

COUNTER-TERRORISM AND SPECIAL OPERATIONS BUREAU

**NOTICE**

15.2

December 19, 2019

**TO:** All Commanding Officers

**FROM:** Commanding Officer, Counter-Terrorism and Special Operations Bureau

**SUBJECT:** AMERICANS WITH DISABILITIES ACT EMERGENCY PREPAREDNESS BULLETINS UPDATED

The annual audit of the Americans with Disabilities Act (ADA) Emergency Preparedness Bulletin Volume 10, Number 7 and Number 8 has been completed and has resulted in minor revisions.

Commanding Officers are encouraged to have the revised Emergency Preparedness Bulletin "*Considerations During an Emergency Response for People with Disabilities and Others With Access and Functional Needs*", and "*Conducting Community Outreach During an Emergency- The Role of a Senior Lead Officer*" reviewed by all personnel and during Roll-Call Trainings.

The updated documents can be found on the Department LAN homepage in the Reference Library Tab, Emer Prep Coor, Emergency Preparedness ADA Updates.

If you have questions regarding this Notice, please contact the Emergency Preparedness Unit, Emergency Services Division at (213) 486-5730.

APPROVED:



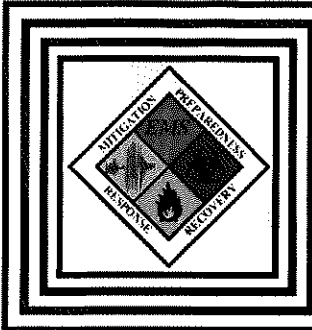
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Attachment

DISTRIBUTION "B"



**Los Angeles Police Department  
Counter-Terrorism and Special Operations Bureau**

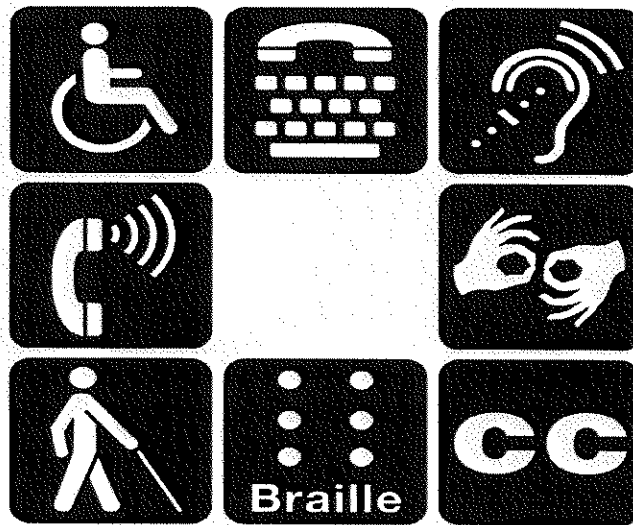
**EMERGENCY PREPAREDNESS  
*BULLETIN***

Volume 10, Number 07

Updated November 26, 2019

Prepared by Emergency Services Division

**CONSIDERATIONS DURING AN EMERGENCY RESPONSE FOR  
PEOPLE WITH DISABILITIES AND OTHERS WITH ACCESS AND  
FUNCTIONAL NEEDS**



It is the requirement of the Los Angeles Police Department (LAPD) to provide evacuation assistance during an emergency to all community members. During the evacuation, it may be necessary to utilize alternative means of communicating with and assisting people with disabilities and others with access and functional needs. This bulletin has been created to educate officers on how to effectively communicate and identify what measures to take to ensure successful evacuations. Officers are encouraged to disseminate the information contained in this bulletin at community meetings and to community members engaged in emergency preparedness efforts.

Disasters frequently create new physical and communication barriers and eliminate and/or lessen services available to everyone. For people with disabilities and others with access and functional needs, potential is magnified for everyday obstacles to become even more problematic and possibly even life threatening during an emergency.

Under any stressful circumstance, community members may respond in various ways to the stress and stimulus caused by panic, fear, injury and worry. Officers may encounter community members who do not immediately respond to directions and it is incumbent on the officer to assess the individual's ability to respond to instruction. To facilitate the best possible outcome for all involved, officers are to actively seek any means needed to communicate with all community members and should utilize the following initial steps:

- Announce presence.

## **CONSIDERATIONS DURING AN EMERGENCY RESPONSE FOR PEOPLE WITH DISABILITIES AND OTHERS WITH ACCESS AND FUNCTIONAL NEEDS**

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- Mobility aids, including white canes, wheelchairs, and portable walkers.
- Oxygen tanks and extra batteries.
- Hearing aids and cochlear implants.
- Portable or emergency generators for lifesaving devices.

**Note: All durable medical equipment, assistive technology, essential equipment and service animals should, absent compromised life safety, be taken with people who depend on these devices.**

- Medications – consider allergy medications including EPI-PENS.
- Service Animals.
  - Absent compromised life safety, service animals must be transported with an evacuated individual.
  - Bring pet supply kit with a leash or harness (most service animals will have them for travel).
- File of Life – This program, administered by the Los Angeles Department of Aging, encourages people who are elderly to keep updated records such as medications, including dosage, frequency, etc.
- People may have sensory, mobility or physical disabilities that are not necessarily regulated to the use of durable medical equipment. Some people with mobility or physical disabilities may be able to go up and down stairs but have trouble with operating door locks, latches, and other devices due to disabilities of their hands and arms. Officers should ensure the facilitation of their evacuation.

### **Communication and Assistance Considerations:**

- Ask the individual which communication methods work best for them.
- Communication tools, including:
  - Pictograms and storyboards.
  - Pen and paper to clearly print information.
  - White boards.
  - Create flyers with general instructions in large font.
  - Sign language – may benefit from the assistance of family members in exigent circumstances.
  - If available, Department-issued Smart Phones or tablets with language interpreting capabilities can be used for translation needs. Also, officers can use the LA City's emergency language translation bank by contacting LAPD's Communications Division via cellular telephone or Department Radio.
  - Google Translation or Smart Phone Applications, Augmentative Communications Device, or any other technologies may assist in communication.
- Look for signs of stress and/or confusion (The person may say he or she is stressed, look confused, withdrawn, or start rubbing their hands together).
- Conditions that officers may misinterpret (e.g., mistaking a person with Cerebral Palsy for drunkenness).
- If an individual is blind or visually impaired it is important for officers to identify themselves and to state clearly and completely any directions or instructions, including any information that is posted visually. If the need arises to escort a person that requires assistance, ask the person to take the officers arm at the elbow, officers will need to thoroughly describe the

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- Articulate the need, plan, and directions for the evacuation or other necessary action.
- Ask how to best assist the person.
- If an individual is deaf or hearing-impaired, utilize written communication, pictograms, or mobile electronic devices to ensure the individual understands the message.

During an emergency, it may be necessary for officers to conduct a door-to-door evacuation. The utilization of a variety of communication and attention getting techniques will enhance the ability of the LAPD to effectively evacuate community members in an area. Officers should consider utilizing the following tools and strategies to gain the attention and warn and inform all people in the affected area of important information pertinent to any evacuation:

- Ringing of doorbells and knocking on doors
- Vehicle and helicopter public address systems
- Flashing of vehicle headlights, spotlights, and handheld flashlights
- For incidents requiring mass evacuation of an area, the Incident Commander will order an electronic mass notification through the Department Operations Center (DOC), Communications Division.

If time permits, officers should make a record of each residence visited and persons contacted as well as residences where no contact was made. This can be through the use of a Field Interview Report, Form 15.43.00 (FI). Ask neighbors about any people with disabilities and others with access and functional needs, including children and older adults, who may not have responded to a door knock in order to ascertain if there are people who require assistance to evacuate. Ensure transportation requests include accessible transportation for those in need. Consider the types of facilities that have been evacuated and their transportation requirements, such as hospitals, assisted living facilities or nursing homes, and request vehicles or buses with wheelchair access as needed. If a need arises for specific resources to facilitate an evacuation, such as an ambulance, medical staff, or the Los Angeles Fire Department (LAFD) Access and Functional Needs Task Force, officers shall immediately notify the Evacuation Branch Director or the Operations Section Chief of the situation. Ask evacuees if they need assistance transporting items such as medications, durable medical equipment or service animals (Note that information on the FI card and ensure that the information is communicated to the Evacuation Branch Director). If the Evacuation Branch is not activated, report the information to the Operations Section Chief.

Note: Refer to the Evacuation Checklist for Control Objectives, Incident Commander Tasks and Notifications, located in Volume 2 of the Emergency Operations Guide (EOG).

### **Considerations During an Emergency Response or Evacuation. Ask and/or Look for the Following:**

- Access requirements for people with disabilities and others with access and functional needs when requesting transportation during an evacuation
- Contact information
- Ask if any neighbors may need assistance
- An identification bracelet with health information
- Essential equipment and supplies such as:

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surroundings and what is occurring. In the event of exigent circumstances, the officer should explain to the person the reason why the officer is utilizing a different guiding technique. The officer needs to describe the surroundings and what is occurring.

- Assisting a person who is blind or low vision:
  - Offer the person an arm or allow the person to place a hand on your shoulder and assist the person to/through the evacuation route.
  - Be sure to mention stairs, doorways, narrow passages, and ramps.
  - When guiding to a seat, place the person's hand on the back of the chair.
  - If leading several individuals at the same time, ask them to hold each other's arms.

### **Spoken Communication:**

- Reassurances - "You may feel afraid. That's ok. We're safe now."
- Encouragement - "Thanks for moving fast. You are doing great."
- Frequent updates on what's happening and what will happen next - "Just like I said before, we're getting into the van now and next ..."

### **Written communication:**

First responders should understand the following when using written instructions during an emergency:

- Keep instructions simple.
- Use present tense.
- Print in clear format.
- Write in short sentences.
- Use short, simple words.
- Ask the person if they need any assistance.
- Tell the person what to do.
- Give them an idea of what to expect.
- Be aware that not everyone can read or understand English.
- Google Translation or Smart Phone Applications, Augmentative Communications Device, or any other technologies may assist in communication and translations.

**It may be necessary to evacuate an individual in a wheelchair. The following is guidance on "in-chair" wheelchair evacuation:**

One-Person Assist:                      Grasp the pushing grips, if the wheelchair has them.  
Stand one step above and behind the wheelchair.  
Tilt the wheelchair backward until a balance (fulcrum) is achieved.  
Keep your center of gravity low.  
Descend frontward.  
Let the back wheels gradually lower to the next step.  
If possible, have another person assist you.

Two-Person Assist:                      Positioning of second rescuer:

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DISABILITIES AND OTHERS WITH ACCESS AND FUNCTIONAL NEEDS**

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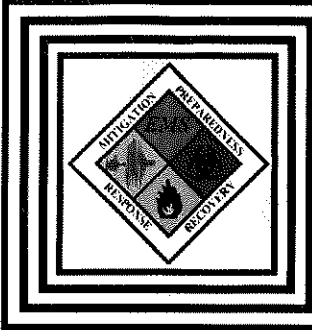
Stand in front of wheelchair.  
Face the wheelchair.  
Stand one, two, or three steps down (dependent on height of the rescuer).  
Grasp the frame of the wheelchair.  
Push into the wheelchair.  
Descend stairs backward.

Three-Person Assist:      Position for second and third rescuers:  
Face direction of descent.  
Flank the wheelchair.  
Stay in line with the two front (smaller) wheels.  
Stand one step/tread lower than rescuer behind wheelchair.  
Grasp the frame of the wheelchair.  
Push into the wheelchair.

Safeguarding lives and property of the people we serve is our primary objective. While often pressured by time constraints and limited resources during emergency situations, officers should be prepared to aid those community members that require additional assistance. Deviation from these basic concepts may occur due to life threatening or life safety issues that may occur during emergency situations. This document is a guide to aid officers in making the best possible decisions with consideration for people with disabilities and others with access and functional needs, as a full spectrum approach to evacuations. Any information collected shall be conveyed in accordance with the Incident Command System.

Any questions regarding the content of this bulletin should be directed to the Emergency Preparedness Unit, Emergency Services Division, at (213) 486-5730.

Additional tips for communicating and assisting people with disabilities and others with access and functional needs may be found at <http://disabilitytips.tamu.edu/> or on other websites or smart phone applications. Officers are encouraged to utilize additional resources.



**Los Angeles Police Department  
Counter-Terrorism and Special Operations Bureau**

**EMERGENCY PREPAREDNESS  
*BULLETIN***

Volume 10, Number 08

Updated November 26, 2019

Prepared by Emergency Services Division

**CONDUCTING COMMUNITY OUTREACH DURING AN  
EMERGENCY- THE ROLE OF A SENIOR LEAD OFFICER**



**Emergency Responsibility**

In emergencies, Senior Lead Officers (SLO) serve as a vital link between first responders, emergency service providers and the community members they serve, including people with disabilities and others with access and functional needs. Every Senior Lead Officer has an integral knowledge of the community members in the area they serve and are best suited to provide information regarding community demographics. During an emergency, it is imperative that this knowledge be shared with those tasked with making critical decisions. If on-duty, the SLO of the affected area must take the following actions:

- a) Report to the command post.
- b) Utilize their knowledge of the community and advise the Operations Section Chief of any information regarding the affected areas, including known locations of people with disabilities and others with access and functional needs.
- c) If evacuations are being conducted, the SLO shall report to the Evacuation Branch Director or Operations Section Chief if the Evacuation Branch is not yet established.
- d) With prior authorization and approval of the Public Information Officer (PIO), conduct accessible and inclusive public meetings, such as community meetings or town hall meetings, and interviews as appropriate regarding the emergency and recovery efforts. The SLO and PIO shall coordinate all public meetings and town hall meetings with the Emergency Operations Center (EOC) PIO when activated. All meetings shall be consistent and compliant with the following:
  - Approval of the Department's Americans with Disabilities Act (ADA) Coordinator
  - ADA Guidance - Sign Language Interpreter Request Form
  - ADA Guidance - Communication Access Real Time Translation (CART) Service Request Form
  - ADA Guidance - Inclusionary, Accessible Messaging and Effective Communication
  - ADA Guidance - Los Angeles City Meetings and Public Events ADA Accessibility Checklist

## CONDUCTING COMMUNITY OUTREACH DURING AN EMERGENCY- THE ROLE OF A SENIOR LEAD OFFICER

- City of Los Angeles Emergency Operations Plan- Emergency Public Information Functional Specific Annex.

During emergencies, the SLO will coordinate all public messaging through the PIO. Emergency Messaging can be requested and coordinated through the Department Operations Center (DOC), Communications Division to disseminate critical information requiring action within the SLO's community. Emergency notifications will be disseminated via the systems below in accordance with the Emergency Notification and Mass Communication Plan.

**NOTE:** In the absence of the SLO, the on-duty Watch Commander must designate an officer from the affected Basic Car to fulfill these duties. The SLO shall not self-deploy from an off-duty status.

### Emergency Messaging

Everbridge and Notify LA are the primary social media outlets for emergency notification and mass communication, and will act as the parent hub for all emergency messaging. Contact the DOC to post or issue an emergency notification and mass communication. If it becomes necessary for emergency messaging to be sent out via Facebook or Twitter, it must follow the guidelines set forth in the City's ADA Guidance: Inclusionary, Accessible Messaging and Effective Communication, dated March 13, 2014.

All emergency notification and mass communications shall be approved and vetted by the Department's ADA Coordinator prior to it being published. The Department's ADA Coordinator is the Commanding Officer, Personnel Division. In compliance with and pursuant to the Emergency Notification and Mass Communication Plan, 2016, no person shall post any emergency notification and mass communication without having received training from the Department on Disability (DOD) on how to create accessible messaging and documents.

**NOTE:** During disaster or emergency situations, the ADA Coordinators, PIO's, and Emergency Preparedness Coordinators shall call DOC to request sign language interpreters. When setting up any public communication site, DOD's Sign Language Interpreter Request Form or CART Service Request Form should be used to request sign language interpreters.

There may also be an additional need to assist people with disabilities and others with access and functional needs who have lost or damaged their assistive technology. City staff should direct these requests through the EOC Mass Care Branch, Access and Functional Needs Unit Leader or the Planning Section, Access and Functional Needs Technical Specialist. If the EOC is not activated, contact the DOD front desk via the DOC.

Safeguarding lives and property of the people we serve is our primary objective. While often pressured by time constraints and limited resources during emergency situations, officers should be prepared to aid those community members that require assistance. Deviation from these basic concepts may occur due to life threatening or life safety emergency situations and the environment in which they occur. This document is a guide to aid officers in making the best possible decisions for all affected community members, including people with disabilities and others with access and



**CONDUCTING COMMUNITY OUTREACH DURING AN EMERGENCY- THE ROLE  
OF A SENIOR LEAD OFFICER**

functional needs. All referenced documents can be located in the Emergency Operations Guide, Volume 10, Emergency Preparedness Bulletin, No. 9.

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