



WESTERN MASSACHUSETTS STANDARD
OPERATING GUIDELINES (SOG):
FUNCTIONAL NEEDS SUPPORT SERVICES
(FNSS) FOR PUBLIC SAFETY OFFICIALS

3/7/13

Standard Operating Guideline (SOG)

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Regional Shelter Operations

- Purpose:** This Standard Operating Guide (SOG) assists Responders in meeting the unique needs of citizens during all hazard emergency responses. Functional Needs Support Service (FNSS) is not a stand-alone capability; it should be fully integrated into all Emergency Support Functions, capabilities, and plans.
- When to use this SOG:** Emergency Operations Center (EOC) and other response personnel should use this SOG to help them write, execute, and assess their Incident Action Plans (IAP).
- Organization:** The SOG follows the C-MIST model of Functional Needs: Communications, Medical, Maintaining Independence, Supervision and Transportation. It is organized by Initial Response Actions, Operations and Demobilization/Recovery.

Page one is a table of contents (TOC). Details for each item listed can be found in the numbered section. Use the check boxes to track action items considered or acted upon. In the Resource/Assigned Column find and add as needed notes and resources: items, plans, people, and Incident Command System (ICS) Role.

0.	Quick Overview	
1.	Initial Response Actions/Functions	Time Frame
<input type="checkbox"/>	Initial Assessment of the Event	0 - 1 hour
<input type="checkbox"/>	Coordination and Communication	0 - 2 hour
<input type="checkbox"/>	Integrate FNSS into Incident Planning	0 - 2 hours
<input type="checkbox"/>	Integrate FNSS into Risk Communications	0 - 2 hours
<input type="checkbox"/>	Review FNSS Emergency Plans, Policies and Procedures	0 - 2 hours
<input type="checkbox"/>	Begin identifying and completing all necessary forms	0 - 2 hours
<input type="checkbox"/>	Find Resources and Services using Mass211	0 - 2 hours
2.	Operations (C-MIST)	Time Frame
<input type="checkbox"/>	(C) Communications	0 – 4 hours
<input type="checkbox"/>	(M) Medical	0 – 4 hours
<input type="checkbox"/>	(I) Maintaining Independence	0 – 4 hours
<input type="checkbox"/>	(S) Supervision	0 – 4 hours
<input type="checkbox"/>	(T) Transportation	0 – 4 hours
3.	Recovery	Time Frame
<input type="checkbox"/>	Demobilization	Demobilization (D)
<input type="checkbox"/>	Transition Back Home	D - 14 Days
<input type="checkbox"/>	Participate in the After-Action Process (Conference)	D - 30 Days

Quick Overview: These items should be considered in every emergency response and Incident Action Plan (IAP). Individuals Requiring Additional Assistance (IRAA) and FNSS are not necessarily a small group - a majority of our population today is likely to have C-MIST functional or access needs in an emergency.

<input type="checkbox"/>	Gain Situational Awareness early – know who is involved, what you have, and what you need
<input type="checkbox"/>	Ensure that all responders consider FNSS/C-MIST as integral to the operation.
<input type="checkbox"/>	Have and activate MOUs with relevant FNSS and other partners/services
<input type="checkbox"/>	Have and issue Communication-aid Kits to first responders
<input type="checkbox"/>	Ensure partnering organizations (MRC, EMS, hospitals, BOH, Mental Health agencies and Long-Term Care for Medical/Behavioral Health) are familiar with FNSS plans
<input type="checkbox"/>	Develop Case Management teams/protocols to assist impacted individuals in creating/managing their own Recovery Plans.
<input type="checkbox"/>	Work with MRC, CERT, EMS, Boards of Health (BOH), community agencies/organizations to assist Functional Needs individuals
<input type="checkbox"/>	Work with MRC/DART, veterinarians, kennels, farmers to manage service animals and pets
<input type="checkbox"/>	Initiate De-mobilization and Recovery Planning at the beginning of the response

1. Initial Response Actions

Initial Assessment of the Event (0 – 1 Hour)		Resource/Assignment
<input type="checkbox"/>	Assess and verify the scope of the emergency/threat regarding Functional Needs (FN) population	ICS Form 201 Incident Briefing Form
<input type="checkbox"/>	<i>Determine composition of affected population</i>	
<input type="checkbox"/>	<i>Cross-reference this overlay with database of those pre-identified who may require additional assistance e.g. registry if available</i>	Local IRRA Database
<input type="checkbox"/>	<i>Consider places with individuals with specific functional needs:</i>	ICS: Planning
	<input type="checkbox"/> Nursing Homes and Group Homes	Resources: GIS Mapping, if available CEMP
	<input type="checkbox"/> Schools and Colleges	
	<input type="checkbox"/> Retirement Communities	
	<input type="checkbox"/> Social Service or Support Agencies	
	<input type="checkbox"/> Businesses and Shopping areas	
	<input type="checkbox"/> Tourist Lodgings	
	<input type="checkbox"/> Children’s Overnight Camps	
	<input type="checkbox"/> Homeless Shelters	
	<input type="checkbox"/> Labor Camps	
	<input type="checkbox"/> Subsidized Housing Complexes	
	<input type="checkbox"/> Hospitals and other residential medical facilities	
	<input type="checkbox"/> Large public events such as fairs, concerts, other gatherings	
<input type="checkbox"/>	<i>Consider functional needs support for:</i>	
	<input type="checkbox"/> Individuals with disabilities	

<input type="checkbox"/>	The elderly	
<input type="checkbox"/>	School children	
<input type="checkbox"/>	Individuals from diverse cultures	
<input type="checkbox"/>	Individuals whose first language is not English	
<input type="checkbox"/>	Individuals with chronic medical disorders	
<input type="checkbox"/>	Individuals facing economic adversity (food Insecure, homeless)	
<input type="checkbox"/>	Individuals who lack cars/transportation	
<input type="checkbox"/>	Individuals who have a Pharmacological Dependency	
<input type="checkbox"/>	Behavioral health clients	
<input type="checkbox"/>	Estimate Number and Type affected	ICS: Planning
<input type="checkbox"/>	Estimate Number and Type likely to be affected	ICS: Planning
<input type="checkbox"/>	If necessary/possible, evacuate acute medical care cases 24 hours in advance of others with FN and the general public	ICS: Logistics
<input type="checkbox"/>	Evaluate Local FN Response Assets/Conduct gap analysis	ICS: Logistics
<input type="checkbox"/>	Review and Activate all applicable MOUs	See CEMP Annex
<input type="checkbox"/>	Contact the Finance/Admin section to get any Incident Command System (ICS) Forms necessary to properly document this incident, to support potential reimbursement and legal purposes	ICS: Finance/Admin Section
<input type="checkbox"/>	Consider adding a FNSS Advisor / FNSS ICS Liaison Officer to the Incident Command Team	ICS: Command Staff
Coordinate and Communicate (0 – 2 Hour)		Resource/Assignment
<input type="checkbox"/>	Ensure relevant response partners understand how Functional Needs Support Services (FNSS) are integral to the emergency response.	ICS: Liaison/FNSS Advisor
<input type="checkbox"/>	Personnel that may need FNSS Awareness	
	<input type="checkbox"/> Board of Health (BOH) staff and members, nursing	
	<input type="checkbox"/> Emergency Management Director (EMD)	
	<input type="checkbox"/> Mayor/Selectboard/Town Manager	
	<input type="checkbox"/> Public Information Officer (PIO); Spokesperson(s)	ICS: PIO, Safety, Operations
	<input type="checkbox"/> Police, fire	Internal List of Emergency Contacts
	<input type="checkbox"/> (DPW) roads/water/sewer, building, etc.	
	<input type="checkbox"/> Regional Shelter Team Points of Contact/ Leaders	
	<input type="checkbox"/> Incident Management Team (IMT)	
<input type="checkbox"/>	Ensure that the FNSS Advisor and ICS Liaison Officer have a direct access phone line to receive incoming calls from personnel or agencies that may seek situational updates or operations plans information.	ICS: Liaison/FNSS Advisor
<input type="checkbox"/>	Ensure responders understand functional Areas (C-MIST):	
	<ul style="list-style-type: none"> Communications: Difficulty receiving/responding to information 	ICS: Operations
	<ul style="list-style-type: none"> Medical: Not self-sufficient or have adequate support systems. (These Individuals may require support of trained 	

	medical and mental health professionals.)	
	<ul style="list-style-type: none"> • Maintaining Independence: support to maintain pre-disaster level of independence for daily activities 	
	<ul style="list-style-type: none"> • Supervision: Individuals requiring personal support/care to cope in an emergency environment. 	
	<ul style="list-style-type: none"> • Transportation: Lack access to personal or public transport, especially for evacuation 	

Integrate FNSS into Incident Planning (0 – 2 Hour)		Resource/Assignment
<input type="checkbox"/>	<i>Individuals requiring additional assistance are not necessarily a small group. Know that a majority of the population is likely to have some need when viewed against the C-MIST functions</i>	ICS Form 202: Incident Objectives
<input type="checkbox"/>	<i>Ensure FNSS planning is included in the Incident Briefing Report and the Incident Action Plan (IAP)</i>	ICS: Incident Commander ICS: Planning ICS 201: Incident Brief

Integrate FNSS into Risk Communications (0 – 2 Hour)		Resource/Assignment
<input type="checkbox"/>	<i>Ensure all risk communication entities (Public Information Officer, The Joint Information Center/System (JIC/JIS) have Situational Awareness of FN response</i>	ICS: IC, FNSS Advisor, Planning See the Risk Communications SOG and PIO Job Action Sheets
<input type="checkbox"/>	<i>Ensure that the Public Information Officer, and JIC/JIS has access to pre-translated messages, or to a translator(s)</i>	ICS: Logistics
<input type="checkbox"/>	Develop messages related to FN:	ICS: Operations, PIO
	<input type="checkbox"/> Available Services by C-MIST Function (eg. communication, medical, transportation, support services)	
	<input type="checkbox"/> Immediate actions to take	
	<input type="checkbox"/> FNSS items to bring if evacuated, e.g.: <ul style="list-style-type: none"> • Medical records or health care proxies • Sensory tools (Emotional or Mental) • Items that help maintain focus when stressed (Cognitive) • Medicines, necessary medical equipment and supplies • Prescriptions and name of pharmacy • Contact information for care givers 	
<input type="checkbox"/>	Work with media outlets (Local Television) to have FNSS, resources:	ICS: PIO This is a Federal Law – they must be compliant
	<input type="checkbox"/> Sign Language interpreters on camera	
	<input type="checkbox"/> Close Captioning	
	<input type="checkbox"/> On air personalities reference FNSS messaging	
<input type="checkbox"/>	<i>Ensure that emergency hotlines include TTY/TDD</i>	ICS: PIO, Logistics
<input type="checkbox"/>	<i>Ensure that messages are available in Braille, large and high contrast print, or audio recordings</i>	ICS: PIO
<input type="checkbox"/>	<i>The PIO, JIC/JIS (using Media, Social Media, ARC) provides information to family members alerting them about where to go or who to contact regarding separated parties. Use services such as the American Red Cross</i>	ICS: IC, Operations, PIO American Red Cross safe and well reunification website https://Safeandwell.communityos.org/cms/index.php
<input type="checkbox"/>	Review and Update all Media Contact Information, including	ICS: Planning, PIO DPH media List HPHPC media list
	<input type="checkbox"/> Traditional Media (TV, Radio, Newspaper)	

<input type="checkbox"/>	Social Media (Blogs, Twitter, Facebook)	
<input type="checkbox"/>	FNSS Media Channels: deaf, blind, languages, cultures....	
<input type="checkbox"/>	Assess Message Distribution needs for:	
<input type="checkbox"/>	Low Literacy	ICS: Planning, PIO
<input type="checkbox"/>	Other Languages	
<input type="checkbox"/>	Cultural Barriers	
<input type="checkbox"/>	Deaf (Using Written Communications)	
<input type="checkbox"/>	Visually impaired (Using large print, graphics, or oral)	
<input type="checkbox"/>	Lower Income	
<input type="checkbox"/>	At-Risk Populations	
<input type="checkbox"/>	Rural and Isolated areas	
<input type="checkbox"/>	Homecare providers	
<input type="checkbox"/>	Consider those who can't or won't receive messages	
<input type="checkbox"/>	Consider those who can't or won't understand messages	
<input type="checkbox"/>	Consider those who can't or won't act on your message	
<input type="checkbox"/>	Consider locations for FNSS message distribution:	
<input type="checkbox"/>	Meals on Wheels	www.mass211help.org
<input type="checkbox"/>	Day Care Centers	
<input type="checkbox"/>	Senior Centers/ and Councils on Aging	
<input type="checkbox"/>	TDD/ATT Language Lines	
<input type="checkbox"/>	Interpreter	
<input type="checkbox"/>	WIC Programs	
<input type="checkbox"/>	Health and Human Service Agencies serving functional needs	
<input type="checkbox"/>	Employers	
<input type="checkbox"/>	Housing Authorities	
<input type="checkbox"/>	Tribal Councils	
<input type="checkbox"/>	Health Care Providers	
<input type="checkbox"/>	Pharmacists	
<input type="checkbox"/>	Law Enforcement	
<input type="checkbox"/>	Mental Health Agencies/Workers	
<input type="checkbox"/>	Shelters/Soup Kitchens/Food Distribution Sites	
<input type="checkbox"/>	Faith Community	

Review FNSS Emergency Plans, Policies, and Procedures (0 – 2 Hour)		Resource/Assignment
<input type="checkbox"/>	Know the laws and regulations regarding IRAA	ADA.gov
<input type="checkbox"/>	Americans with Disabilities Act	Fema.gov/pdf/about/Stafford_act.pdf
<input type="checkbox"/>	Stafford Act	

<input type="checkbox"/>	<input type="checkbox"/> Post Katrina Emergency Management Reform Act (PKEMRA)	
<input type="checkbox"/>	Review all local administrative policies and procedures. Examples include:	www.fema.gov/iii-fema-policy
	<input type="checkbox"/> CORI/SORI checks	
	<input type="checkbox"/> Risk Assessment	
	<input type="checkbox"/> Policies for volunteer liability and indemnification	
<input type="checkbox"/>	Review applicable reference documents/plans	RAA CEMP Annex Sheltering Plans Emergency Dispensing Plans Evacuation Plans Hazmat Plans

Begin Identifying and Completing ICS Forms (0 – 2 Hours)		Resource/Assignment
<input type="checkbox"/>	See the administration and finance sections for a complete list of information that you will need to track in order to maintain accountability, including:	ICS: Administration/ Finance The EOC should have access to all ICS forms www.fema.gov/forms/job-aids-tools-templates
	<input type="checkbox"/> Hours worked	
	<input type="checkbox"/> Costs incurred	
	<input type="checkbox"/> Injuries sustained	
	<input type="checkbox"/> Incident Action Plan (IAP) showing specific response to FNSS needs	

Find Resources (0 – 2 Hours)		Resource/Assignment
<input type="checkbox"/>	During any response, public safety officials will encounter unexpected or unanticipated requests for services. Use Mass211 and MEMA, to find resources for outreach and response to FNSS.	ICS: Logistics www.mass211help.org Use the Keyword search, or dial 211 to speak to a Mass211 operator

2. Operations (C-MIST)

Communications (0 – 4 Hours)		Resource/Assignment
<input type="checkbox"/>	As you work to inform responders, other EOC personnel, and the public, consider coaching responders to the following FNSS prompts:	ICS: FNSS Advisor, Operations, PIO
<input type="checkbox"/>	Coach responders to be alert for individuals who:	See PIO SOG for more detailed communication advice
	<input type="checkbox"/> Cannot hear verbal announcements	
	<input type="checkbox"/> Cannot see directional signs	
	<input type="checkbox"/> Cannot understand instructions due to hearing, vision, speech, cognitive, or intellectual limitations	
	<input type="checkbox"/> Have limited English language proficiency	
	<input type="checkbox"/> May respond in an unanticipated fashion due to cultural, mental, emotional, or physical differences	
<input type="checkbox"/>	Responders should have access to communications kits including:	ICS: logistics
	<input type="checkbox"/> Language identification graphic	Communities should develop lists of local translators

<input type="checkbox"/>	Notepads and pencils	Where translators are unavailable, use mass211help.org
<input type="checkbox"/>	Contact list for special services	
<input type="checkbox"/>	Verify operation of TDD/TTY lines at shelters the JIC and hot lines	ICS: Logistics
<input type="checkbox"/>	Verify assistive technology is available at emergency response sites (shelter, Emergency Dispensing, reception centers, etc.) for individuals who are deaf, blind, or those with intellectual or other cognitive disabilities	ICS: Logistics
<input type="checkbox"/>	Verify that all available and appropriate messaging channels are ready	ICS: PIO
<input type="checkbox"/>	Considerations when communicating with IRAA individuals:	ICS: FNSS Advisor, PIO See the Crisis communications SOG for additional guidance on message development for the public.
	<ul style="list-style-type: none"> • Visually Impaired: Individuals may be reluctant to leave familiar surrounding if evacuation order comes from a stranger. 	
	<ul style="list-style-type: none"> • Guide dogs: Could become confused or disoriented in a disaster and need others to lead them, as well as their dog. 	
	<ul style="list-style-type: none"> • Mobility Impaired: Individuals may fear being ignored or considered “too hard to do,” or subject to extra charges for reinforced cots. 	
	<ul style="list-style-type: none"> • Special Dietary: Individuals may be reluctant to leave unless sure there is an adequate special food supply. 	
	<ul style="list-style-type: none"> • Medical Conditions: Individuals, who may be concerned about the availability of specialized equipment, e.g.: dialysis machine or other life-sustaining equipment or treatment. 	
	<ul style="list-style-type: none"> • Animals: Individuals with pets may fear rejection at shelters. 	
	<ul style="list-style-type: none"> • Cultural: Individuals with strong cultural or religious taboos. (Ensure that you identify trusted sources for advice on communicating around cultural issues.) 	
	<ul style="list-style-type: none"> • Legal: Individuals who fear public places due to outstanding warrants, restraining orders, child support defaults, undocumented workers. 	

Medical (0 – 4 Hours)		Resource/Assignment
<input type="checkbox"/>	As you develop your medical plan, consider the following:	ICS: Operations
	<ul style="list-style-type: none"> • Licensure: Verify appropriate (credentialed/licensed) staff, especially volunteers – including medical, behavioral health, client/case workers, and pharmacists. 	Contact the Board of Health, MRC, MA Department of Mental Health for information
	<ul style="list-style-type: none"> • Medical: Establish medical services as needed: shelters, Emergency Dispensing Sites (EDS), reception centers 	See Sheltering, EDS SOGs
	<ul style="list-style-type: none"> • Medications: Determine location of community emergency caches of Over the Counter (OTC) meds, basic medical equipment and supplies, standard eyeglasses etc. and arrange for them to be delivered to distribution centers, shelters etc. 	See EDS SOG/Plans for guidance about accessing Strategic National Stockpiles (SNS)
	<ul style="list-style-type: none"> • Medical Transport: devise plans for transfer and transport of clients requiring Emergency Room evaluation and/or hospital care 	ICS: Logistics
	<ul style="list-style-type: none"> • Disease Surveillance: syndromic surveillance plans and interventions to detect and minimize contagious disease, e.g.; separate rooms in shelters, client education 	ICS: Operations Work with BOH and Public Health Nurses (PHN)
	<ul style="list-style-type: none"> • MOUs: Activate MOUs with vendors, hospitals, assisted living facilities, Pharmacies, and other previously identified service agencies to provide adequate Durable Medical Equipment (DME) and Consumable Medical Supplies (CMS) and special diets 	ICS: Logistics

Maintaining Independence (0 – 4 Hours)		Resource/Assignment
<input type="checkbox"/>	Individuals who safely provide self-care at home may not function well in an emergency setting. This includes individuals who are not traditionally considered IRAA or are only temporary IRAA such as individuals who recently had surgery or a baby. Know that maintaining Independence during an emergency helps during recovery.	
<input type="checkbox"/>	Ensure Responders understand additional steps essential to addressing Functional Independence needs, such as bringing medications, personal care assistants, oxygen supplies, etc.	ICS: Operations, PIO
<input type="checkbox"/>	Secure IRAA Staff/Services:	
	<input type="checkbox"/> Personal Care Attendants (PCA) or family caregivers	ICS: Logistics, Operations
	<input type="checkbox"/> Staff assistants to help with ambulation, activities of daily living, other care with which the client needs help to remain independent	See the Sheltering SOG for detailed information on lighting, bathing and toilet facilities, secluded areas, proper cots, proper signage, etc.
	<input type="checkbox"/> Service Animals and care	
	<input type="checkbox"/> Transportation assistance	
	<input type="checkbox"/> Ongoing evaluation of care plan and implementation; revision of care plan as necessary	
<input type="checkbox"/>	Provide essential resources:	
	<input type="checkbox"/> Consumable medical supplies (diapers, formula, bandages, ostomy supplies, insulin, oxygen, etc.),	ICS: Logistics
	<input type="checkbox"/> Durable medical equipment (wheelchairs, walkers, scooters, etc.)	See Sheltering template for list of resource needs and MOU list.
	<input type="checkbox"/> Caseworkers to help clients replace personal equipment, medications and supplies in the disaster	
<input type="checkbox"/>	Ensure that messaging includes what to bring to the shelter eg. Medications, prescriptions, medical equipment; etc.	

Supervision (0 – 4 Hours)		Resource/Assignment
<input type="checkbox"/>	At response facilities, there may be individuals with supervision needs:	
	<input type="checkbox"/> Dementia, Alzheimer’s or psychiatric conditions such as schizophrenia or intense anxiety.	
	<input type="checkbox"/> Separation anxiety (autism, young children, elderly)	
	<input type="checkbox"/> Anxiety and stress including Individuals with restraining orders	
	<input type="checkbox"/> Those unable to identify themselves	
	<input type="checkbox"/> Lack cognitive ability to assess dangerous situations and react appropriately.	
	<input type="checkbox"/> Unaccompanied Minors	
	<input type="checkbox"/> Those with addictions (tobacco, alcohol, drugs, foods, etc.)	
	<input type="checkbox"/> Criminals	
<input type="checkbox"/>	Identify those with supervision needs at intake, and develop plans to provide for each individual’s requirements.	Region 1 Intake Form
<input type="checkbox"/>	Ensure personnel are assigned (dedicated to) supervision of unaccompanied minors	ICS: Operations, Logistics
<input type="checkbox"/>	The PIO/JIC/JIS (using Social Media or other outlets) provides information to family members alerting them about where to go or who to contact regarding separated parties	ICS: PIO, Logistics Create a phone bank ARC safe and well

Transportation (0 – 4 Hours)		Resource/Assignment
<input type="checkbox"/>	As you develop your transportation plans (including demobilization)	ICS: Logistics, Operations

	<i>consider the following that individuals become part of the IRAA population during an emergency because they:</i>	
<input type="checkbox"/>	Do not drive	
<input type="checkbox"/>	Do not have a vehicle	
<input type="checkbox"/>	Their vehicle is not accessible (e.g., lift-equipped or vehicles suitable for transporting individuals who use oxygen)	
<input type="checkbox"/>	<i>Provide information on how/where to access mass transportation</i>	ICS: PIO
<input type="checkbox"/>	<i>Identify and assign vehicles for specific IRAA functional needs</i>	ICS Logistics
<input type="checkbox"/>	<i>Other Transportation Resources: Agencies or organizations not covered under MOUs but may have vehicles, include:</i>	ICS: Logistics
<input type="checkbox"/>	Taxi Companies	
<input type="checkbox"/>	School, Public Buses	
<input type="checkbox"/>	Area Public and Private School	
<input type="checkbox"/>	Faith-based organizations	
<input type="checkbox"/>	Correctional Facilities	
<input type="checkbox"/>	Senior Services Vans	
<input type="checkbox"/>	Long-term Care (LTC) Vans	
<input type="checkbox"/>	Delivery trucks with tail gate lifts	
<input type="checkbox"/>	<i>Adaptive: Make reasonable modification to additional support vehicles as needed:</i>	
<input type="checkbox"/>	Remove rear seats from vans	
<input type="checkbox"/>	Add ramps	
<input type="checkbox"/>	Emplace large, high contrast signage	

3. Recovery

Demobilization (D)		Resource/Assignment
<input type="checkbox"/>	<i>Review and complete the demobilization/transitional plans that were begun for each client with functional/access needs at arrival at the shelter/evacuation</i>	ICS: Operations
<input type="checkbox"/>	<i>Coordinate with Voluntary Organizations Active in Disaster (VOAD) and Community Based Organizations (CBO), Faith Community for follow-up</i>	ICS: Liaison VOAD contact information here:
<input type="checkbox"/>	<i>Caution: Do not demobilize too rapidly – create a committee to ensure all FNSS needs will be met as individuals begin to transition back to their new normal.</i>	ICS: FNSS Advisor, Planning, Operations ICS Form 201 Incident Briefing
<input type="checkbox"/>	<i>Complete and submit forms for emergency expenditures</i>	ICS: Fin/Admin Section

Transition Back Home (D – 14 Days)		Resource/Assignment
<input type="checkbox"/>	<i>Verify that client’s home has been inspected (by health department, Fire Dept., Building Inspector or other suitable agency) and is safe and appropriate for them to re-inhabit in light of their functional needs and available support services</i>	ICS: Operations Health Department Building and Fire Inspectors Elder Services
<input type="checkbox"/>	<i>Ensure that client will have access to necessary durable medical equipment (DME)</i>	ICS: Logistics
<input type="checkbox"/>	<i>Ensure that the client will have access to consumable medical supplies (CMS)</i>	ICS: Logistics

<input type="checkbox"/>	Ensure that the client will have access to medications	ICS: Logistics
<input type="checkbox"/>	Ensure all caregiver and agency support at appropriate/necessary levels when transitioning out of shelter/evacuation station, making referrals as needed and documenting services	ICS: Liaison, FNSS Advisor
<input type="checkbox"/>	Provide interpreters for review of plans with clients and caregivers as appropriate, including alternate languages, ASL, Braille, literacy assist, and other communication requirements	ICS: Logistics, Operations
<input type="checkbox"/>	Arrange for transportation for those who need specific vehicle types	ICS: Logistics

Participate in the After-Action Process (D - 30 Days)		Resource/Assignment
<input type="checkbox"/>	Ensure that you involve representatives of the functional needs community as you develop your AAR/IP	ICS: IC HSEEP Templates (within 30 days)

More Information on IRAA/FNSS:

Resources:

1. www.mass.gov/dph
2. www.cdc.gov
3. www.westernmassready.org
4. <http://www.disabilityinfo.org/>
5. <http://www.fema.gov/office-disability-integration-coordination/office-disability-integration-coordination/office-1>
6. <http://www.umassmed.edu/shriver/service/emergency-preparedness-initiative.aspx>
7. FEMA Guidance on Implementation of FNSS in Shelters:
<http://www.fepa.org/attachments/article/105/Guidelines%20for%20Implementation%20of%20FNSS%20in%20Gen%20Pop%20Shelters%20-%207-27-11.pdf>
8. DART/SMART websites
9. *My Emergency Readiness Plan: Navigator's Guide to Emergency*
<http://preparednessforall.files.wordpress.com/2012/04/epid-navigatorguide-03262012.pdf>
10. *Ready Now: Emergency Preparedness Toolkit for People with Disabilities* developed by the Oregon Health and Sciences Center
<http://www.ohsu.edu/xd/outreach/occyshn/upload/ReadyNowToolkit.pdf>
11. *The ADA and Emergency Shelters: Access of All in Emergencies and Disasters*
<http://www.ada.gov/pcatoolkit/chap7shelterprog.htm>