

Inclusive Public Health Planning Webinar Series

Presenters:

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on Disability

Disabilities & Access and Functional Needs -

Similarities and Differences Impacting Public Health Disaster Planning

Presented By:

World Institute on Disability

WID MISSION

To continuously advance the rights and opportunities of more than one billion people with disabilities globally with the design and delivery of whole community solutions.

DISASTER DIVISION VISION

Global leaders in disability inclusive emergency and disaster preparedness applying lived experience and relevant knowledge to real world challenges.





Start with Centering Disability

- A brief look at language
- Benefits of Centering Disabilities and Pursuing Universal Access and Inclusion



Supporting Whole Community Planning through Redundancies

- Universal Design + Access and Functional Needs = Resilience
- Inclusive Planning + Functional Needs Support Services = Risk Reduction



A New Perspective to Inclusive Planning

- Identifying Exclusionary Planning Assumptions
- Centering Disability as a Method for Resource Management



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About Disability - Models and Language

Communication Building



Disability > 63 Million People



There are a variety of ways of defining, describing, and typing disabilities.

Agencies create their own definitions based on perceptions of disability, their mission and their needs.

People define their own disability in a variety of ways, based on their needs, perceptions, priorities, values and life experiences.

Disabilities are diverse.

How we approach disabilities can be defined and categorized much more easily.

Models of Disability



Model

Description

Philosophy

Thought process
in disaster
planning

Medical

There is something wrong with the person that should be cured if possible

Function determines value

We have a responsibility to meet the needs of the majority in the best way possible and others IF possible

Charity

There is something wrong with the person, and we can help them and it makes us feel good

Function determines ability to add value

We have an obligation to 'do for' those who we see as less able and who need our help

Social

There is something wrong in our system, environment, or practices that causes barriers and we should fix it

Function reveals the quality of the environment

We need to change the things that create equity barriers for people

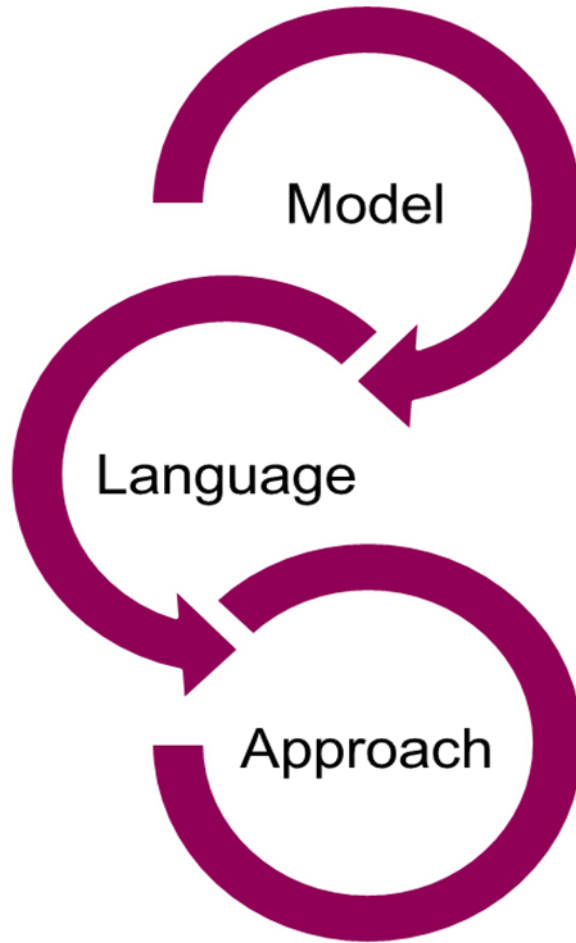
Rights

All people have human rights in all circumstances; these rights cannot be altered by circumstance or disability

Functional barriers are the evidence of systemic gaps in attention to universal rights

We need to change our perspectives, priorities, and policies to find ways to protect everyone's rights

THINK - PLAN - DO



The model that we follow in our thinking will determine the language that we use in our planning and the language that we use will determine our strategies for action.

Language vs. Labels – Impacts on Planning



- Commit to Common Language:
 - Increases communication
 - Establishes shared understanding
 - Foundation for collaborating
- Beware of labels:
 - Decreases our ability to see the whole person/whole community
 - Encourages a single solution to all who fit the label
 - Encourages separate planning annexes and plans for separate labels



Impact of Labels on Planning



- Focus on the people not the policies and practices
 - Focus is on responding to the label not planning for all
 - We will never be able to plan for each label
- × Is 'that' group of people accounted for in the plan?
 - ✓ How can we strengthen our plan to include all people equally?
 - × Do we have the resources to address the needs of 'that' demographic?
 - ✓ Does our plan include the resources we actually need for the whole community
 - × How can we assist the greatest number of people with the resources we have?
 - ✓ Are we planning with the whole community to maximize on community assets?

Labels based on Diagnosis



Labels based on diagnosis can cause confusion

- Don't tell us what to DO
- Prompt ASSUMPTIONS about what we need to do
- Can result in MISSING other important information
- Can encourage implicit BIAS and exclusionary practices

Labels based on Function



Labels based on function can cause confusion

- Still don't tell us what to DO
- DEFICIT BASED – don't tell us what can be done
- Can result in 'layering on' and making 'special/separate' plans
- Can be situation dependent

Label Can Lead to Confusion



- The IC and IMT met with the ARC and other VOADs for an NGO strategy for CM to ID the ESL PWDAFN at the DRC and the POD.

VS

The Incident Commander, incident management team, and the American Red Cross met with other organizations to decide on a case management plan to identify people with disabilities and people with access and functional needs who do not speak English when they arrive at the disaster recovery center or the point of dispensing.

How Do We Plan Inclusively Without The Perils of Labels?



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Applying the Human Rights Model – Universal Access

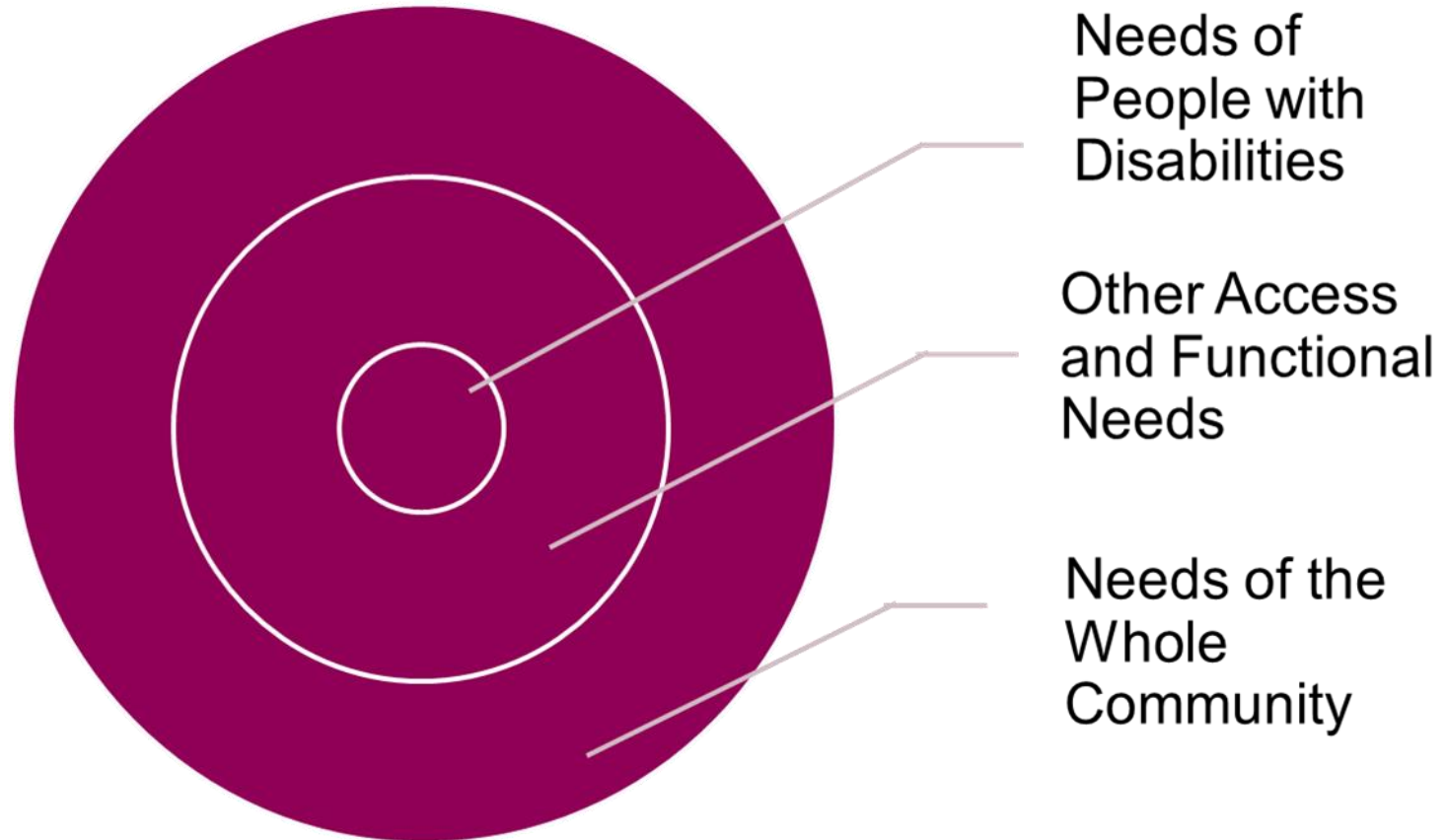
Inclusive Planning is Whole Community + Universal Design



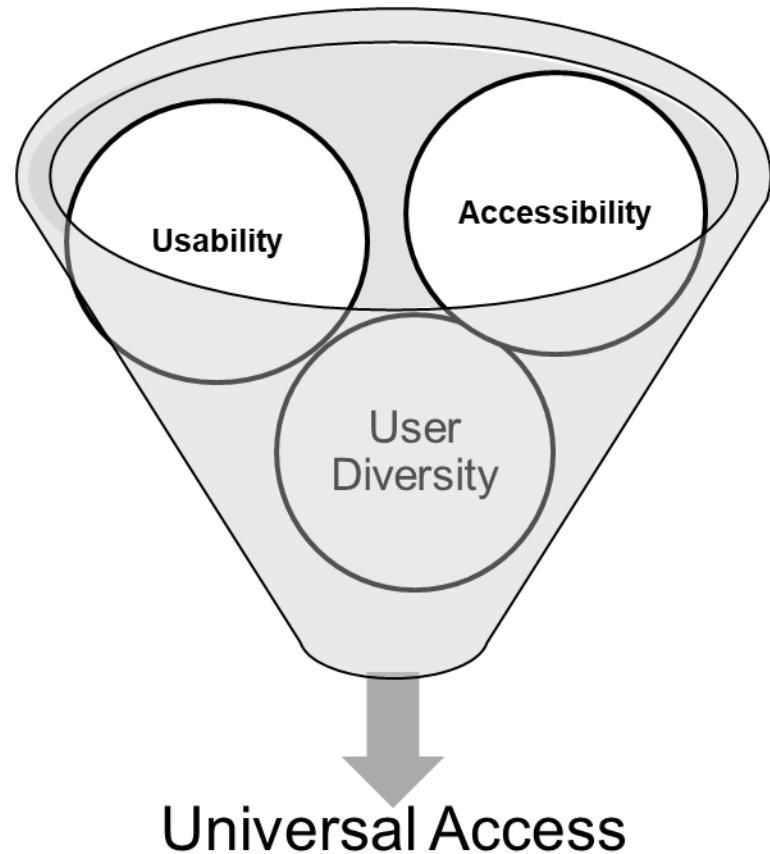
If we focus on

- The community culture, beliefs, practices, and traditions?
 - How the community functions during blue sky days?
 - Where are the assets in the community?
 - How inclusive are our blue sky day programs and services?
 - How can our resources and programs be used in a way that replicates what works?
- We can identify :
 - Where are our resources
 - What are the critical needs of the whole community
 - Where are the strengths and assets in the community

In Every Community...



Whole Community and Universal Access



Programs and services are:

- Accessible and available for use
- As easy as possible to use
- Applicable to a diverse population

Universal Access = Resilience



GOOD PLANS, LIKE ONIONS, HAVE REDUNDANT LAYERS

Part A = Start with Universal design

- The plan addresses the risks, needs, diversity and cultural priorities of the community, using universal accessibility and disability inclusive strategies for the whole plan not just people with disabilities

Part B = Accommodations and Modifications when needed – fewer resources needed

The Importance of Addressing Access and Functional Needs



- Communities are Diverse
 - Situations are Fluid
 - Disasters / Crises Change the Landscape
 - There May Be Multiple Answers to the Same Challenge
 - No One Size Fits All – All Of The Time
-
- Redundancies = Risk Reduction and Resilience

What does Universal Access Look Like



Can Centering Disability Accessibility Help in Resource Management?



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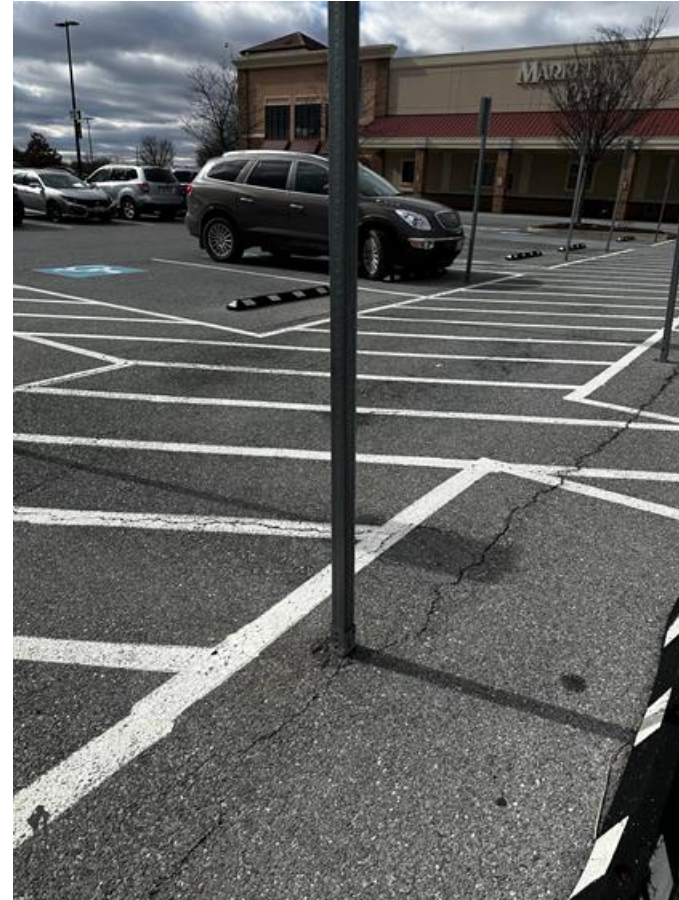
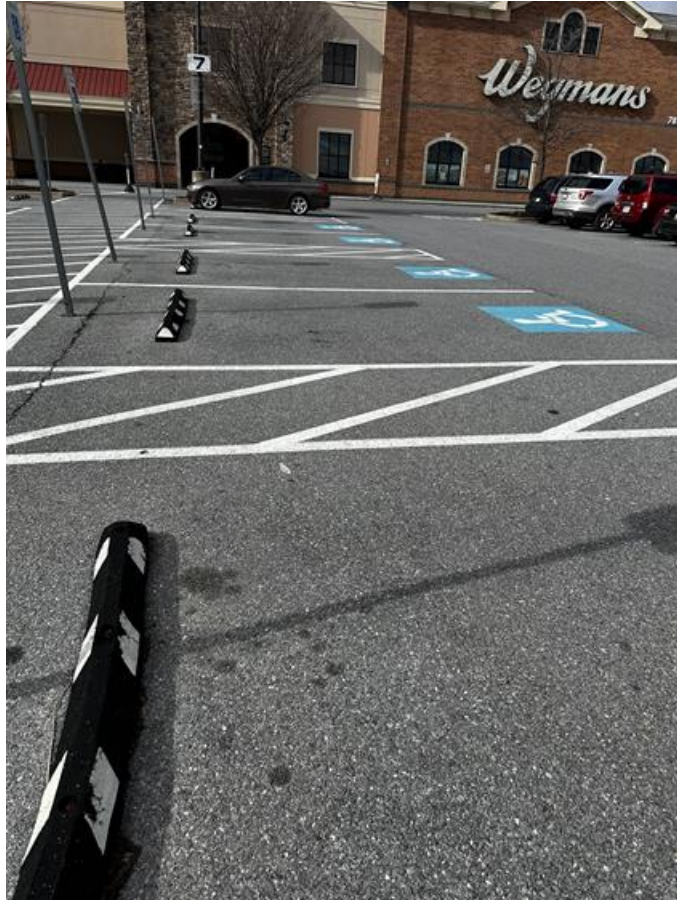
Demystifying Access & Functional Needs... At The Grocery Store

Beginning In The Parking Lot



- There are a variety of choices for parking, the designated spots are recognizing that there are some shoppers who need to park closer to the store entrance, or need more room to get in and out of their car, or who need to be close for the safety of the worker who is delivering their groceries.
- I also see many empty spots for people who want to protect their car from run away carts. The store has provided enough space to give shoppers options based on their needs, and priorities.

Parking Lot Continued



Entering The Store



- That door looks like it works just fine but it doesn't look like anyone is using it.
- Everyone seems to be using the automatic door. This door provides access to everyone in exactly the same way and everyone can use it exactly the same way. The pathway is smooth, the opening is wide, the lighting transitions from the outside to the inside, and there is enough space to step to the side if I need to pause to change my glasses, get out my list, or take a breath. This entrance allows everyone to use it however they need to. No wonder nobody is using that other door.

Cart Selection

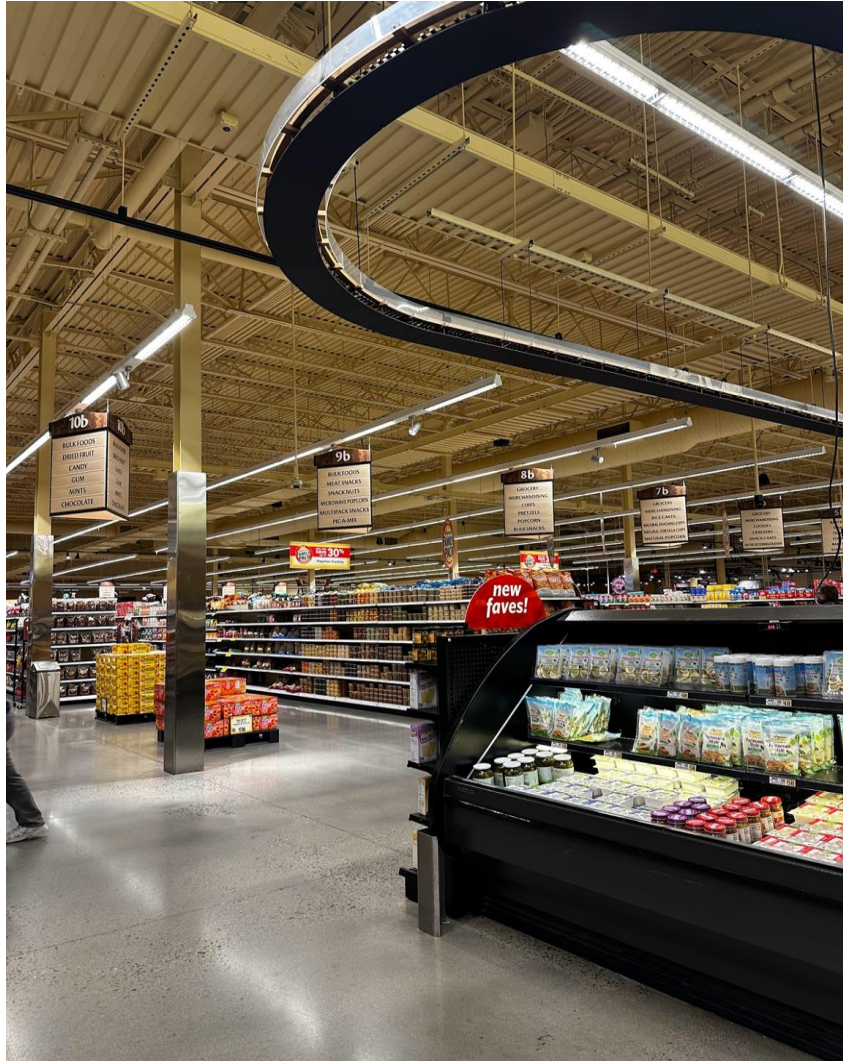


- We have our choice of grocery baskets to meet our needs. I see small and large carts, carts with seats for children to ‘drive’, carts for people with disabilities of all ages who need support, carts pushed by scooter users, and small baskets to carry. We can think about our needs and choose the basket that will work best for us.
- Do we dare skip the basket options entirely?

Never A Good Choice...

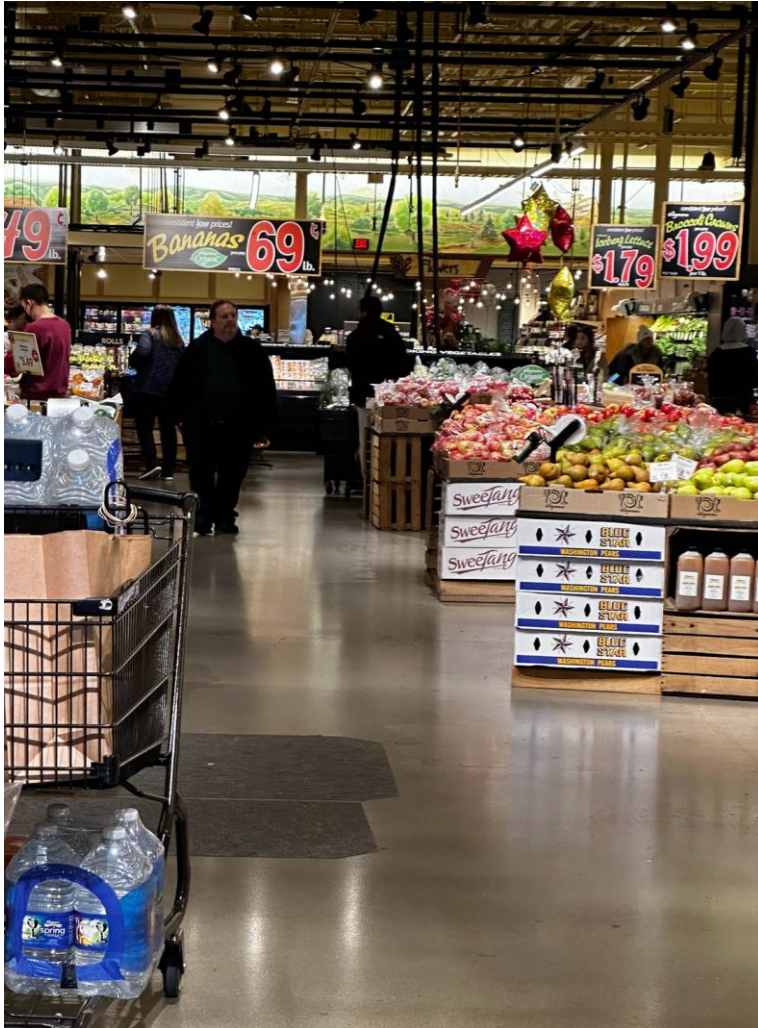


Aisles and Departments



- Now that we are in the store, we have another choice to make. Should we go from one area to another and one aisle to the other, or should we follow our list and go straight to the aisles that have the products we need?
- Either way, I am glad I brought my sweater because the different areas and aisles are set at different temperatures to accommodate the best temperature for the food. I am glad that they have created different types of spaces and displays so that our choices in food are the best they can be.

Produce



- Produce is good for you so we can begin there.
- The bags are at a height that is easy to reach for everyone and there is lots of space around the displays so we will have no trouble moving around.

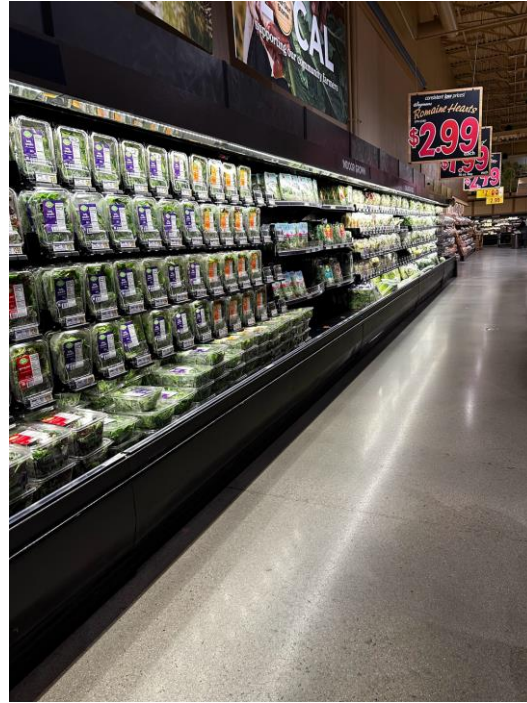
Deli Kiosk



Some people prefer assistance at the deli counter, others would rather order at a kiosk and pick up their order when it's ready.



Aisles



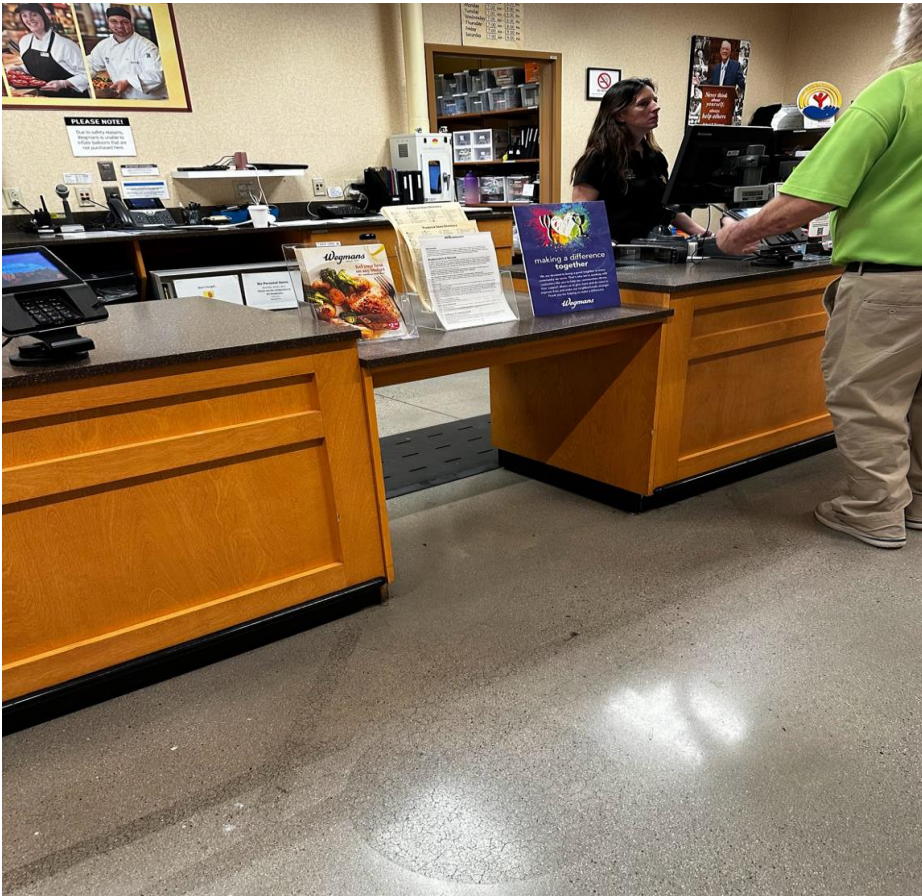
- I have noticed that the things that most of us need most often are in the middle of the shelves and easy to reach.
- The items that are similar are also close together so you can tell if you are in the right place for what you need. These things make it easy to shop independently without needing much help.
- But I do need to ask for someone's help if I need to reach the top shelf. Having someone to provide assistance can be necessary sometimes.

Cash Register



- Now we have more choices. We can use the self-checkout where the scanners are low and we can reach them easily and the machine will walk us through the process so we don't need to talk to anyone because that can be stressful.
- Or we can go to the checkout line where we simply put our things on the belt and wait for the cashier to tell us our total. This is a good choice if we need to buy ice.
- Since we have less than 10 items, we can also get help at the quick check out line in case we are in a hurry.

Customer Service



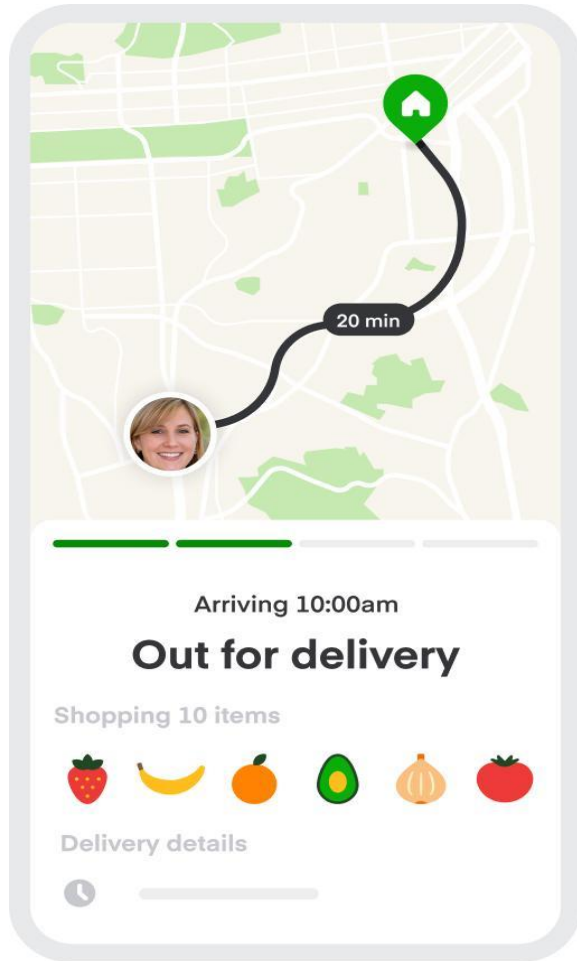
If assistance is needed, the customer service desk is easy to find, and it has an accessible “roll-under” counter (though it should be kept empty).

Other Customer Service



Assistance is available for loading groceries.

More Choices



Other Options



What's The Point?



The grocery store is a good example of how to meet the access and functional needs of the whole community using solutions that work for almost everyone by reducing the need for individual assistance while optimizing the availability for assistance when needed.

Thank you



Thank you

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Reminder of Additional Webinar Dates

February 13, 2024 - Disability Culturally Competent Public Health Emergency Planning: Achieving your Goals with Non-Existent Resources

February 27, 2024 - Public Health Emergency Preparedness Capabilities: Achieving a Disability Inclusive Application

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