

Washington Coalition on Inclusive Emergency Planning Tabletop Exercise

Summary of Conclusions

June 22, 2022

Washington Coalition for Inclusive Emergency Planning
Tabletop Exercise

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Introduction

Exercise Name	Washington Coalition on Inclusive Emergency Planning (WA CIEP) Tabletop Exercise (TTX)
Exercise Date	June 22, 2022
Exercise Scope	Federal Emergency Management Agency (FEMA) National Exercise Directorate (NED) convenes a one-day TTX on preparing for and responding to a Cascadia Subduction Zone (CSZ) earthquake and subsequent tsunami that impacts the state of Washington coast.
Core Capabilities	<ul style="list-style-type: none">▪ Planning▪ Operational Coordination▪ Operational Communications▪ Situational Assessment
Objectives	<ul style="list-style-type: none">▪ Objective 1: Discuss and assess the readiness and ability of CIEP stakeholders to support CIEP activation and participation in the Stand-Up Call.▪ Objective 2: Discuss and evaluate the ability to obtain situational awareness about disaster impacts in areas where CIEP stakeholders operate and any identified Access and Functional Needs (AFN) shortfalls.▪ Objective 3: Discuss and evaluate the CIEP Stand Up Protocol (Accessible) Conference Call procedures and address identified gaps.
Scenario	<p>A catastrophic earthquake occurs leading to shaking, surface buckling/fissuring, and liquefaction. It causes devastating effects including loss of life, injuries, and damage to natural and manmade environments. The earthquake generates a 30-foot tsunami which inundates the Washington coast.</p> <p>All structures within several hundred yards of the shoreline have been destroyed. The coastal zone experiences great loss of life, and thousands of people are missing.</p> <p>Thousands are killed by the initial earthquake and subsequent tsunami, with the number of people injured and displaced estimated to be in the tens of thousands. The tsunami inundation zone includes most of Western Washington and not only causes death and serious injury but isolates many coastal communities. Additionally, the severe shaking and tsunami inundation causes significant damage to ground, air, and marine transportation systems throughout the area.</p>

Washington Coalition for Inclusive Emergency Planning
Tabletop Exercise

Exercise Name

Washington Coalition on Inclusive Emergency Planning (WA CIEP)
Tabletop Exercise (TTX)

Sponsor(s)

Washington State Independent Living Council
Coalition on Inclusive Emergency Planning

Participating
Organizations

- CIEP
- WA State Independent Living Council
- Centers for Independent Living (CIL):
 - Disability Empowerment Center
 - Center for Independence
 - Central WA Disability Resources
 - Disability Action Center - NW, Inc./ Inland Disability Experience (INDEX)
- American Red Cross - NW Division
- Erika Estrada – Department of Health
- Office of the Deaf and Hard of Hearing
- Department of Veteran Affairs (VA)
- Area Agencies on Aging
- School for the Deaf
- Department of Services for the Blind
- Governor’s Committee on Disability Issues and Employment

Point of
Contact

Jim House
Disability Integration Manager
Washington State Independent Living Council
CIEP

Executive Summary

The WA CIEP TTX took place on June 22, 2022, via Zoom video conference and included approximately 58 staff and personnel from various federal, state, and Non-Government Organizations (NGO).

The TTX schedule, scenario and facilitator questions guided discussions on specific actions and decisions made by WA CIEP and Centers for Independent Living (CILs) located throughout the state of Washington when faced with a catastrophic event.

The scenario involved an earthquake occurring along the CSZ which is considered one of the greatest earthquakes and tsunami threats in the United States. The CSZ is located roughly 50 to 80 miles off the Pacific Coast and stretches 800 miles from British Columbia to Northern California. The CSZ megathrust fault is part of the Pacific seismic belt known as the Ring of Fire, which generates about 90% of all earthquakes and 81% of the world's largest magnitude earthquakes.

Tabletop Exercise Scenario

On June 19 at 9:00 am, (PDT) a magnitude (M) 9.0 earthquake occurs along the CSZ fault with ground shaking lasting for approximately 5 minutes. The earthquake affects more than 140,000 square miles in three states.

Following the earthquake, a tsunami wave reaches the coast in about 10 to 30 minutes (depending on coastal location). The earthquake and subsequent tsunamis cause significant damage to buildings, roads, bridges, and other structures due to amplified shaking, ground displacement, liquefaction, and landslides.

Large segments of the coastal and I-5/Inland transportation and utility corridors are without electricity and communications capabilities. Thousands of water, gas, and sewer lines are also ruptured, making many critical infrastructure services unavailable. The event causes many localized fires and Hazardous Materials (HAZMAT) spills and generates significant debris.

Tabletop Exercise Scene Setter

It is four days since the Magnitude 9.0 earthquake impacted the area and all emergency response efforts continue at the Federal, State, Local, Tribal and Territory levels. The President of the United States has declared the incident a major disaster. State and local authorities are overwhelmed and are having difficulty understanding and articulating their needs, but communications have been restored.

The agenda for the exercise included two discussion modules which incorporated scenario information staged at different points in time.

Tabletop Exercise Objectives

OBJECTIVE 1

Discuss and assess the readiness and ability of CIEP stakeholders to support CIEP activation and participation in the Stand-Up Call.

OBJECTIVE 2

Discuss and evaluate the ability to obtain situational awareness about disaster impacts in areas where CIEP stakeholders operate and any identified AFN shortfalls.

OBJECTIVE 3

Discuss and evaluate the CIEP Stand-Up Protocol (Accessible) Conference Call procedures and address identified gaps.

Key Takeaways

Discussions of anticipated resource needs, decision points, and timelines during the TTX provided insights regarding preparedness, response, and support requirements following a CSZ earthquake and tsunami event. During the exercise, several topics emerged to include gaps in communications, damage to critical infrastructure, identification of best practices (or most effective procedures), and recommendations/solutions towards the aforementioned key issues.

The first key issue identified involved communication resources shortfalls and, more specifically, the availability of American Sign Language (ASL) interpreters and the need to develop more robust plans to address ASL shortfalls. Key challenges identified included, but were not limited to:

- Continuing assessments regarding interpreter readiness and accessibility to establish priorities and place ASL interpreters and other communication resources where and when they are needed.
- Managing expectations and developing realistic timeframes for ASL interpreters who might not be readily available following a CSZ event.
- Ascertaining an accurate number of individuals with disabilities who may need AFN services.
- Ascertaining an accurate number of people who are deaf and determine how many of those people use ASL interpreters.

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The second key issue identified during the exercise involved damage to critical infrastructure after a CSZ earthquake and tsunami event. Key discussion points identified included, but were not limited to:

- Acknowledgement that communications technology throughout the region would be severely damaged or degraded.
- A seismic event of this magnitude will directly affect transportation.
- Damaged communication infrastructure can degrade the WA State Independent Living Council's (WASILC) ability to reach out to stakeholders in a timely manner.

Finally, best practices and recommendations were discussed to address the identified communications gaps and impacts to infrastructure. Best practices and recommendations included, but were not limited to:

- Ensuring CILs continuously reinforce emergency preparedness actions and ask current and new clients if they want assistance towards developing an individualized emergency plan.
- Providing first responders with some formalized training on basic emergency communication procedures to include non-technological communication methods, including emergency gestures for example to address short-term communication gaps with deaf, Limited English Proficiency (LEP) persons and neuro divergent populations.
 - Developing resources for use in the field that can be incorporated into all new hire training/orientation.
- Developing voluntary communication checklists to track stakeholders who have, or have not, received the activation message.

Tabletop Exercise Keys Issues and Discussions

Communications

The talking points provided in Table 1 were provided by the WA CIEP TTX participants.

Table 1: Communications Talking Points

Issue	Discussion
Communications	<ul style="list-style-type: none"> ▪ The stand-up call can provide better situational understanding to (CILs in) eastern Washington. <ul style="list-style-type: none"> ○ Creates an opportunity to provide assistance and ensure people can maintain their health and independence. ▪ CIL Continuity of Operations Plans (COOP) will be utilized and contact rosters with key information employed. <ul style="list-style-type: none"> ○ If there is trouble communicating with each CIL, an identified lead will communicate with the local Emergency Operations Center (EOC) as well as with CIEP, the AFN lead, and other disability integration personnel. ○ Internal communications need to be established first, followed by establishing contact with the (WA) State EOC. ▪ WA CIEP regularly scheduled calls would be situationally dependent and would be tentatively planned to occur at 9am daily for the next several weeks to help with identifying what additional resources may be required. ▪ An earthquake of this magnitude would require contact be established with every county (at some point). <ul style="list-style-type: none"> ○ This would provide local emergency management agencies with CIL Points of Contact (POC).
ASL Availability and Communication Shortfalls	<ul style="list-style-type: none"> ▪ <u>Interpreter availability</u> needs to be analyzed, assessed, and codified into contingency plans. <ul style="list-style-type: none"> ○ Assessments and timeframes are needed to determine when and where ASL interpreters might be needed. ○ Identifying the number of people with disabilities and determining how many deaf and hard of hearing people use ASL interpreters has been a long-term challenge. <ul style="list-style-type: none"> – Determining an accurate number of people with disabilities is often difficult because of barriers created by Health Insurance Portability and Accountability Act (HIPAA) laws and other, overall, lack of reliable disability data.

Issue	Discussion
	<ul style="list-style-type: none"> – Determining an accurate number of ASL users helps with funding requests and increases information sharing among the deaf community. – Can assess some general national numbers, but identifying state, county, and local ASL users is more difficult. ○ Be aware that (some) deaf and deafblind individuals are often unable to receive emergency messaging and information and do not know what has transpired until interpreters arrive. ▪ Identifying gaps in communications will be continuous and backup communication plans with appropriate resources will need to be continuously developed. ▪ A loss of communications technology would prevent/degrade WASILC’s ability to reach out to stakeholders in a timely fashion. ▪ Those who have cell phones may receive notifications. ▪ Interpreters and captioners must be on calls. ▪ It would be beneficial to start discussions now with the various agencies who provide qualified sign language interpreters in the case of a major disaster or emergency. ▪ Some members of the deafblind community do not have access to technology and/or are unable to read braille.
911	<ul style="list-style-type: none"> ▪ Access to 911 services is an ongoing issue and is considered as inadequate for members who are deafblind. <ul style="list-style-type: none"> ○ A key meeting between the DeafBlind Service Center (DBSC) and 911 system representatives emphasizes the need to understand the necessity of providing greater 911 access to members of the deafblind community. <ul style="list-style-type: none"> – The DBSC meeting facilitated better understanding of how to improve access to the 911 system and shared lessons learned. ○ Deafblind and other individuals with disabilities sometimes have an advocate or support provider to help with communications. ○ When advocates call 911 and attempt to speak on behalf of an individual the advocate is told HIPAA prevents further communication. ○ Real-Time Text (RTT) availability for those with AFN would be unknown.
Alerts and Notifications	<ul style="list-style-type: none"> ▪ How CILs’ are notified <u>is extremely important</u>. <ul style="list-style-type: none"> ○ Public alerts and warning systems will be vital.

Issue	Discussion
	<ul style="list-style-type: none"> ○ Alerts and warnings for the micro islands and surrounding regions will be of high importance. <ul style="list-style-type: none"> – A 9.0 earthquake followed by a tsunami will directly affect the island’s populace, cause catastrophic damage, and make obtaining resources more challenging. ▪ Development of a distribution list could also double as a voluntary checklist for establishing initial communications. ▪ The timeline of an emergency may affect notification of stakeholders to ensure they are aware of the event: <ul style="list-style-type: none"> ○ An emergency happening early in the morning means some stakeholders might not be awake or have not checked their phones. ○ Some stakeholders may find out by watching television about an earthquake—something that informs them. ○ Other stakeholders might be further away and unaware of the incident until they receive a call or an email notification. ▪ Lakewood and Maryville CILs will have operational communications and will follow the guidance outlined in the COOP. <ul style="list-style-type: none"> ○ Attempt to establish connectivity with everyone in the participant data base. ○ Efforts to reach out to participants will be continuous. ○ Assess that the building in Lakewood will remain structurally sound. ○ Assess that the building in Maryville has some broken glass and some furniture that's been damaged but will remain functional. ○ Facilities are (expected to be) functional and the building(s) can be utilized. ○ Anticipate most personnel and staff will be working remotely (as long as internet and power systems remain operational). ○ Provide CIEP with regular updates accordingly. ○ All counties west of the Cascades, north to the US-Canada border, and all counties south of Pierce County will be monitored. <ul style="list-style-type: none"> – May also be required to monitor east of the Cascades and elsewhere throughout the state as necessary.

Infrastructure

The talking points provided in Table 2 were provided by the WA CIEP TTX participants.

Table 2: Infrastructure Talking Points

Issue	Discussion
<p>Damaged Communications and Infrastructure</p>	<ul style="list-style-type: none"> ▪ Infrastructure is anticipated to be severely damaged and voice networks will be shut down after a CSZ earthquake and tsunami event. <ul style="list-style-type: none"> ○ It may take considerable time for the (state) EOC to obtain situational awareness. ○ Situational awareness and other Information may be collected through: <ul style="list-style-type: none"> – Amateur radio (HAM) network – Neighborhood-by-neighborhood response to identify critical needs. ○ Data networks may remain operational but are dependent on the severity of damage/destruction and/or increased communications traffic.
<p>Transportation</p>	<ul style="list-style-type: none"> ▪ The Regional Alliance for Resilient and Equitable Transportation (RARET) provided invaluable feedback. <ul style="list-style-type: none"> ○ Strategies need to be developed to ensure increased transportation availability to AFN includes: <ul style="list-style-type: none"> – The elderly – People with disabilities – Those with limited English proficiency ○ RARET web link: Regional Alliance for Resilient and Equitable Transportation (kcmobility.org) ▪ A key concern for transportation (and RARET) is the availability of drivers and operators (i.e., shortages). ▪ A seismic event of this magnitude will also directly affect transportation facilities. ▪ Transportation providers may have 40 or more vehicles which are functional, but it's mostly going to be about how drivers will be mobilized. ▪ Driver's will also be directly affected by the earthquake and tsunami as their homes and neighborhoods will suffer damage as well. ▪ In the event enough drivers are mobilized requirements might include: <ul style="list-style-type: none"> ○ Drivers have the right licenses to operate specific vehicles.

Issue	Discussion
	<ul style="list-style-type: none"> ○ Drivers are qualified to pick up people with AFNs, including having vehicles with wheelchair lifts. ○ Drivers are trained to ensure passengers are properly secured into the vehicles and are safely transported to their destination. ▪ Servicing new needs that arise due to the earthquake while attempting to maintain those existing services for those who have preexisting life sustaining appointments will be a challenge. ▪ Need to determine the role of the National Guard in terms of not just communications, but emergency transportation. <ul style="list-style-type: none"> ○ The National Guard would be tasked to provide direct support following a CSZ earthquake and tsunami event. ▪ Assess and determine the potential roles of other transportation providers Uber, Lyft, etc. <ul style="list-style-type: none"> ○ Identify what (if any) agreements are in place.
Health and Medical	<ul style="list-style-type: none"> ▪ Evaluate and determine durable medical equipment and assistive technology losses following a CSZ earthquake and tsunami earthquake event. <ul style="list-style-type: none"> ○ Access to medical support and resources will be in great demand. ○ Support health care coalitions would be severely affected by the earthquake and would encounter significant issues. ▪ Establish and maintain contact with: <ul style="list-style-type: none"> ○ Applicable health care coalitions. ○ All departments of public health and local health jurisdictions. ○ WA Emergency Management Division (EMD). ▪ Major concerns and considerations identified: <ul style="list-style-type: none"> ○ Prospect of patients with AFN being sent to other facilities to clear hospital bed space (ending up in nursing homes). ○ Focus on coordination between health care entities and health care coalitions to ensure hospitals are not overwhelmed. ○ During a disaster, hospitals have plans to address staffing challenges and prioritizing patients. <ul style="list-style-type: none"> – Will most likely have specific policies regarding patient discharge and/or transfer. ▪ Ensure shelter staff are trained to support AFN personnel and others with disabilities. <ul style="list-style-type: none"> ○ Assess if shelters have the resources to work with AFN personnel. ○ Identify the difference between those with acute medical needs and those who can go to a shelter.

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Issue	Discussion
	<ul style="list-style-type: none"><li data-bbox="505 258 1419 384">▪ Foster collaboration between CIEP and the Department of Health (DOH) Incident Management Team to address AFN needs, ensure effective communications, and maintain capabilities that effectively address resource requirements for the statewide disability community.<li data-bbox="505 401 1419 600">▪ The American Red Cross (ARC) will mobilize but be aware that the closest station will be established in Las Vegas NV.<ul style="list-style-type: none"><li data-bbox="540 478 1224 510">○ Personnel, trailers, and equipment will be mobilized.<li data-bbox="540 527 1084 558">○ International Red Cross is also deploying.<li data-bbox="540 575 1159 606">○ Avoid overwhelming local emergency response.

Participant Questions and Best Practices

The talking points provided in Table 3 were provided by the WA CIEP TTX participants.

Table 3: Questions and Best Practices Talking Points

Issue	Discussion
Best Practices	<ul style="list-style-type: none"> ▪ CILs will ask current and new clients if they want assistance towards developing an emergency plan. ▪ Ensure Independent Living (IL) participants are: <ul style="list-style-type: none"> ○ Trained. ○ Ensure they understand their rights. ○ Ensure emergency plans, prep kits and all other lifesaving health and well-being information is current. ▪ Ensure emergency preparedness actions are continuously re-enforced. ▪ Thurston County is producing a 24-hour Situational Report (SitRep). <ul style="list-style-type: none"> ○ One of the (SitRep) categories would include an ESF-8 summary regarding 'at risk' populations. ○ Information would be obtained during the ESF meeting. ○ Similar process would happen with ESF-6. ▪ Identify and implement lessons learned from the heat wave and wildfire emergencies in August 2021 where AFN requests were resolved via the healthcare networks. ▪ When communications are questionable, it's best to have a back-up plan and reach out to the closest CIL to you even if that CIL does not cover your county.
Communications Questions	<ul style="list-style-type: none"> ▪ Key questions regarding the CIEP stand up call and how the CIEP activates. <ul style="list-style-type: none"> ○ Does WA CIEP function within the Incident Command System (ICS) and have a command post to itself? ○ Who is the stand-up call's primary audience? ○ Does the call go through the county, or does it go up through the state and then down through the counties? ○ How does that communication flow happen?
Situational Awareness Question	<ul style="list-style-type: none"> ▪ Do centers (for IL have) a representative at the state EOC? <ul style="list-style-type: none"> ○ Going through the state's EOC office would be the best way to obtain (improved) connectivity.
Transportation Questions	<ul style="list-style-type: none"> ▪ How can RARET and similar organizations be integrated into local and state emergency operations?

Recommendations

The talking points provided in Table 4 were provided by the WA CIEP TTX participants.

Table 4: Recommendations Talking Points

Issue	Recommendation
ASL Interpreter Availability	<ul style="list-style-type: none"> ▪ Manage expectations and develop understanding that ASL interpreters and other AFN resources would not be provided immediately. Prepare for temporary disruptions. ▪ Assess the feasibility of providing first responders with some form of emergency communication capability until interpreter(s) arrive on scene. <ul style="list-style-type: none"> ○ Communication methods could include emergency gestures to act as a basic method of communication in the event of an emergency.
Alerts and Notifications	<ul style="list-style-type: none"> ▪ Establish voluntary contact roster(s) for those individual advocates who are deaf and/or use ASL interpreters who can be accessible when a disaster or emergency takes place. <ul style="list-style-type: none"> ○ Ensure bilingual interpreters' availability. ▪ Assess the feasibility of the Office for Deaf and Hard-Hearing (ODHH) and/or other organizations towards the development of a 'voluntary' contact roster(s) and work by, through and with CIEP for implementation during emergencies.
Health and Medical	<ul style="list-style-type: none"> ▪ Work by, through and with the ARC Disaster Health Cycle Services (health care organization of the ARC) in an emergency to acquire certain exemptions regarding the HIPAA. <ul style="list-style-type: none"> ○ Having disability integration with the ARC with direct access to those services may provide WA CIEP with certain advantages when dealing with emergency response operations. ▪ Utilize the links below to Health and Human Services information and documents on the relevance and use of HIPAA laws in emergencies. <ul style="list-style-type: none"> ○ https://www.hhs.gov/hipaa/for-professionals/faq/disclosures-in-emergency-situations/index.html ○ https://www.hhs.gov/hipaa/for-professionals/faq/960/can-health-care-information-be-shared-in-a-severe-disaster/index.html ▪ Incorporate the AFN/Disabilities Working Group (developed within the Washington Department of Health) into emergency management planning efforts.
Communications	<ul style="list-style-type: none"> ▪ Contact local and area HAM radio clubs to determine if they can assist with communications following an emergency or disaster. ▪ Develop and implement a phone tree to ensure one person is not tasked with having to call multiple people.

Appendix A: Cascadia Subduction Zone



Figure 1: Cascadia Subduction Zone

Appendix B: Earthquake Threat Hazard

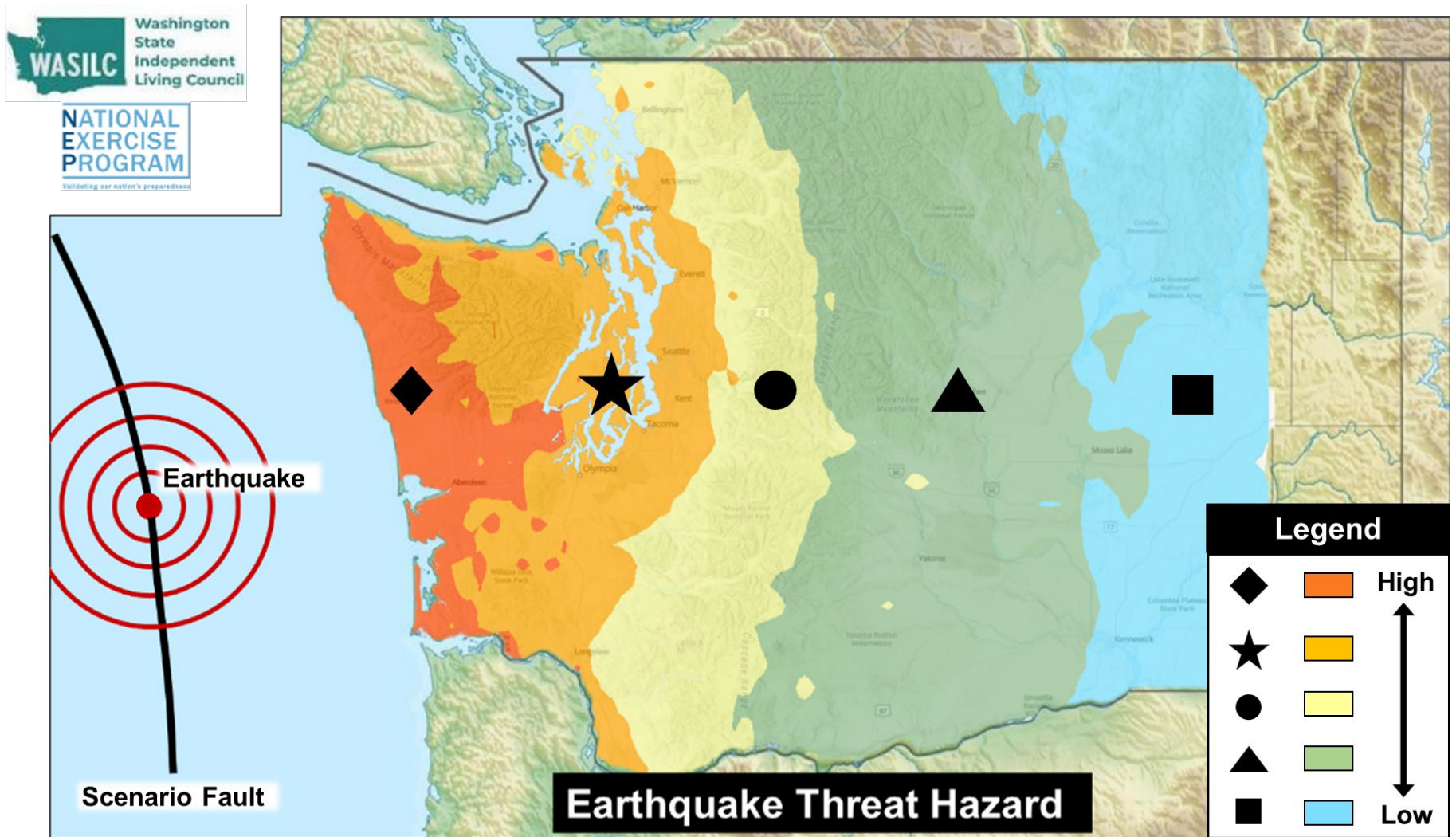


Figure 2: Earthquake Threat Hazard

Appendix C: Tsunami Threat Hazard



Figure 3: Tsunami Threat Hazard

Appendix D: Acronyms

Table 5: Acronyms

Acronym	Term
AAA	Area Agency on Aging
ADA	Americans with Disabilities Act
AFN	Access and Functional Needs
ARC	American Red Cross
ASL	American Sign Language
CART	Communication Access Realtime Transcription
CIEP	Coalition on Inclusive Emergency Planning
CFI	Center for Independence
CIL	Center for Independent Living
COOP	Continuity of Operations Plans
CWDR	Central Washington Disability Resources
DACNW	Disability Action Center Northwest
DBSC	DeafBlind Service Center
DDA	WA Developmental Disability Agency
DES	WA Department of Enterprise Services
DME	Durable Medical Equipment
DNR	WA Department of Natural Resources
DOH	WA Department of Health
DSB	WA Division of Services for the Blind
DSHS	WA Department of Social and Health Services
DVR	WA Division of Vocational Rehabilitation
EAS	Emergency Alert System
ED	Executive Director

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Acronym	Term
EM	Emergency Management
EMD	WA Emergency Management Division
EOC	Emergency Operations Center
ESF	Emergency Service Function
FAST	Functional Assessment Service Teams
ESF-1	Transportation
ESF-2	Communication
ESF-3	Public Works and Engineering
ESF-4	Firefighting
ESF-5	Emergency Management
ESF-6	Mass Care, Emergency Assistance, Housing and Human Services
ESF-7	Logistics Management
ESF-8	Public Health and Medical Services
ESF-9	Search and Rescue
ESF-10	Oil and Hazardous Materials Response
ESF-11	Agriculture and Natural Resources
ESF-12	Energy
ESF-13	Public Safety and Security
ESF-14	Long-term Community Recovery
ESF-15	External Affairs
FEMA	US Federal Emergency Management Agency
HAM	Amateur Radio
HAZMAT	Hazardous Materials
HIPAA	Health Insurance Portability and Accountability Act
HSDC	Hearing, Speech, and Deaf Center
HUD	US Housing and Urban Development

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Acronym	Term
ICS	Incident Command System
IL	Independent Living
IMT	Incident Management Team
INDEx	Inland Disability Experience
IP	Internet Protocol
IPAWS	Integrated Public Alerting and Warning System
LEP	Limited English Proficiency
LHJ	Local Health Jurisdiction
LTRG	Long Term Recovery Group
NWCG	Northwest Wildfire Coordination Group
ODHH	WA Office of the Deaf and Hard of Hearing
POC	Points of Contact
PSE	Puget Sound Energy
RARET	Regional Area Resilient Equitable Transportation
RSF	Recovery Service Function
SitRep	Situational Report
SSA	US Social Security Administration
SCIL	Spokane Center for Independent Living
WA	State of Washington
WADHH	Washington Advocates for the Deaf and Hard of Hearing
WASERV	WA State Emergency Reserve Volunteers
WASH TECH	WA Technology
WASILC	WA State Independent Living Council
WEA	Wireless Emergency Alerts

Appendix E: Improvement Plan

This Improvement Plan (IP) is developed specifically for the Washington Coalition for Inclusive Emergency Planning (WA CIEP) Tabletop Exercise (TTX) which took place on June 22, 2022. The following tables map each Area for Improvement’s corrective actions to the exercise’s main core capabilities (Operational Coordination, Operational Communications, and Planning). Analysis also identified additional capabilities that these actions will strengthen; they are included on the table.

Objective 1 Actions

Objective 1: Discuss and assess the readiness and ability of CIEP stakeholders to support CIEP activation and participation in the Stand-Up Call.

Issue/Area for Improvement	Recommended Corrective Action	Core Capability	Primary Responsible Organization	Organization POC	Start Date	Completion Date
1. Communications infrastructure will be severely damaged following a Cascadia Subduction Zone (CSZ) earthquake and tsunami event.	<ul style="list-style-type: none"> a. Identify and document gaps in communications. b. Develop primary and alternate means of communication to ensure connectivity following a catastrophic event. c. Contact local and area HAM radio clubs to determine if they can assist with communications following an emergency or disaster. d. Ensure emergency preparedness actions are continuously re-enforced. 	Operational Communication Planning	WA CIEP	Jim House Disability Integration Manager Jim.house@ds hs.wa.gov	[For Completion by Sponsor]	[For Completion by Sponsor]

Objective 2 Actions

Objective 2: Discuss and evaluate the ability to obtain situational awareness about disaster impacts to areas where CIEP stakeholders operate and any identified Access and Functional Needs (AFN) shortfalls.

Issue/Area for Improvement	Corrective Action	Core Capability	Primary Responsible Organization	Organization POC	Start Date	Completion Date
<p>1. Achieving situational awareness regarding key CIEP stakeholders may prove difficult following a CSZ earthquake and tsunami event.</p>	<p>a. Assess feasibility of Centers for Independent Living (CIL) having a representative at the state and local Emergency Operation Centers (EOC) or determine if CIL representatives have a direct Point of Contact (POC) within the county or local EOCs.</p> <p>b. Assess the feasibility or possibility of providing training (and possible) usage of Web Emergency Operations Center (WebEOC) to help provide situational awareness, track issues, and push notifications.</p>	<p>Operational Coordination Operational Communication Planning</p>		<p>Jim House Disability Integration Manager Jim.house@ds.hs.wa.gov</p>		
<p>2. Alerts and notifications following a CSZ earthquake and tsunami event.</p>	<p>a. Establish, codify and/or update a roster of qualified American Sign Language (ASL) interpreters and/or socialization of WA Office for Deaf and Hard-Hearing (ODHH) and how to schedule ASL interpreters.</p> <p>b. Develop voluntary distribution lists to act as another means of obtaining initial communication.</p> <p>c. Assess the feasibility or possibility of developing notifications on WebEOC to CILs.</p>	<p>Operational Coordination Operational Communication Planning</p>	<p>WA CIEP</p>	<p>Jim House Disability Integration Manager Jim.house@ds.hs.wa.gov</p>	<p>[For Completion by Sponsor]</p>	<p>[For Completion by Sponsor]</p>

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Issue/Area for Improvement	Corrective Action	Core Capability	Primary Responsible Organization	Organization POC	Start Date	Completion Date
<p>3. Health and medical resources will be in high demand following a CSZ earthquake and tsunami event.</p>	<p>a. Work by, through and with the American Red Cross (ARC) Disaster Health Cycle Services (health care organization of the ARC) in an emergency to help obtain certain exemptions regarding the Health Insurance Portability and Accountability Act (HIPAA).</p> <p>b. Have disability integration with the ARC with direct access to those services in order to provide WA CIEP with certain capabilities and resources when dealing with emergency response operations.</p> <p>c. Utilize links below to Health and Human services information and documents on the relevance and the use of HIPAA laws in emergencies:</p> <ul style="list-style-type: none"> - https://www.hhs.gov/hipaa/for-professionals/faq/disclosures-in-emergency-situations/index.html - https://www.hhs.gov/hipaa/for-professionals/faq/960/can-health-care-information-be-shared-in-a-severe-disaster/index.html 	<p>Operational Coordination</p> <p>Operational Communication</p> <p>Planning</p>	<p>WA CIEP</p>	<p>Jim House Disability Integration Manager Jim.house@ds hs.wa.gov</p>	<p>[For Completion by Sponsor]</p>	<p>[For Completion by Sponsor]</p>

Objective 3 Actions

Objective 3: Discuss and evaluate the CIEP Stand Up Protocol (Accessible) Conference Call procedures and address identified gaps.

Issue/Area for Improvement	Corrective Action	Core Capability	Primary Responsible Organization	Organization POC	Start Date	Completion Date
1. A loss of communications technology would prevent/degrade the WA State Independent Living Council's (WASILC) ability to reach out to stakeholders in a timely fashion following a CSZ earthquake and tsunami event.	<ul style="list-style-type: none"> a. Contact local and area HAM radio clubs to determine if they can assist with communications following an emergency or disaster. b. Same as objective 1: Develop primary and alternate means of communication to ensure connectivity following a catastrophic event. c. Develop and implement a phone tree to ensure one person is not tasked with having to call multiple stakeholders. 	Operational Communication Planning	WA CIEP	Jim House Disability Integration Manager Jim.house@ds.hs.wa.gov	[For Completion by Sponsor]	[For Completion by Sponsor]
2. ASL Interpreter availability following a CSZ earthquake and tsunami event.	<ul style="list-style-type: none"> a. Assess the feasibility of providing first responders with some form of emergency communication (capability until interpreter(s) arrive on scene. b. Methods could include emergency gestures or other non-technological methods of communication on a basic level in the event of an emergency. c. Work through and with CILs and other AFN communities to develop understanding of resource availability and manage expectations regarding ASL interpreter availability and assist persons with LEP. 	Operational Communication Planning	WA CIEP	Jim House Disability Integration Manager Jim.house@ds.hs.wa.gov	[For Completion by Sponsor]	[For Completion by Sponsor]