

**Arizona Office for Americans with Disabilities**  
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**WHITE PAPER**  
**Emergency Preparedness for People with**  
**Disabilities: Best Practices Considerations**

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With the  
Disabilities Emergency Management Advisory Committee

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### NOTE I

*The definition of disability used and understood in this White Paper is the same as in the Americans with Disabilities Act: an individual with a disability is a person who: has a physical or mental impairment that substantially limits one or more major life activities; has a record of such an impairment; or is regarded as having such an impairment.*

### NOTE II

*The views expressed in this White Paper are those of the authors and do not necessarily represent the State of Arizona or the other agencies noted in this document. DEMAC members serve only in an advisory capacity to AOAD; all final content is determined solely by the White Paper's authors.*

## LETTER TO THE READER

This White Paper was developed by the Arizona Office for Americans with Disabilities (AOAD) in conjunction with the Disability Emergency Management Advisory Committee (DEMAC). DEMAC was formed as a volunteer advisory committee to the Arizona Office for Americans with Disabilities in the spring of 2006, with representation from Arizonans with diverse disabilities, state agencies, and state emergency management personnel. DEMAC's periodic meetings examined and discussed with the Executive Director of AOAD emergency and disaster preparedness issues affecting people with disabilities and related vulnerable populations. Developing recommendations on best practices with respect to emergency preparedness and people with disabilities has been a primary focus of DEMAC.

This White Paper is intended as an advisory document for emergency management and state agency personnel directly charged with developing and implementing policies relating to disaster and emergency preparedness issues impacting people with disabilities in the State of Arizona. There are others representing the disability community and state agencies, such as the Governor's Statewide Independent Living Council, the Arizona Department of Health Services, the Arizona Department of Economic Security, and the Arizona Department of Administration, who have been and are working extensively on a much broader spectrum of issues relating to emergency preparedness and people with disabilities, including vulnerable populations.

It is hoped that this White Paper will be of some value and assistance to all of those who are engaged in this vital emergency preparedness issue affecting people with disabilities of all ages, approximately 20% of Arizona's population. We have included those areas relating to emergency preparedness that still have to be completely developed and implemented. Where we have found policies and practices which appear to be well thought out and workable, we are recommending that they be given serious consideration by those responsible for Arizona emergency preparedness to better serve persons with disabilities. At the end of this White Paper are appendices listing references of existing documents which outline policies and procedures that we feel need little improvement. For example, the recommendations of the National Fire Prevention Association (NFPA) regarding evacuating people with disabilities, is a very good roadmap that is worthy of serious consideration around the country, including Arizona.

The reader's questions or comments are much valued and appreciated. Please address them to: Ken Jacuzzi, Executive Director, Arizona Office for Americans with Disabilities.

Thank you.

## **DISABILITY EMERGENCY MANAGEMENT ADVISORY COMMITTEE (DEMAC) MEMBERS**

Alcira Angulo, Arizona Department of Economic Security  
Ez Bachand, Statewide Independent Living Council  
Beca Bailey, Arizona Commission for the Deaf and Hard of Hearing  
Wendy Benz, Raising Special Kids  
Steve Bold, Arizona Department of Administration  
Cheryl Bowen, Arizona Department of Homeland Security  
Nanette Bowles, City of Surprise  
Virginia Brant, AARP [American Association of Retired Persons]  
John Dirickson, Arizona Department of Emergency & Military Affairs  
Tony DiRienzi, Arizona Statewide Independent Living Council  
Mariano Gonzalez Jr., Arizona Division of Emergency Management  
Dr. Barry Goodfield, The Goodfield Institute  
Lisa Hansen, Arizona Department of Homeland Security  
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Anjila Lebsock, Sierra Vista Emergency Management  
Warren Leek, Maricopa County Emergency Management  
Daniel Martinez, Arizona Department of Economic Security  
Jean Moriki, Phoenix Mayors Commission on Disability Issues  
Ray Morris, Dads 4 Special Kids  
Renee Peyton, Pima County Health Department  
Jannah Scott, Governor's Office  
Tim Siemsen, Pima County Health Department  
Kelly Stetson, Arizona Department of Administration  
Michael Stidham, Arizona Department of Homeland Security  
Maureen Sydnor, Connecting Arizona Advocates  
Louis Trammell, Arizona Division of Emergency Management  
Michael Ubowski, Connecting Arizona Advocates  
Dan Varner, Arizona Division of Emergency Management  
Michele White, MSW, BlueDynamic

## EXECUTIVE SUMMARY

The purpose of this document is to discuss the needs of individuals with disabilities during an emergency, which are not yet fully addressed in Arizona, and to include persons with disabilities (PWDs) in the planning process. While many strides have been made in recent years to speak to the issues concerning persons with disabilities in emergencies, there remain serious items that need to be dealt with, including, among others, education and outreach, and which still require implementation.

The Governor's Emergency Preparedness Oversight Council (EPOC), composed of membership from several state agencies, has workgroups developing strategies in key areas and has already adopted some of the practices and suggestions outlined in this White Paper. The Vulnerable Populations Workgroup is currently exploring options for the registration of individuals with disabilities and other vulnerable populations in Arizona to facilitate first-responder assistance during emergencies.

It is our hope that other agencies will use this White Paper as well, adopting those practices and suggestions provided herein that fit their circumstances and further their goal of providing emergency services to people with disabilities.

In addition to offering suggestions that may help streamline and coordinate current emergency preparedness efforts, this document also makes several simple policy and program recommendations to existing systems to more effectively address issues relating to PWDs in emergency situations.

## **BACKGROUND DATA**

- Approximately 53 Million Americans -- some estimates exceed 58 million -- have a disability, more than the populations of California, Arizona, Utah, Nevada, New Mexico and Oregon combined. (The Center for an Accessible Society)
- Over one million individuals in Arizona have a disability. That is nearly the population of Phoenix. (U.S. Census Bureau, Census 2000)
- Individuals have varying types and degrees of disability, some have multiple disabilities, especially the elderly, and the implications of these are important to any meaningful planning for and management of emergencies and disasters.
- Disabilities can be temporary or permanent and can affect anyone.
- Much improved access to schools, offices and living spaces have significantly increased the number of individuals with disabilities in large or high rise buildings associated with places of business, education or leisure.

## **COMMITTEE RECOMMENDATIONS**

The Arizona Office for Americans with Disabilities (AOAD) with input from the Disabilities Emergency Management Advisory Committee (DEMAC) (hereafter referred to as DEMAC or The Committee) would like to make the following recommendations to further improve the ability to effectively assist persons with disabilities and related vulnerable populations during an emergency situation:

### **Policy Regarding Scope of Disability**

Currently, the scope or perception of disability in Arizona does not frequently include psychiatric disabilities such as Alzheimer's; bipolar illness, etc. When considering emergency situations, the impairments resulting from these disabilities can often cause as many difficulties as other types of visible or "recognized" disabilities. Also, many individuals with other types of disabilities may also have a psychiatric or cognitive disability such as dementia or post traumatic stress disorder. It is the recommendation of The Committee that psychiatric disabilities be included in policies, preparedness documents and training programs.

### **Education/Outreach**

It is the recommendation of The Committee that the State of Arizona, in coordination with organizations that work with and represent persons with disabilities, create and implement a public education campaign regarding emergency preparedness for people with disabilities. This campaign should include an ongoing educational program using public service announcements as well as local dissemination of information.

This campaign should focus on informing individuals with disabilities, and those who may assist and/or be responsible for a person with disabilities during an emergency, how to be properly prepared. The campaign should create a clear plan that repeatedly sends the same message in many different ways to the population without raising undue anxiety about the issue of disaster or emergency preparedness. The messaging should include common sense examples of what emergencies can readily occur and the benefits of preparedness.

Some of the goals of this campaign should include:

- Preparing and mobilizing individuals in the community (local/state) for emergency preparedness to assist each other, whether in neighborhoods or shelters, enabling first responders to more effectively do their jobs.
- Educating persons with disabilities how to prepare for an emergency.

The State should also work with other agencies and organizations to coordinate existing databases and disseminate information regarding emergency preparedness. This will offer a more targeted approach that would complement the broader-reaching public campaign.

## **Preparation**

The Committee recommends that the State review training procedures regarding assisting persons with disabilities in emergency situations. This should be addressed by adapting current training programs to more effectively address issues regarding emergency situations and persons with disabilities. Some strategies to accomplish this include ensuring current state and federal training programs promote awareness of people with special needs by:

- Involving persons with disabilities in the creation and implementation of emergency evacuation trainings.
- Making trainings available for the disabled, caregivers and first responders.
- Addressing what to expect, how to handle varying situations and disabilities, etc., especially from a functional perspective for first responders trainings.
- Creating an advisory committee to involve people with disabilities in the development and implementation of trainings within all emergency response agencies. Currently, many emergency evacuation drills do not adequately address people with disabilities in the exercises.
- Recommending that emergency response agencies should bring emergency drills to adult day centers, schools and other larger venues to reach more of the disabled population.
- Recommending that emergency response agencies should work with schools to hold drills with full participation of their disabled students and perhaps outreach to other people with disabilities in the school's local community.

## **Self Registration**

DES is implementing a voluntary and confidential client identification program for vulnerable children and adults in the Glendale and Sierra Vista Adult Protective Services (APS) and the Division of Developmental Disabilities (DDD) offices. The client identification device is obtained from the same supplier that provides medical alert devices which have been

proven non-allergenic. First responders will recognize the client identification pendant because they are familiar with the medical alert system. The client ID program started on July 2, 2007, in coordination with Glendale and Sierra Vista first responders. These urban and rural offices are offering a client identification pendant, a wallet card, and magnetic card to place on their refrigerator. The ID pendant contains the APS Hotline number and the APS case number that helps first responders in emergencies or situations that require evacuations. DDD is phasing in the program in the same offices, which includes both children and adults. The program will be implemented statewide July 1, 2008.

It is the recommendation of The Committee that the State's emergency preparedness efforts must incorporate ways to target and include all Arizonans with disabilities in some form of a registry. The Emergency Preparedness Oversight Council (EPOC) Vulnerable Populations Workgroup is currently exploring options for registration of individuals with disabilities and other vulnerable populations.

### **Registration Recommendations**

- Continue to explore options for self-registration of persons with disabilities
- Include county/city/town emergency management offices, tribal governments and the private sector in the development and implementation of self-registration programs.
- Create a two-way system that would provide information about persons with disabilities to first responders and allow first responders to create and adjust registration records as appropriate.
- Expand beyond a single state agency to ensure that all persons with a disability are potentially included in the registration program when implemented.
- Serious consideration should be given to including in any comprehensive registration effort community and faith-based organizations. These organizations are often closer to people with disabilities and their families, and more trusted by them, than state agencies.
- Develop a system that will facilitate the registration of individuals with psychological issues. This must be presented by the agencies to encourage involvement. Every effort should be taken to avoid labeling that could cause the individual involved to avoid services offered.

- Integrate information that would be beneficial to 911 systems and first responders, including:
  - Locations of the registrants and potential evacuation shelters. It would enable agencies to view the disaster area, as well as, the locations of the registrants, shelters, evacuation vehicles (buses, ambulances, police/fire units), and evacuation routes on one map. The registrants, shelters, and vehicles could be coded (symbol and/or color scheme) to help determine:
    - Registrant information (special needs, phone numbers, etc)
    - Status of registrant
    - Capacity and type of shelter
    - Available resources at shelter
    - Capacity and type of transportation vehicle

### **Transportation During Evacuation**

The State of Arizona is in the process of developing a mass evacuation plan which will include provisions for people with disabilities and other vulnerable populations. The State will provide county and municipal emergency management teams with dedicated emergency evacuation routes that will be maintained and supported by the state during an evacuation event. Included in this plan is the designation of contra flow routes, fueling points and motor assist areas.

The Committee recommends that the State of Arizona consider alternative modes of transportation during this planning process. There is a misconception that people with disabilities must be transported in specialized vehicles during an emergency evacuation. In many instances this is not the case. It is the recommendation of The Committee that emergency response agencies be reminded to update their plans to utilize vehicles other than ambulances to evacuate and transport individuals with disabilities. Public transit and school buses are often fully accessible to people with mobility and other impairments and should be included in emergency policies and planning.

### **Shelters**

There are also issues that concern sheltering people with disabilities in an emergency. The Committee has prioritized the following six recommendations.

- Many shelters do not accept people if they need additional assistance such as persons with disabilities. The Committee recommends that shelters review and expand policy to allow more individuals, including the majority of persons with disabilities. In many cases, persons with disabilities do not need specialized care and can be sheltered in

existing shelters. It is critical to everyone's safety that emergency personnel plan for and implement this policy.

- There should be a shelter option between the level of a hospital and a traditional emergency shelter. This could be a section within a traditional shelter or a separate, nearby shelter. Some individuals with disabilities, especially the most frail, may need care beyond the scope of a traditional shelter. However, they still do not need the services provided in a hospital where space is most needed for those who require medical intervention services, particularly during larger emergencies or disasters.
- Prepare all emergency shelters with basic accommodations for persons with disabilities. Many of these basic accommodations will also help many elders, such as accessible bathrooms. See example list in Appendix B.
- Store more adaptive equipment and materials (based on percentage of population) in several dispersed emergency warehouses throughout the various sheltering zones. This could be more efficient if during the self-registration process individuals provided information about what essential equipment they would need to survive in a shelter. See example list in Appendix B.
- Emergency Management Agencies should establish which products are in greatest demand by PWD's and ensure that these are available in the event of an emergency.
- Ensure that government and private industry plan together to create paths for rapid procurement and distribution of durable medical equipment wherever it is needed before, during, and after a disaster in Arizona. We suggest that the State Emergency Operations Center be tasked, utilizing the new Business Operations Center as a focal point for this planning dialogue. This will help properly equip shelters in the case of an emergency in a timely manner.
- Continue planning activities between government and utilities in order to support continuity of utility availability before, during, and after a disaster.
- Shelter management, especially for large scale emergencies such as mass evacuations, must be significantly changed, particularly if people with disabilities and the elderly/vulnerable populations are to be properly protected. The coordinating responsibility for this shelter management will rest with, according to FEMA, the individual states and their respective governments. Arizona must plan accordingly. (GovernmentExecutive.com, Katherine McIntire Peters, 2008)

## **Shelter-In-Place**

Evacuation is not ideal in all emergency situations, such as pandemics, and especially for persons with disabilities. Arizona emergency plans should include comprehensive "Shelter-In-Place" (SIP) guidelines. This primarily refers to educating individuals how to prepare for an emergency. The simplest version of a preparedness document for this situation is an emergency checklist. See example in Appendix A.

## **Prescriptions**

While Arizona insurance companies and pharmacies are now required to provide small refills of critical medications to individuals in an emergency, we must go one step further. Insurance providers must allow for individuals with disabilities to obtain a supplemental, 7-14 day "backup" supply of critical medications to keep on hand in case of emergencies. During some emergency situations, local pharmacies may not always be available for stopgap refills. These should also include other medically necessary items such as oxygen tanks and medical equipment.

## **Communication**

Discuss useful two-way technologies for individuals with disabilities and first responders to communicate during an emergency. Cell phones are not always reliable for communicating in an emergency. For a few examples of more reliable technologies, please refer to Appendix A, The Emergency Checklist. The Committee recommends that the State make these technologies known to individuals with disabilities through the previously discussed education campaign.

## **SUMMARY OF RECOMMENDATIONS AND FIRST STEPS**

1. Include consideration for and the participation of people with psychiatric and non-visible disabilities in emergency policy and planning for persons with disabilities at the state level.
2. Create and implement an ongoing public education emergency preparedness campaign that is focused on self preparedness and empowerment.
3. Continue to explore options for a coordinated statewide self-registration program for people with disabilities and vulnerable populations; and implement as soon as practicable a program that best meets the needs of both people with disabilities and all levels of emergency responders from the local community to the state government.
4. Adjust evacuation planning to address the realistic, essential needs of and for people with disabilities.
  - a. Transportation: Allow alternative vehicles to transport people with disabilities during an emergency.
  - b. Sheltering: Plan to allow access to and effectively accommodate those with special needs in emergency shelters.
5. Mandate more complete access to critical prescriptions so that people with disabilities can properly prepare for emergencies.
6. Educate the community of persons with disabilities and vulnerable populations about technologically simple and straightforward options that are currently available to better communicate with first responders and caregivers during emergencies (see number "2" above).
7. Continue planning activities between government and utilities in order to support continuity of utility availability before, during, and after a disaster.
8. Educate the community of persons with disabilities, vulnerable populations and their families on the fact that one's survival and safety during emergencies starts with taking responsibility for one's own preparedness.

## APPENDIX A Emergency Checklist

Goal: to consolidate the many checklists into a smaller categorized list. There are many good checklists available to individuals to prepare for an emergency evacuation and/or for surviving in place. However, they are often lengthy, complicated or sometimes contain items difficult to obtain and/or are costly.

Each individual should create an emergency checklist that is appropriate for their needs.

### Emergency Checklist for Individuals with Disabilities

- 7-10 day supply of water (1 gal/person/day) and non-perishable food
- 7-10 day supply of all prescription and over the counter medications
- 7-10 day supply of all other necessary medical supplies
- First Aid Kit
- Battery backup for all necessary devices
- Basic toiletries
- Service Animal: as for humans, 7-10 day supply of food and water, bowl
- Flashlights and spare batteries, or crank flashlight
- Battery and/or crank operated radio
- Whistle
- Garbage bags
- Extra eye glasses, hearing aids, mobility aids, etc
- Blankets
- Paper towels and toilet paper
- Rubber or heavy gloves
- Money
- A list of your principal medications and medical/disability issues for first responders, caregivers or others.
- Clothing (seasonal)
- Waterproof matches
- Copies of ID's, credit cards, insurance papers, and any other important personal documents
- Local maps
- Can opener/kitchen utensils-manual
- Local and non-local emergency contact list
- Sanitizing soap
- Items that may be crucial to the specific disability-related needs of the person (i.e., someone with a cognitive or sensory disability)
- HAM or 2-way radio, satellite phone is feasible

The Committee recommends that agencies distribute a similar emergency checklist that is appropriate for various populations, i.e. Braille for those who are blind.

**APPENDIX B**  
**Sample Needs List of Warehouse and Shelter Needs and other Public  
Access Points**

Recommendations from Deaf Advocates' Organizations

A) 10-mile power flashlight to get deaf people's attention unless it is day-light under Arizona sky.

B) Paper and pencil.

C) Strobe light to get deaf individuals' attention to meet together.

D) Volunteer interpreters on the list for real serious emergency only, not to be abused for "any-time" use.

E) Pictorial emergency cards

F) A laptop computer that will not be affected by EMI (electromagnetic interference).

G) Flag with a post. As a substitute for a strobe light if EMI (electromagnetic interference) destroys all batteries/electronic materials. One should read "Deaf" to help individuals who are deaf or hard of hearing (DHH) to better prepare themselves for emergencies (i.e., during evacuations or in shelters DHH can group themselves together to more easily hear announcements, etc.)

H) Basic Sign Language book. Emergency personnel should know a few basic phrases in sign language. The following are several resources that are currently available and may be useful for this purpose:

*Hand Jive: American Sign Language for Real Life*

Written by

Janna M. Sweenie, MA

David W. Boles, MFA

Weblink: <http://bolesbooks.com/handjive.html>

American Sign Language

American Red Cross

*Sign Language for Emergency Situations* (PDF 30 page document)

Weblink: <http://www.prepare.org/disabilities/signlanguage.pdf>

## APPENDIX C

### Recommended Emergency Resources Currently Available

#### Individuals

##### *Emergency Checklists*

<http://www.fema.gov/news/newsrelease.fema?id=29959>

Generally, emergency checklists are not all inclusive and each individual should create an emergency checklist that is appropriate for their needs.

##### *Emergency Planning Guide for Persons with Developmental Disabilities*

Governor's Council on Developmental Disabilities

Revised October 2005; Weblink: [www.azgcdd.org](http://www.azgcdd.org)

Guía de planeacion para casos de emergencia para personas con incapacidades de desarrollo

Concejo del Gobernador sobre Incapacidades del Desarrollo de Arizona (Governor's Council on Developmental Disabilities)

Revisado en octubre 2005; Weblink: [www.azgcdd.org](http://www.azgcdd.org)

#### First Responders

##### *Preparing for Disaster for People with Disabilities and Other Special Needs*

FEMA and American Red Cross, August 2004; Weblink:

<http://www.redcross.org/images/pdfs/preparedness/A4497.pdf>

##### *Tips for First Responders: 2nd Edition*

Center for Development and Disability, University of New Mexico; New Mexico Department of Health; American Association on Health & Disability; New Mexico Governor's Commission on Disability; and Research and Training Center on Independent Living 2007; Weblink:

[http://cdd.unm.edu/products/tips\\_web020205.pdf](http://cdd.unm.edu/products/tips_web020205.pdf)

##### *Psychological First Aid: Field Operations Guide 2nd Edition*

National Child Traumatic Stress Network and National Center for PTSD, July 2006; Weblink:

[http://www.ncptsd.va.gov/ncmain/ncdocs/manuals/PFA\\_V2.pdf](http://www.ncptsd.va.gov/ncmain/ncdocs/manuals/PFA_V2.pdf)

##### *PrepareNow.Org*

Supporting Special-Needs and Vulnerable Populations in Disaster  
Vulnerable Population Links

Weblink: <http://www.preparenow.org/pop.html>

## **Workplace and Other Public Buildings**

A groundbreaking decision—issued on December 28, 2004 by Judge John W. Debelius III of the Circuit Court for Montgomery County, Maryland—stipulates that the Americans with Disabilities Act (the ADA) requires places of public accommodation to consider the needs of people with disabilities in developing emergency evacuation plans. This means that shopping malls, stores, restaurants, movie theaters, museums, and other private entities throughout the country, whether landlords or tenants, must now seek to accommodate people with disabilities in the development and modification of emergency evacuation procedures.

NFPA Emergency Evacuation Planning Guide for People with Disabilities  
National Fire Protection Association, June 2007; Weblink:  
<http://www.nfpa.org/assets/files/PDF/Forms/EvacuationGuide.pdf>

Preparing the Workplace for Everyone: Accounting for the Needs of People  
with Disabilities  
Emergency Preparedness Guidelines for Federal Agencies  
Interagency Coordinating Council on Emergency Preparedness and  
Individuals with Disabilities, July 2005; Weblink:  
[http://www.dol.gov/odep/pubs/ep/preparing/Workplace\\_Final.pdf](http://www.dol.gov/odep/pubs/ep/preparing/Workplace_Final.pdf)

**APPENDIX D  
RECOMMENDED WEBSITES  
EMERGENCY PREPAREDNESS and/or PEOPLE WITH DISABILITIES**

**Arizona State Agencies, Commissions & Councils:**

AZ State Board of Pharmacy  
Web site: [www.pharmacy.state.az.us](http://www.pharmacy.state.az.us)

AZ Department of Administration  
602-542-1500  
Weblink: <http://www.azdoa.gov/contact-info>

AZ Department of Corrections  
Inmate Information 602-364-3945; Victim Services 602-542-1853;  
Weblink: <http://www.azcorrections.gov/adc/email.asp>

AZ Department of Economic Security  
General Information 602-542-4791  
Weblink: <https://egov.azdes.gov/CMSInternet/main.aspx?menu=10&id=88>

AZ Department of Homeland Security  
602-542-7013  
Weblink: <http://azdohs.gov/>

AZ Department of Health Services  
602-542-1001  
Weblink: <http://www.azdhs.gov/>

AZ Department of Revenue  
602-255-3381; TTY 602-542-4021  
Weblink: <http://www.azdor.gov/Contact/telephonenumber.htm>

AZ Health Care Cost Containment System "AHCCCS"  
Information 602-417-4000  
AHCCCS Application Filing 602-417-5010+11 or 800-528-0142+11.  
Weblink: <http://www.azahcccs.gov/Members/HowToApply.asp>

AZ State Board of Examiners of Nursing Home Administrators and Assisted  
Living Facility Managers  
602-364-2273  
Weblink: <http://www.nciabd.state.az.us/>

AZ Commission for the Deaf and Hard of Hearing  
602-542-3323 TTY: 602-364-0990  
Weblink: <http://acdhh.org/contactus/index.cfm>

AZ Department of Education  
602-542-5393  
Weblink: <http://www.ade.az.gov/>

Exceptional Student Services, Arizona Department of Education  
602-542-4013 TTY: 800-842-4681 Toll Free: 800-352-4558  
Weblink: <http://www.ade.az.gov/ess/>

Arizona Department of Emergency and Military Affairs "DEMA"  
602-267-2700  
Weblink: <http://www.azdema.gov/keycontacts.htm>

Arizona Office for Americans with Disabilities  
602-542-6276  
Weblink: <http://www.azada.gov/>

Governor's Office of Equal Opportunity "GOEO"  
602-542-3711  
Weblink: <http://www.governor.state.az.us/eop/>

Arizona Ombudsman  
Weblink: <http://www.azleg.gov/ombudsman/default.htm>

Arizona Parks  
602-542-4174  
Weblink: <http://www.azparks.gov/>

### **Arizona SILC & CILs:**

AZ Statewide Independent Living Council  
602-262-2900  
Weblink: <http://www.azsilc.org/>

AZ Bridge to Independent Living, "ABIL"  
602-256-2245 or (800) 280-2245  
Weblink: [http://www.abil.org/contact\\_us.htm](http://www.abil.org/contact_us.htm)

ASSIST! To Independence  
888-848-1449 or 928-283-6261 TTY: 928-283-6267  
Weblink: <http://www.assisttoindependence.org>

CochiseAbility, a Center for Independence  
520-417-0901 or 877-417-0901

DIRECT  
520-624-6452 or 800-342-1853  
Weblink: <http://www.directilc.org>

NHILC New Horizons Independent Living Center  
V/TTY 928-772-1266 or 1-800-406-2377  
Weblink: <http://www.newhorizonsilc.org>

SMILE Services Maximizing Independent Living Empowerment  
928-329-6681  
Weblink: <http://www.neiaw.com/smile/smileindex.html>

### **Arizona Veterans:**

AZ Department of Veterans' Services  
602-255-3373  
Weblink: <http://www.azdvs.gov/>

AZ Disabled American Veterans  
602-678-0333  
Weblink: <http://www.azdav.org/>

AZ Paralyzed Veterans of America  
602-244-9168  
Weblink: <http://www.azpva.org/#>

### **Assistive devices, products and independent living resources to facilitate independence:**

Abledata (list of over 1,000 assistive technology websites)  
800-227-0216 TTY: 301-608-8912  
Weblink:  
<http://www.abledata.com/abledata.cfm?pageid=114277&sectionid=19326>

National Council on Independent Living  
202-207-0334 or 877-525-3400 TTY: 202-207-0340  
Weblink: <http://www.ncil.org/>  
For Arizona, see page 3, this document: ARIZONA SILC & CILs

The Center for Universal Design, College of Design  
919-515-3082 or 800-647-6777  
Weblink: <http://www.design.ncsu.edu/cud/>

Environments and Products for All People  
Nancy Hitchcock, BA, BS, MPH, Information Specialist  
E-mail: [nancy\\_hitchcock@ncsu.edu](mailto:nancy_hitchcock@ncsu.edu)

The Independent Living Institute is a policy development center specializing in consumer-driven policies for disabled peoples' self-determination, self-respect and dignity.

Independent Living Institute, Arenavägen 63, 121-77, Stockholm-Johanneshov, Sweden; Phone: +46-8-506 22 181  
Weblink: <http://www.independentliving.org/>

United States Access Board  
202-272-0080 or 800-872-2253 TTY: 202-272-0082 or 800-993-2822  
E-mail: [info@access-board.gov](mailto:info@access-board.gov)  
Inquiries about Public Rights-Of-Way; E-Mail: [row@access-board.gov](mailto:row@access-board.gov)  
To File a Facilities Access Complaint; E-Mail: [enforce@access-board.gov](mailto:enforce@access-board.gov)  
Weblink: <http://www.access-board.gov/>

## **Emergency Preparedness:**

### Agencies

Arizona Division of Emergency Management  
602-244-0504 or 800-411-2336  
Weblink: <http://www.azdema.gov>

American Red Cross National Headquarters  
800-733-2767  
Weblink: [http://www.redcross.org/services/disaster/0,1082,0\\_603\\_,00.html](http://www.redcross.org/services/disaster/0,1082,0_603_,00.html)

### Documents

An ADA Guide for Local Governments  
Making Community Emergency Preparedness and Response Programs  
Accessible to People with Disabilities  
U.S. Department of Justice, Civil Rights Division, Disability Rights Section,  
2006  
<http://www.usdoj.gov/crt/ada/emereprepguideprt.pdf>

Tips for Assisting People with Disabilities in Disaster Shelters  
Mental Health Association of San Francisco, 2007  
[http://www.nmha.org/emergencyresponse/Shelter\\_Tips\\_for\\_Assisting\\_People\\_with\\_Disabilities.pdf](http://www.nmha.org/emergencyresponse/Shelter_Tips_for_Assisting_People_with_Disabilities.pdf)

Shelter for All  
Yale Center for Public Health Preparedness, August 2007  
[http://publichealth.yale.edu/ycphp/newsletters/2007newsletters/Universal%20Access%20Shelters\\_Public%20health\\_final.pdf](http://publichealth.yale.edu/ycphp/newsletters/2007newsletters/Universal%20Access%20Shelters_Public%20health_final.pdf)

American Association of People with Disabilities "AAPD", Accommodating  
People with Disabilities in Disasters: A Reference Guide to Federal Law;  
Weblink: <http://www.aapd.com/News/emergency/070821fema.htm>

AAPD Emergency Evacuation Concerns Linger for People with Disabilities;  
Weblink: <http://www.aapd.com/News/emergency/070511nscia.htm>

American Council for the Blind  
202-467-5081 or 800-424-8666  
Emergency Preparedness ACB Legislative Seminar 2006  
Weblink: <http://www.acb.org/washington/seminar-emergency-preparedness-2006.html>

American Red Cross -- (Spanish/Español) People with Disabilities/Discapacitados: Esta sección contiene información diseñada para asistir a personas con discapacidades y condiciones que requieren de atención médica para ayudarles a prepararse para desastres.  
Weblink:  
<http://www.prepare.org/languages/spanish/disabilities/SpDisabilities.htm>

Arizona Governor's Council on Developmental Disabilities  
Emergency Planning Guide for Persons with Developmental Disabilities (English)  
Guià de planeacion para casos de emergencia para personas con incapacidades de desarrollo (Español)  
Weblinks: [http://www.azgcdd.org/emergency\\_planning.asp](http://www.azgcdd.org/emergency_planning.asp)

Government Executives: FEMA to Take Over Mass Care Role Formerly Held by Red Cross  
Weblink:  
[http://govexec.com/story\\_page\\_pf.cfm?articleid=39479&printerfriendlyvers=1](http://govexec.com/story_page_pf.cfm?articleid=39479&printerfriendlyvers=1)

National Fire Protection Association "NFPA"  
617-770-3000  
Emergency Evacuation Planning Guide for People with Disabilities  
Weblink:  
<http://www.nfpa.org/assets/files//PDF/Forms/EvacuationGuide.pdf>

NFPA Personal Emergency Evacuation Planning Tool for School Students with Disabilities  
Weblink:  
<http://www.nfpa.org/assets/files//PDF/Fact%20sheets/EvacStudentDisabilities.pdf>

NFPA Workplace Safety for People with Disabilities  
Weblink:  
<http://www.nfpa.org/assets/files//PDF/Public%20Education/Workplacedisabilities.pdf>

NFPA (Spanish) Seguridad en Lugares de Trabajo Para personas con discapacidades

Weblink:

[http://www.nfpa.org/assets/files//PDF/Fact%20sheets/Workplace\\_Safety\\_Spanish\\_NA.pdf](http://www.nfpa.org/assets/files//PDF/Fact%20sheets/Workplace_Safety_Spanish_NA.pdf)

NFPA Escape Planning for Older Adults

Weblink:

<http://www.nfpa.org/itemDetail.asp?categoryID=409&itemID=17840&URL=Research%20%20Reports/Fact%20sheets/Safety%20in%20the%20home/Home%20escape%20planning/Escape%20planning%20for%20older%20adults>

Saving Lives: Including People with Disabilities in Emergency Planning  
National Council on Disability

April 2005

[http://www.ncd.gov/newsroom/publications/2005/saving\\_lives.htm#acknowledgments](http://www.ncd.gov/newsroom/publications/2005/saving_lives.htm#acknowledgments)

US Access Board Emergency Evacuation Procedures

Weblink: <http://www.access-board.gov/evacplan.htm>

US Department of Justice; ADA Best Practices Tool Kit for State and Local Governments

Weblink: <http://www.ada.gov/pcatoolkit/chap7emergencymgmt.htm>

US Department of Justice; ADA Best Practices Tool Kit for State and Local Governments, Checklist

Weblink: <http://www.ada.gov/pcatoolkit/chap7emergencymgmtadd1.htm>

US Department of Justice; ADA Best Practices Tool Kit for State and Local Governments, The ADA and Emergency Shelters: Access for All in Emergencies and Disasters

Weblink: <http://www.access-board.gov/evac.htm#Disaster>

US Department of Justice; Americans with Disabilities Act "ADA" Checklist for Emergency Shelters

Weblink: <http://www.ada.gov/pcatoolkit/chap7shelterchk.htm>

Western University of Health Sciences

Website: [www.westernu.edu](http://www.westernu.edu)

Phone: 909.623.6116

Emergency Health Information: Savvy Health Care  
Consumer Series

Weblink: <http://www.cdihp.org/pdf/emergencyv1.pdf>

Western University of Health Sciences, CDIHP Product Catalog  
Weblink: [http://www.cdihp.org/products.html#evac\\_guide](http://www.cdihp.org/products.html#evac_guide)

**Employment:**

Arizona Bridge to Independent Living "ABIL"  
602-443-0701 or 800-280-2245  
Weblink: <http://www.abil.org/24stofc.htm>

Arizona Attorney General's Office -- Civil Rights Division  
602-542-5263 or 877-491-5742 or 520-628-6500  
Weblink: [http://www.azag.gov/civil\\_rights/](http://www.azag.gov/civil_rights/)

Governor's Office of Equal Opportunity  
602-542-3711 or 866-849-4822  
Weblink: <http://www.governor.state.az.us/eop/>

Job Accommodation Network "JAN"  
800-526-7234 or 304-293-7186 TTY: 877-781-9403  
Weblink: <http://www.jan.wvu.edu/>

US Equal Employment Opportunity Commission, Phoenix District Office  
800-669-4000  
Weblink: <http://www.eeoc.gov/phoenix/index.html>

Documents

EEOC Best Practices for States Employing PWDs  
[http://www.eeoc.gov/initiatives/nfi/final\\_states\\_best\\_practices\\_report.html](http://www.eeoc.gov/initiatives/nfi/final_states_best_practices_report.html)

EEOC Compliance Manual Sec 902, Disability Defined & Mitigating Measure  
<http://www.eeoc.gov/policy/docs/902sum.html>

FMLA, ADA & Title VII of the Civil Rights Act of 1964  
<http://www.eeoc.gov/policy/docs/fmlaada.html>

**Fair Housing:**

Fair Housing Act and Related Civil Rights Laws & Resources

Arizona Attorney General, Consumer Issues  
602-542-5763 or 800-352-8431 or 520.628.6504 or 800.352.8431  
Weblink: <http://www.azag.gov/consumer/index.html>

Community Information & Referral, CONTACS Shelter 24/7 Hotline (serving homeless, others)  
Voice/TTY: 602-263-8900 or 800-799-7739

Weblink: <http://www.cir.org/programs-contacs.html>

Homes & Communities US Department of Housing and Urban Development  
Weblink: <http://www.hud.gov/groups/disabilities.cfm>

HUD Approved Housing Counseling Agencies in Arizona Weblink (serving first-time buyers, those facing foreclosures, others):  
Weblink:  
<http://www.hud.gov/offices/hsg/sfh/hcc/hcs.cfm?webListAction=search&searchstate=AZ>

HUD in Arizona  
Weblink: <http://www.hud.gov/local/index.cfm?state=az>

HUD Approved Legal Services in Arizona: American Bar Association, Pro Bono & Public Service and the Center for Pro Bono (on the map of the US, click on Arizona; a second window lists all the contacts throughout the state)  
Weblink: <http://www.abanet.org/legalservices/probono/directory.html#>

National Fair Housing Advocate Online  
Weblink: <http://www.fairhousing.com>

U.S. Department of Housing and Urban Development  
202-708-1112 TTY: 202-708-1455

US Department of Justice, ADA Home Page  
Weblink: <http://www.usdoj.gov/crt/ada/adahom1.htm>

US Department of Justice, Civil Rights Division, A Guide to Disability Rights Laws  
Weblink: <http://www.usdoj.gov/crt/ada/cguide.htm>

US Department of Veterans Affairs, Phoenix Regional Loan Center  
888-869-0194  
Weblink: <http://www.vba.va.gov/ro/phoenixlgy/index.htm>

### **Mental & Cognitive Disabilities & Health:**

Advocates for the Disabled, Inc.  
602-212-2600 or 800-875-2272 TTY: 602-212-2702  
Weblink:  
[http://www.advocatesforthedisabled.org/index.cfm?MAIN\\_SECTION\\_ID=7](http://www.advocatesforthedisabled.org/index.cfm?MAIN_SECTION_ID=7)

Arizona Center for Disability Law  
V/TTY: 602-274-6287 or 800-927-2260 or 520-327-9547 or 800-922-1447  
Weblink: <http://www.acdl.com/gettinghelp.html>

## **Agencies Dealing with Mental Health & Cognitive Issues:**

Disability Rights Education & Defense Fund "DREDF"  
2212 Sixth St., Berkeley, CA 94710  
800-348-4232 or 510-644-2555  
Email: [info@dredf.org](mailto:info@dredf.org)  
Weblink: <http://www.dredf.org/index.shtml>

NAMI [National Alliance on Mental Illness] Arizona  
602-244-8166 or 800-626-5022  
Email: [namiaz@namiaz.org](mailto:namiaz@namiaz.org)  
Weblink: <http://www.namiaz.org/>

National Mental Health Association  
703-684-7722 or 800-969-6642  
Weblink: <http://www.nmha.org/>

State of Arizona Durable Mental Health Care Power of Attorney  
Instructions and Form PDF  
Weblink: [http://www.azag.gov/life\\_care/POA\\_MentalHealthCare.pdf](http://www.azag.gov/life_care/POA_MentalHealthCare.pdf)

Through the Looking Glass  
510-848-1112 or 800-644-2666 TTY: 800-804-1616  
(Families with Adults or Children with Disabilities)  
Weblink: <http://www.lookingglass.org/index.php>

## **Sensory Disabilities & Service Animals:**

### Agencies

Arizona State Schools for the Deaf and the Blind  
Voice/TTY: (520) 770-3701 Fax: (520) 770-3003  
Weblink: <http://www.asdb.state.az.us/>

Connecting Arizona Advocates. Deaf and Hard of Hearing.  
Weblink: <http://www.cazad.org>

### Documents

American Red Cross -- Tips for People with Service Animals or Pets  
Weblink: <http://www.prepare.org/disabilities/animaltips.htm>

Arizona Office for Americans with Disabilities -- Emergency Preparedness  
Checklist for Those with Disabilities  
Weblink: <http://www.azada.gov/EmergCkList/Cklist.asp>

Arizona Revised Statutes, Service Animals: 11-1024. Service animals; rights of individuals with disabilities; violation; classification; definitions  
Weblink: <http://www.azleg.state.az.us/ars/11/01024.htm>

US Department of Justice, Commonly asked questions about service animals in places of business.  
Weblink: <http://www.usdoj.gov/crt/ada/qasrvc.htm>

### **Social Security & AHCCCS (Arizona MEDICAID):**

Arizona Health Care Cost Containment System "AHCCCS"  
602-417-4000 or 800-654-8713  
E-Mail: [MemberServices@azahcccs.gov](mailto:MemberServices@azahcccs.gov)  
Weblink: <http://www.ahcccs.state.az.us/Site/>

National Organization of Social Security Claimants' Representatives  
Weblink: <http://www.nosscr.org/>  
NOSSCR Lawyer Referral Service, Phone: 1-800-431-2804  
NOSSCR Board of Directors  
Ninth Circuit Board Member, Mark Caldwell, Attorney at Law  
1940 East Camelback Road, Phoenix, AZ 85016  
Phone: 602-277-1745  
E-mail: [mark@caldwellober.com](mailto:mark@caldwellober.com)

US Social Security Administration, Office of Public Inquiries  
800-772-1213 TTY: 800-325-0778  
Weblink: <http://www.ssa.gov/>  
Social Security Local Office Locator  
Weblink: <https://s044a90.ssa.gov/apps6z/FOLO/fo001.jsp>

### **Caregivers**

The Family Caregiver Alliance, National Center on Caregiving  
Weblink: [www.caregiver.org](http://www.caregiver.org)

### **Documents**

"Estimated Prevalence and Economic Value of Family Caregiving, by State [for Arizona] (2004)"

Weblink: [http://www.caregiver.com/2004\\_State\\_Caregiving.pdf](http://www.caregiver.com/2004_State_Caregiving.pdf)

The economic value of family caregiving in Arizona for the year 2004 equaled \$5,807,000. The value to the family members, loved ones with disabilities, the State of Arizona and the healthcare system was priceless.

Arizona Department of Economic Security, Department of Health Services, Arizona Health Care Cost Containment System, and the Governor's Council on the Mental Disabilities. Principles of Caregiving. A training program for

caregivers, personal attendants and direct support professionals. The Arizona Direct Care Curriculum Project 2007.

Weblink:

[https://egov.azdes.gov/CMS400Min/uploadedFiles/DAAS/principles\\_of\\_caregiving.pdf](https://egov.azdes.gov/CMS400Min/uploadedFiles/DAAS/principles_of_caregiving.pdf)

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Center for Development and Disability, University of New Mexico; New Mexico Department of Health; American Association on Health & Disability; New Mexico Governor's Commission on Disability; and Research and Training Center on Independent Living. (2007). *Tips for First Responders: 2nd Edition*. Retrieved on September 30, 2007 from [http://cdd.unm.edu/products/tips\\_web020205.pdf](http://cdd.unm.edu/products/tips_web020205.pdf)

Emergency Preparedness Guidelines for Federal Agencies  
Interagency Coordinating Council on Emergency Preparedness and  
Individuals with Disabilities. (2005), *Preparing the Workplace for  
Everyone: Accounting for the Needs of People with Disabilities*.  
Retrieved on September 30, 2007 from  
[http://www.dol.gov/odep/pubs/ep/preparing/Workplace\\_Final.pdf](http://www.dol.gov/odep/pubs/ep/preparing/Workplace_Final.pdf)

Federal Emergency Management Agency. (2004). *Preparing for Disaster for  
People with Disabilities and Other Special Needs*. Retrieved 9/30/07  
from  
<http://www.redcross.org/images/pdfs/preparedness/A4497.pdf>

Katharine McIntire Peters, (2008). FEMA to take over mass care role  
formerly held by Red Cross. *GovernmentExecutive.com*. Retrieved, March  
28, 2008 from  
[http://govexec.com/story\\_page\\_pf.cfm?articleid=39479&printerfriendlyvers=1](http://govexec.com/story_page_pf.cfm?articleid=39479&printerfriendlyvers=1)

National Child Traumatic Stress Network and National Center for PTSD.  
(2006). *Psychological First Aid: Field Operations Guide 2nd Edition*.  
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[http://www.ncptsd.va.gov/ncmain/ncdocs/manuals/PFA\\_V2.pdf](http://www.ncptsd.va.gov/ncmain/ncdocs/manuals/PFA_V2.pdf)

National Fire Protection Association. (2007). *NFPA Emergency Evacuation  
Planning Guide for People with Disabilities*. Retrieved on September  
30, 2007 from  
<http://www.nfpa.org/assets/files/PDF/Forms/EvacuationGuide.pdf>

U.S. Census Bureau. (2004). *Census 2000*. Retrieved September 30, 2007  
from <http://www.census.gov/population/cen2000/phc-t32/tab01-AZ.pdf>.