

# Emergency Support Function (ESF) # 19

## Access and Functional Needs



### Preface

**In the wake of the disaster, many of the local resources will be unavailable due to damage or inaccessibility, or the local resources will not be sufficient to handle the demand to support sheltering and care of people with access and functional needs. This may require that significant amounts of resources and personnel will need to be mobilized for assistance.**

**The purpose of this Access and Functional Needs Emergency Support Function annex is to provide guidelines and procedures for disaster planning, response, and recovery efforts to address populations with emergency access and functional needs in the City and County Butte-Silver Bow.**

### Primary Agency

**Butte-Silver Bow Developmental Disabilities Office**

**Emergency Operations Center ESF # 19 – Access and Functional Needs**

**Purpose:**

- 1. To coordinate activities involved with the identification, registering, transportation, sheltering and care of people with access and functional needs before, during, and after a significant emergency.

**Primary:**

- **B-SB Developmental Disabilities Office**
- Support:**
- **Community and Faith Based Organizations**
- **American Red Cross**
- **Law Enforcement Department**
- **St. James Healthcare**
- **Direct/Supportive Care Providers**
- **Congregate Care Facilities**
- **Butte Transit Division**
- **All Other City and County of Butte-Silver Bow agencies, departments, and offices**

**Likely Tasks:**

- Staff the Access and Functional Needs Group within the Butte – Silver Bow “EOC Operation Section Human Services Branch.”
- Determine coordination needed regarding functional or medical needs shelters.
- Notify civic association representatives serving the threatened or impacted areas regarding the emergency situation and initiate steps to utilize their support and services.
- Establish the status of recommendations or orders for evacuation of all or portions of the Butte – Silver Bow. Consult with ESF # 14 regarding actions by Butte – Silver Bow to provide the necessary services to Access and Functional Needs individuals, and predictions for the level of support likely to be needed from the City-County.

**Likely Tasks Continued:**

- Coordinate with local ESF # 14 staff to establish, if needed, telephone numbers(s) for Access and Functional Needs individuals. Ensure that telephone operators are given up-to-date information regarding instructions for Access and Functional Needs individuals and that procedures are in place for relaying requests from the public to ESF # 19 for action;
- Ensure ESF # 15, Public Information, has received all relevant information regarding actions that Access and Functional Needs individuals within the City-County are to take, and that such information is released to the media through ESF # 15.
- Coordinate with ESF # 7, Resource Management, and ESF # 6, to identify facilities, institutions and businesses that may be available to provide additional support in the transportation and care of Access and Functional Needs individuals. Advise ESF # 5, Information and Planning, of the results;
- Coordinate with City-County ESF # 1, Transportation, to provide resources needed to assist in the evacuation of Access and Functional Needs individuals.

**State of Montana**



*State government agencies can provide supplemental assistance to local government to meet emergency needs during declared emergencies. Requests for state assistance are sent to the State DEM.*

**Federal Government**



*Federal government agencies can provide supplemental assistance to local and state government to meet emergency needs during declared emergencies. Requests for federal assistance are processed through State DEM.*

Comprehensive Emergency Management Plan  
Emergency Support Function # 19  
**Access and Functional Needs**

**Coordination Agency:** Butte-Silver Bow Developmental Disabilities

**Primary Coordinator:** Butte-Silver Bow Developmental Disabilities  
Manager

**Support Organizations:** Community and Faith Based Organizations  
American Red Cross  
Law Enforcement Department  
St. James Healthcare  
Direct/Supportive Care Providers  
Congregate Care Facilities  
Butte Transit Division  
All Other City and County of Butte-Silver Bow  
agencies, departments, and offices

## **I. INTRODUCTION.**

### **A. PURPOSE.**

1. The purpose of this Access and Functional Needs Emergency Support Function annex is to provide guidelines and procedures for disaster planning, response, and recovery efforts to address populations with access and functional needs in the City and County Butte-Silver Bow.
2. To coordinate activities involved with the identification, registering, transportation, sheltering and care of people with access and functional needs before, during, and after a significant emergency.
3. The following definition for what are sometimes referred to as “vulnerable” or “special needs” populations have been adopted for the purposes of this plan and are derived from the National Response Framework 2008 (NRF) with slight modifications. “The NRF definition for ‘special needs’ provides a function-based approach for planning and seeks to establish a flexible framework that addresses

a broad set of common function-based needs irrespective of specific diagnosis, statuses, or labels (e.g. children, the elderly, transportation disadvantaged). In other words, this function-based definition reflects the capabilities of the individual, not the condition or label.”

**B. SCOPE.****1. Access and Functional Needs Populations:**

Identify how to effectively coordinate the response operations for Access and Functional Needs populations. Access and Functional Needs Populations are defined as: populations whose members may have additional needs before, during, and after an incident in one or more of the following (*CMIST*) functional areas:

- **C**ommunication
- **M**edical care
- **I**ndependence--Maintaining
- **S**upervision
- **T**ransportation

The following function-based definitions further amplify the definitions of each element:

**Communication**

Individuals who have limitations that interfere with the receipt of and response to information will need that information provided in methods they can understand and use.

Some may not be able to hear verbal announcements, see directional signs, or understand how to get assistance due to hearing, vision, speech, cognitive, or intellectual limitations, and/or have limited English proficiency.

**Medical Care**

Individuals who are not self-sufficient or who do not have adequate support from caregivers, family, or friends may need assistance with: managing unstable, terminal or contagious conditions that require observation and ongoing treatment; managing intravenous therapy, tube feeding, and vital signs; receiving dialysis, oxygen, and suction administration; managing wounds; and operating power-dependant equipment to sustain life. These individuals require support of trained medical professionals.

**Maintaining Independence**

Individuals requiring support to be independent in daily activities may lose this support during an emergency or disaster. Such support may include consumable medical supplies (diapers, formula, bandages, ostomy supplies, etc.), durable medical equipment (wheelchairs, walkers, scooters, etc.), service animals, and/or

attendants or caregivers. Providing the necessary support to these individuals will enable them to maintain their pre-disaster level of independence.

### **Supervision**

Before, during, and after an emergency individuals may lose the support of caregivers, family, or friends or may be unable to cope in a new environment (particularly if they have dementia, Alzheimer's or psychiatric conditions such as schizophrenia or intense anxiety). If separated from their caregivers, young children may be unable to identify themselves; and when in danger, they may lack the cognitive ability to assess the situation and react appropriately.

### **Transportation**

Individuals who cannot drive or who do not have a vehicle may require transportation support for successful evacuation. This support may include accessible vehicles (e.g., lift-equipped or vehicles suitable for transporting individuals who use oxygen) or information about how and where to access mass transportation during an evacuation.

2. Initial response activities will focus on meeting urgent needs of emergency victims, including members of special needs groups. Additional assistance will be based on needs of the emergency victims, the emergency situation and available resources.

## **C. SITUATION.**

1. Disasters will require immediate activation to provide access and functional needs care to affected populations.
2. Many emergencies will cause evacuation of affected areas. The responsibility for the provision of temporary emergency special needs and care for victims is the responsibility of Butte – Silver Bow.
3. Lessons learned from emergencies concerning people with disabilities and older adults have shown that four areas are repeatedly identified as most important:
  - **Communications and Public Information**-emergency notification systems must be accessible to ensure effective communication for people who are deaf/hard of hearing, blind/low vision, or deaf/blind.
  - **Evacuation and Transportation**-Evacuation plans must incorporate functional needs providers for identifying and the movement of people with mobility impairments and those with transportation disadvantages.
  - **Sheltering**-Care and shelter plans must address the access and functional needs of people with disabilities and older adults to allow for sheltering in general population shelters.
  - **Americans with Disabilities Act (ADA)**-When shelter facilities are activated, local officials and shelter operators must ensure they accommodate the provisions of the ADA.

**D. POLICIES.**

1. The City-County recognizes the need to undertake additional reasonable efforts to protect and assist people in need of additional response assistance at the time of emergencies and disasters, and especially during evacuations, sheltering and reentry.

Effective access and functional needs planning involves engaging disability navigators, direct/supportive care organizations, community-and faith-based organizations, non-governmental organizations, and other private sector groups.

Individuals in need of additional response assistance may include those who have disabilities; who live in institutionalized settings; who are elderly; who are children; who are from diverse cultures; who have limited English proficiency or are non-English speaking; or who are transportation disadvantaged. This is consistent with the definition that the Federal Emergency Management Agency (FEMA) uses in the National Response Framework to define the term “special needs.” Thus, the reader should be aware that these are interchangeable terms.

2. Access and Functional Needs individuals are those who are in situations that would prohibit them from receiving, understanding and/or implementing governmental recommendations or orders regarding protective actions (evacuation and/or sheltering), and need support from others to effectively take protective actions. Access and Functional Needs individuals will include those who require assistance in implementing protective actions. It also includes individuals who lack the vehicles or structures to effectively implement recommendations or orders to evacuate or shelter-in-place, respectively.
3. There are facilities and institutions within the City-County that house and care for Access and Functional Needs individuals, which by Montana law, must have plans, procedures and resources in place to implement protective actions for their patients during emergencies. The City-County will expect that such facilities within its jurisdiction have complied with this law and will not require, without advanced planning, City-County resources or personnel to complete protective actions for their patients. The City-County does recognize, however, that disaster-related damage to structures and transportation infrastructures could limit or prohibit implementation of facility emergency plans, and under such circumstances, City-County assistance could be necessary to minimize injury or loss of life.
4. **NONDISCRIMINATION.** No services will be denied on the basis of race, color, national origin, religion, sex, age, or disability, and no special treatment will be extended to any person or group in an emergency over and above what normally would be expected in the way of government services. The Butte – Silver Bow activities pursuant to the Federal /State Agreement for major emergency recovery will be carried out in accordance with Title 44, Code of Federal Regulations (CFR), Section 205.16.—Nondiscrimination. Federal disaster assistance is conditional on full compliance with this rule.

5. It is the policy of Butte – Silver Bow to comply with the American Disabilities Act and its standards set forth in Title 41. CFR Section 101.19–6, to the extent permitted by fiscal constraints.

## **II. CONCEPT OF OPERATIONS.**

### **A. GENERAL.**

1. Emergency operations for people with Access and Functional Needs include the following:
  - a. **Access and Functional Needs Shelter(s)** - A designated place of last refuge for those evacuees identified as persons with additional medical and functional requirements not able to be met at general shelter facilities.

- b. **Persons with Access and Functional Needs include:**

- Evacuees with minor health/medical conditions that require professional observation, assessment and maintenance; evacuees with chronic conditions who require assistance with activities of daily living but do not require hospitalization; evacuees who need medications and/or vital sign readings and are unable to do so without professional assistance.

Note: Evacuees with minor and/or chronic health conditions, including wheelchair and other self-managed disabilities, may be accommodated in regular shelters.

- Evacuees with health conditions that cannot be managed in a mass care setting such as persons who require 24-hour electrical power or air conditioning for their treatment modality, persons who have conditions which may be disruptive in a special care setting such as advanced Alzheimer's (without other complications requiring medical assistance provided in special care shelters), persons who are not ambulatory, wheelchair residents who cannot transfer from wheelchair to bed or toilet without assistance, persons who are incontinent, and persons with contagious diseases will be referred to a hospital or another appropriate facility other than a special needs shelter.

- c. Access and Functional Needs Transportation - Pre-arranged transportation for those individuals who live in an evacuation area and are unable to transport themselves, arrange private transportation or use regular mass transportation to a shelter site because of a medical condition.

### **B. TASKS AND RESPONSIBILITIES.**

1. **Pre-Emergency Tasks.**

- a. Primary and support departments will coordinate with the Homeland

Security and Emergency Management Agency to:

- Maintain this Emergency Support Function (ESF).
- Create and maintain an Access and Functional Needs Planning Group to assist with pre-planning requirements.
- Develop procedures to meet special needs during disaster.
- Develop and maintain an “Access and Functional Needs” registry, as appropriate.

b. Education and Outreach

Public education on personal and family preparedness is one component of effective response. Encouraging individuals with Access and Functional Needs to take responsibility for their own safety and security will benefit emergency managers and responders. Everyone should have preparedness, evacuation, and sheltering plans whether as an individual or a family. A general rule is to plan to be self-sufficient for at least three days. Individuals with access and functional needs should be encouraged to prepare these plans that include provisions for:

- support networks,
- evacuation (if needed),
- adaptive equipment and batteries,
- service animals and their provisions,
- rendezvous components,
- accessible transportation,
- medications,
- food and water,
- important legal documents, and
- other go-kit necessities.

An emergency support network can consist of friends, relatives, or aides who know where the person is, what assistance he or she needs, and who will join the person to assist them in seeking shelter or when sheltering-in-place. If a person’s plan depends on assistance from others, it is essential that those others fully understand and commit to their role, and that the individual also establishes backup plans as a safeguard against unforeseen contingencies. Some support network members may not be able to reach the person with specific access and functional needs, so alternatives must be in place.

2. **General Emergency Tasks.**

a. **Primary and support agencies will:**

- Provide emergency medical transport of individuals with additional functional or medical concerns to a hospital.
- Assist with meeting any functional and medical needs.
- Assist people with Alzheimer's disease, functional limitations and various disease processes and chronic illnesses.

- Assist with the staffing of Access and Functional Needs Shelters with appropriate medical personnel.
- Support and monitor primary shelter activities, and redirect Access and Functional Needs persons as necessary.
- In the event that evacuation of all or portions of the City-County is required, the Developmental Disabilities Office will request social service providers and civic associations to facilitate actions taken for Access and Functional Needs individuals. Such actions could include finding rides for Access and Functional Needs individuals with other evacuating families, guiding emergency vehicles to the residences of Access and Functional Needs individuals, and providing individuals to accompany Access and Functional Needs evacuees during the evacuation to provide support when needed.

3. **Specific Emergency Concepts and Responsibilities.**

a. **Developmental Disabilities Office is the primary department for ESF # 19 Special Needs:**

- Staff the Access and Functional Needs Group within the Butte – Silver Bow “EOC Operation Section Human Services Branch.”
- Determine coordination needed regarding functional or medical needs shelters.
- Notify civic association representatives serving the threatened or impacted areas regarding the emergency situation and initiate steps to utilize their support and services.
- Establish the status of recommendations or orders for evacuation of all or portions of the Butte – Silver Bow. Consult with ESF # 14 regarding actions by Butte – Silver Bow to provide the necessary services to Access and Functional Needs individuals, and predictions for the level of support likely to be needed from the City-County.
- Coordinate with local ESF # 14 staff to establish, if needed, telephone numbers(s) for Access and Functional Needs individuals. Ensure that telephone operators are given up-to-date information regarding instructions for Access and Functional Needs individuals and that procedures are in place for relaying requests from the public to ESF # 19 for action;
- Ensure ESF # 15, Public Information, has received all relevant information regarding actions that Access and Functional Needs individuals within the City-County are to take, and that such information is released to the media through ESF # 15.
- Coordinate with ESF # 7, Resource Management, and ESF # 6, to identify facilities, institutions and businesses that may be available to provide additional support in the transportation and care of Access and Functional Needs individuals. Advise ESF # 5, Information and Planning, of the results;
- Coordinate with City-County ESF # 1, Transportation, to provide resources needed to assist in the evacuation of Access and Functional Needs individuals.

- b. **American Red Cross:**
- Provide staffing for Access and Functional Needs shelters if available.
  - Request any additional resources as needed to effectively operate shelters.
  - Establish and operate screening procedures that allow for Access and Functional Needs triage that results in appropriate organization of residents.
  - Conduct essential human services as described in ESF 6 (Mass Care).
  - Coordinate activities with other agencies tasked for shelter operations.
  - Request adequate security to keep the peace, protect rights and safety of residents, and to facilitate release of shelter residents.
  - Help facilitate family reunification.
  - Identify the need for, and request, professional mental health assistance and health services assistance within the shelter.
  - Maintain communications with shelter staff.
  - Maintain communications with EOC personnel. EOC staff shall determine method of communications.
  - Establish operating area for amateur radio, as needed.
- c. **Cooperating Direct and Supportive Care Providers:**
- Respond to ESF # 19's request to assist ESF # 19 by providing volunteer personnel in needed locations.
  - Prior to emergencies, facilitate Butte – Silver Bow efforts to register individuals.
  - Develop rosters of clients to assist responders and the EOC make appropriate decisions and deliver assistance.
  - Monitor and inform the lead agency of the support requirements of Access and Functional Needs individuals to take protective actions.
  - Facilitate the provision of City-County services to Access and Functional Needs individuals in their neighborhoods.
  - Assist with identification of Access and Functional Needs individuals who will require assistance in accessing disaster relief and recovery programs.
  - *Detailed roles and responsibilities are being refined in a collaborative effort with the community care providers.*
- d. **Law Enforcement:**
- Assist with identifying and pre-planning the evacuation necessities of Access and Functional Needs persons.
    - Provide personnel to assist in evacuation of Access and Functional Needs persons.
  - Assist with identifying group homes, elderly facilities and handicapped facilities during emergencies.

- e. **Butte Transit Division:**

- Coordinate transportation for individuals requiring transport with the Access and Functional Needs Group Supervisor.
- f. **Hospitals and Medical Care facilities:**
- Licensed inpatient healthcare facilities are required to have emergency and disaster plans that address preparedness and response to local threats. Where specified and agreed upon in their plans or by separate letters of agreement, local, State and/or Federal Governments may assist prior to an event.
  - To the degree that they remain operational following an emergency incident, and as appropriate to their routine function, care facilities will be expected to provide for the medical needs of the community.
  - The degree of shutdown operations and evacuation of facilities for any given event will depend on the survivability and policy of each institution. However as a general rule, care facilities will be expected to cancel elective surgery, discharge patients for whom care would not be compromised, transfer patients who could be moved to safer facilities and make special arrangements for those patients whose condition will not allow transfer or evacuation. Psychiatric and mental health facilities will be expected to transfer their patients and staff to safer locations.
- g. **Community and Faith Based Organizations**
- *Detailed roles and responsibilities are being refined in a collaborative effort with the community and faith based providers.*
- h. **Congregate Care Facilities:**
- Nursing homes, personal care homes, assisted living facilities, adult homes, group homes, activity centers, rehabilitation centers, and related licensed facilities are required to have emergency and disaster plans appropriate for emergency conditions. As a rule they are expected to transfer their residents to a safer and similar facility if they are located in a mandatory evacuation area. Due to the lead time requirements for transporting patients or residents, these facilities should be prepared to evacuate prior to evacuation orders.
  - Nursing Homes must contract with commercial transportation vendors well in advance of conditions requiring evacuation. Because school busses are by design, not appropriate for this type transport, they will not be used so long as any other alternatives are available.
  - Nursing home and care facility operators must make special arrangements to fulfill their requirements for the specific transport service their facility may require. Similar arrangements must also be

made by each facility to accommodate the transport of their equipment and supplies.

- These facilities must be prepared to evacuate immediately following the issuance of evacuation orders for their location. Due to the complexities of evacuating these members of our population, additional time will be required and delays may create a shortage of transportation resources as well as increased traffic delays.

**C. ROLE OF BUTTE–SILVER BOW EOC.**

1. When the EOC is activated, the Developmental Disabilities Office, with the assistance of the support agencies, will staff the Access and Functional Needs ESF # 19. The Access and Functional Needs ESF is responsible for directing and coordinating emergency programs relating to special needs.
2. Access and Functional Needs response personnel will be alerted according to prescribed departmental/agency policy. The EOC Access and Functional Needs Group Supervisor will assign the operational priorities for personnel. All personnel will report to their pre-designated locations unless otherwise directed by their supervisor at the time they are notified of the emergency. Pre-designation of duties and responsibilities will facilitate a reduction in response time.
3. Access and Functional Needs duties include:
  - Identifying incident locations requiring needs of these populations and individuals.
  - Identifying sources and costs for providing for the needs of these populations and individuals.
  - Coordinating programs and resources for Access and Functional Needs populations and individuals.

**D. LIFE SAFETY ASSESSMENT.**

1. An initial EOC priority is to gather intelligence about the extent of damage as soon as possible. Access and Functional Needs personnel constitute a presence in the field and are the eyes and ears of the EOC.
2. Whenever they identify an unusual or developing situation, they should report the circumstances to the Access and Functional Needs Group Supervisor, [what is happening, the numbers of dead or injured persons encountered, damage to buildings or public facilities such as roads and bridges, and utilities]. These reports will be compiled and immediately communicated within the EOC.

**E. EVACUATION.**

1. Evacuation will be coordinated at the EOC to ensure the evacuees are moved to an appropriate shelter, and others needing enhanced assistance are provided for. Mass Care ESF # 6 will ensure appropriate human services support.

**F. FIELD OPERATIONS.**

1. Access and Functional Needs emergency actions include:
  - Making contact with populations and individuals needing additional access or functional care during emergency situations.
  - Identifying specific needs of access and functional populations and individuals.
  - Communicating findings to the EOC and Incident Commander for further action.

**III. ATTACHMENTS AND REFERENCES.**

**A. ATTACHMENTS.**

1. Access and Functional Needs (ESF # 19) Checklist.

**B. REFERENCES.**

1. Listing of Access and Functional Needs Facilities (published separately and managed by this ESF's primary department).
2. Listing of Access and Functional Needs potential shelters (published separately and managed by this ESF's primary department).
  - **Americans with Disabilities Act (ADA)**

Signed into law on July 26, 1990, by President George H. W. Bush, the Americans with Disabilities Act (ADA) is a broad civil rights law that prohibits discrimination against people with disabilities. The law covers a wide range of areas, from employment to the accessibility of public buildings. The ADA also requires that people with disabilities have equal access to all government programs.
  - **The Pets Evacuation and Transportation Standards Act of 2006**

The Pets Evacuation and Transportation Standards Act amends the Stafford Act, and requires evacuation plans to take into account the needs of individuals with household pets and service animals, prior to, during, and after a major disaster or emergency.

**C. PROVISIO.**

This support annex has been prepared in accordance with the standards of the National Incident Management System and other Federal and State requirements and standards for emergency plans applicable of the plan's preparation date. The plan provides guidance only; it is intended for use in further development for response capabilities, implementation of training and exercises, and defining the general approach to incident response. The actual response to an incident is dependent on:

1. The specific conditions of the incident, including incident type, geographic extent, severity, timing, and duration;
2. The availability of resources for response at the time of the incident;
3. Decisions of Incident Commanders and political leadership; and
4. Actions taken by neighboring jurisdictions, the State, and the Federal Government.

These and other factors may result in unforeseen circumstances, prevent the implementation of plan components, or require actions that are significantly different from those described in the plan.

Attachment 1

**ACCESS AND FUNCTIONAL NEEDS (ESF # 19) CHECKLIST**

<p><b>Pre-Emergency</b></p>	<p>Coordinate with Homeland Security and Emergency Management Agency to:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Maintain this Emergency Support Function (ESF).</li> <li><input type="checkbox"/> Prepare and maintain operating procedures, resource inventories, personnel rosters and detailed resource mobilization information necessary for implementation of ESF # 19.</li> <li><input type="checkbox"/> Develop and maintain an inventory and sources of special medical needs resources, manpower and equipment to include supplies and maintenance.</li> <li><input type="checkbox"/> Develop procedures to meet special needs during disaster.</li> <li><input type="checkbox"/> Develop and maintain a "Access and Functional Needs" register as appropriate.</li> </ul>
<p><b>Emergency</b></p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Coordinate emergency medical transport of individuals with access and functional medical concerns to a hospital.</li> <li><input type="checkbox"/> Assist with meeting any access and functional medical needs.</li> <li><input type="checkbox"/> Assist people with Alzheimer's disease, functional limitations and various disease processes and chronic illnesses.</li> <li><input type="checkbox"/> Coordinate with the staff of Access and Functional Needs Shelters with EMS.</li> <li><input type="checkbox"/> Support and monitor primary shelter activities, and redirect special needs persons as necessary.</li> <li><input type="checkbox"/> In the event that evacuation of all or portions of Butte – Silver Bow is required, the EOC will request civic associations to facilitate actions taken for access and functional needs individuals within their neighborhoods. Such actions could include finding rides for special needs individuals with other evacuating families, guiding emergency vehicles to the residences of access and functional needs individuals, and providing individuals to accompany access and functional needs needs evacuees during the evacuation to provide support when needed.</li> </ul>
<p><b>Emergency Operations Center (EOC)</b></p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Determine coordination needed regarding access and functional needs shelters.</li> <li><input type="checkbox"/> Notify civic association representatives serving the threatened or impacted areas regarding the emergency situation and initiate steps to utilize their support and services.</li> <li><input type="checkbox"/> Establish the status of recommendations or orders for evacuation of all or portions of Butte – Silver Bow. Consult with ESF # 14 regarding actions to provide the necessary services to access and functional needs individuals.</li> <li><input type="checkbox"/> Coordinate with ESF # 14 staff to establish, if needed, telephone</li> </ul>

	<p>numbers(s) for access and functional needs individuals. Ensure that telephone operators are given up-to-date information regarding instructions for access and functional needs individuals, and that procedures are in place for relaying requests from the public to ESF # 19 staff for action.</p> <ul style="list-style-type: none"> <li>❑ Ensure ESF # 15, Public Information, has received all relevant information regarding actions that access and functional needs individuals within the City-County are to take, and that such information is released to the media through ESF # 15.</li> <li>❑ Coordinate with ESF # 7, Resource Management, and ESF # 16, to identify facilities, institutions and businesses that may be available to provide additional support in the transportation and care of access and functional needs individuals. Advise ESF # 5, Information and Planning, of the results.</li> <li>❑ Coordinate with ESF # 1, Transportation, to provide resources needed to assist in the evacuation of access and functional needs individuals.</li> </ul>
<p><b>Recovery Actions</b></p>	<ul style="list-style-type: none"> <li>❑ Coordinate with ESF # 1, Transportation, to support reentry of evacuated access and functional needs individuals to their homes.</li> <li>❑ Coordinate with ESF # 5 to identify access and functional needs individuals from impacted areas that may require assistance in accessing and using disaster relief and recovery services.</li> <li>❑ Develop and prioritize strategies, in coordination with ESF # 5, for supporting recovery operations.</li> <li>❑ Upon request by the EOC Management Group, and in coordination with ESF # 5, provide personnel to assist in recovery operations.</li> <li>❑ Inform ESF # 5 of ESF #19’s recommendations regarding hazard mitigation actions or developments, from the perspective of support to Butte – Silver Bows special needs individuals, that could enhance the operational capabilities of City-County emergency response personnel, facilities, and equipment in the event of another disaster of similar type and scope.</li> </ul>