people (who are able to) to evacuate areas quickly if need be.
- Make sure families know where you are so they can pick you up in case of emergency.
- If you have a vehicle, emergency supplies can be stored in the trunk if you must evacuate very quickly.

Education and Preparedness

- Provide information to senior centers/ YMCA/community centers
- The isolated population, those who do not attend centers or community facilities? Send print materials; provide information to home health care workers, Meals on Wheels, etc.
- Educate community advocates: nurses, social workers, counselors, mental health workers, etc.
- Register people with disabilities on AlertSA during intake forms for other organizations.
- Have print material available at senior centers; provide emergency preparedness classes at senior centers.
- Door hangers/print material
- Materials also need to be in Spanish.

Access to Resources

- More marketing of 211 United Way/ Alamo Service Connection- what can they offer, how can they connect people with disabilities to resources?
- Work with doctor's offices and clinics to have print materials available for patients.
- Does SAHA have anything to do with emergency planning? The city should work with SAHA to ensure they have emergency plans in place.
- More TV ads, information on the news will reach a good amount of seniors, people with disabilities who are at home most of the time.

Engaging the Community

- Few participants in community meetings actually had disabilities (mostly professionals in the field).
- Provide incentives for citizens to participate in community functions.
- How can the Disability Access Advisory Committee (DAAC) help to encourage the community to participate?

- Seniors have limited access to computers, so provide information via the TV news, radio and print materials.

VI. City Updates

- The AlertSA emergency notification system is improving the accessibility and usability for all citizens.
- The City of San Antonio now has contracts with two local interpreting companies who provide American Sign Language (ASL) on demand and will provide ASL video notifications.
- OEM staff attended the ‘Get It Right’ conference in Washington DC hosted by FEMA’s Accessibility staff concerning people with disabilities and emergencies.
- DAO has been contacting with other cities to learn about their emergency planning.
- The OEM has created over 10 accessible PSAs (with ASL and captioning) that provide information on personal planning, safety, sheltering, and emergency recovery.

VII. Next Meeting

- The next community meeting will be held on Friday, October 5, at the Carver Library, 3350 E. Commerce.