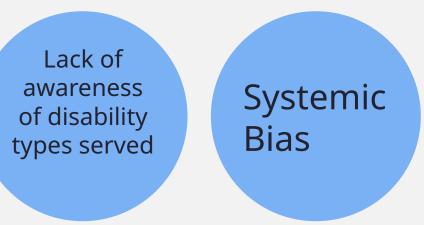
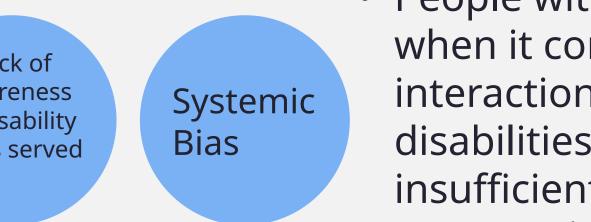
Review

Describe the problems or opportunities

Community service when assisting people







Providers and decision and communication with the disability community





agencies and organizations



- Organizational priorities do not include the needs of people with disabilities, resulting in a lack of knowledge, education, and awareness to successfully meet the needs of specific
- continuing the systemic bias found within agencies and

Stakeholder Groups

Community members with disabilities

- Caregivers for people with disabilities
- Medical or Primary Care Providers
 - Hospitals or medical facilities
- Plans writers
- Responders
- Service Providers
 - Developmental Disability Boards (DD)
- Informational Resources
- Local Government officials
- Stakeholder Representatives
- Promotora or trusted member
- Businesses (Community Organization Active in Disaster (COAD) partnerships)
- Schools

What We Know

- Unfamiliarity with resources available communitywide (no central resource)
- There is a high staff turnover
- There is currently limited data on community's demographics, especially as it relates to disability
 - *emPOWER data used that can be countyspecific de-identified data (Sent by OH PH)
- Lack of funding for procurement, trainings, or pre-planning
- There is no well-known continuity of plans
- Upper leadership is not present at these meetings (Gov. officials, city, county, state)
- The Task Force members have limited relationships with Disability Led Organizations and Disabled People's Organizations

How Might We (Activity)

Topic area: Providers and decision makers addressing barriers to accessibility and communication with the disability community

- Problem Prioritized:There is a lack of understanding on whether current communications are accessible for people with disabilities and how people with disabilities interact with different technologies.
- Currently, emergency communications and weather alerts rely on technology for dissemination and/ or community members must be previously signed up to receive communications.
- In provider interactions, there is a lack of disability etiquette when directly communicating with the person with a disability to understand their needs and experiences (e.g., speaking directly to the personal assistant rather than the individual).
- Community providers do not have cultural competency when it comes to interacting with patients or clients with disabilities and current processes have systemic bias and paternalistic attitudes.

How can we leverage AT technology) companies and social media platforms for providers in order to bridge communication gaps within the community

How can we remove emergency (e.g., signing up for an account) for people with disabilities in order to ensure people are able to

accessibly receive timely communications? Idea: using current methods such as

linking Google or Social Media accounts to sign in or register

the gaps in providers when

How might we disaster or patients are receiving disseminated to timely communications?

identify types of modalities and technologies people with disabilities use in order to prioritize access to emergency

> How might we promote importance of signing up for emergency communications in order to ensure information is

2. Ensuring services and

How might we educate on disability cultural competency for medical providers, service providers, first responders in order to improve patient-provider interactions?

How might we

Purpose

Stakeholders

in order to Intended results

Ideation (Activity)

How might we educate on disability cultural competency for medical providers, service providers, first responders in order to improve patient-provider interactions? Ensure Continued Task Force work platforms are as a forum to bring accessible education and shared e.g., virtual knowledge/best practices platforms like Develop virtual webinars medical providers and how to bridge this gap space for dialogue and figure out opportunities for improvement

 $T_{\alpha} = 10 \left(\frac{1}{100} + \frac{1}{100} \right)$

How might we identify the gaps Exploring and identifying ways in communication for disaster to better and provide services or emergency events in order communicate with persons who use telehealth services to ensure patients are receiving timely communications? 1. Identifying the technologies

patient-provider interactions are culturally Outreach initiatives (e.g., flyers, open call) to discuss lessons learned from DLOs, First Responders, etc with people with disabilities

> Further advertising specific resources or services, such as the option of telehealth, on radio and television

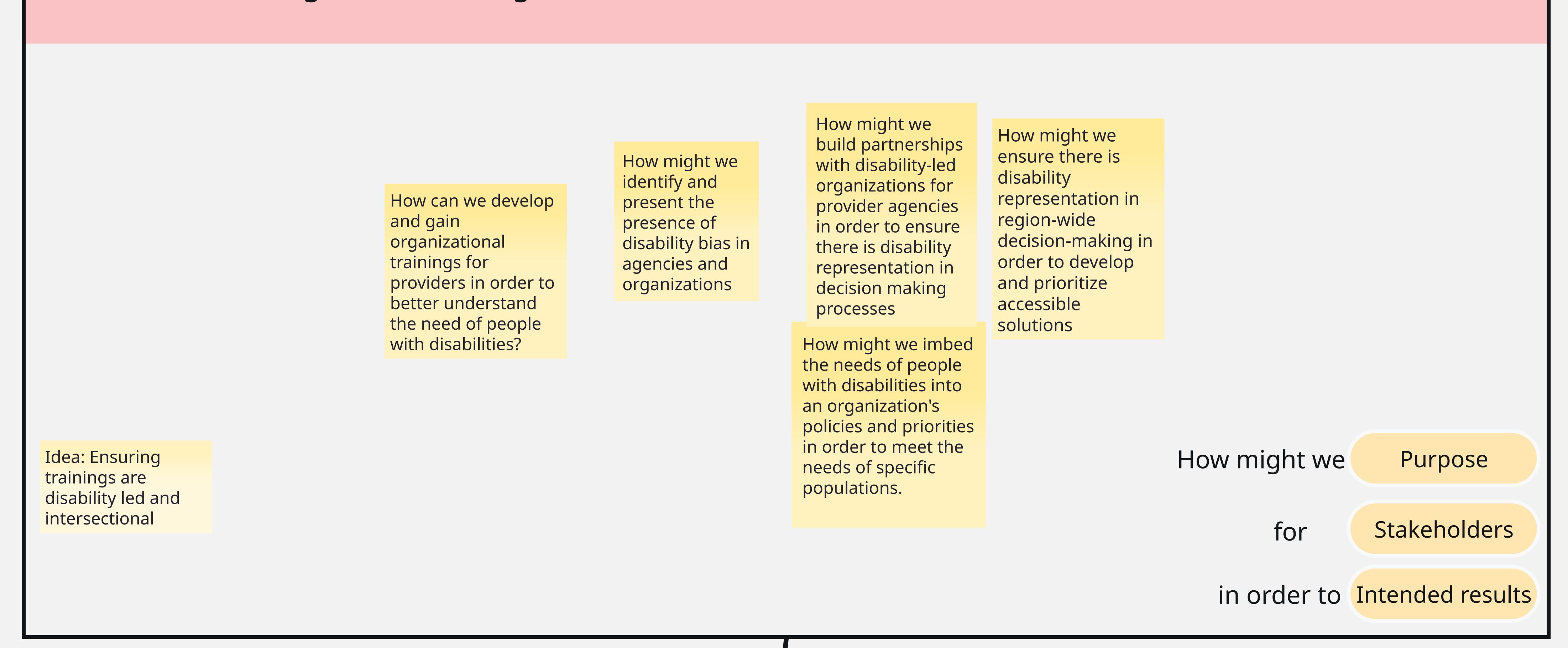
Learn from disasters (e.g., bringing in SMEs, First Responders) to provide lessons learned

Surveying the community and outreach, target specific community groups

How Might We (Activity)

Topic area: Systemic bias in agencies and organizations

- Problem Prioritized Organizational priorities do not include the needs of people with disabilities, resulting in a lack of knowledge, education, and awareness to successfully meet the needs of specific populations.
- Therefore, the needs of people with disabilities are overlooked and there is discomfort from providers due to the lack of trainings, lack of knowing what they are unaware of, and successful interactions with people with disabilities.
- Again, there is a lack of disability representation in decision-making, continuing the systemic bias found within agencies and organizations.



Ideation (Activity)

