

ULSTER COUNTY

**SPECIAL NEEDS OF PEOPLE
WITH DISABILITIES**



**An Annex to the
Ulster County Comprehensive Emergency Management Plan**

August 2008

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1.0 Introduction

Many people living “on their own” are still dependent on someone else for assistance. It is difficult to determine how many people in the county (still living at home) are dependent on someone else for their daily care. Institutional beds can be counted, but the number of dependent people can change based on the interpretation of “dependent,” or “special need.” A toddler is certainly dependent on his parents, but when he is in their care, he doesn’t have special needs. Likewise, a diabetic may have an insulin dependency, but as long as he has his medication and can self-administer it, he doesn’t have a special need. On the other hand, a bed ridden hospice patient needs a family member, friend or paraprofessional to attend to their most basic needs. We have attempted to provide a definition for a person with special needs; have identified the similarities in the need for emergency planning by the general population and for those with special needs; have emphasized the need for someone with special needs to develop a personal support network; listed some of the expectations of a special needs shelter; and identified agencies that provide home health care on a regular basis and that may be needed as resources during a disaster.

2.0 Defining (and identifying the sheltering differences between) the General Population and the Special Needs Population

Historically, Ulster County residents rarely make use of shelters. Instead they depend on family and friends. However, the demographics of our community are changing and the availability of family and friends to serve in a sheltering capacity may be changing accordingly. The largest utilization of shelter facilities was in January of 1996, during severe flooding. Those using the shelters were primarily stranded travelers.

2.1 General Population

The Ulster County Emergency Management Office has a long-standing and very close working relationship with the Ulster County Chapter of the American Red Cross. During times of disaster, the Ulster County Emergency Management Office coordinates with the Red Cross for all “general population” shelters. The Red Cross uses caches of equipment stored in various locations throughout the County, and staffs the shelters with Red Cross volunteers, or those who have received Red Cross training. The Red Cross actively pursues memorandums of understanding with various municipal, non-profit, religious and private sector partners. The number and location of shelters opened is dependent on the type, location and scope of the disaster. More information on general sheltering can be found in the *Mass Sheltering Annex* to the *Ulster County Comprehensive Emergency Management Plan*.

2.2 Special Needs Population

There is a growing segment of the population that cannot be cared for in a general population shelter. Few people would guess that “49.7 million Americans have one or more disabilities.”¹ After wrestling with many definitions for the “Special Needs of People with Disabilities” we have decided that. **A member of the special needs population is defined as a person with physical, cognitive or sensory disability who, during times of emergency, cannot self-evacuate and/or requires assistance during sheltering.** An individual who cannot accomplish these tasks on their own is potentially a member of the *special needs population*. Additionally, a person in a wheel chair might be able to self evacuate their home via a ramp, but may still require assistance during sheltering.

3.0 Basic Emergency Planning

Planning for an emergency or disaster is everyone’s responsibility. The United States Department of Homeland Security through the Federal Emergency Management Agency, the New York State Emergency Management Office, the American Red Cross and the Ulster County Emergency Management Office all recommend that every person and every family develop a disaster plan and put together a disaster kit. Each person and family should plan to be self-sufficient for a minimum of three days.

Having a family disaster plan is important for the general population, it is even more important that people with special needs develop and practice a plan. Fires are one of the most common hazards faced by residents of Ulster County (and across the country). Each year the National Fire Protection Association (NFPA) comes up with a theme for Fire Prevention Week. Past themes have included EDITH for Exit Drills In The Home, Fire Won’t Wait...Plan Your Escape, Fire Drills: The Great Escape. It is important that everyone knows two ways out of every room. If anyone is unable to self-evacuate, plans for how that person is removed from the building, and who is going to accomplish this task, must be formulated *before* the fire. Once out of the building a central meeting place, in a safe location, should be established. This concept holds true when it is necessary to evacuate your home or community. Identify a relative or friend living in a remote community as the focal point that family members will either meet at, or at least be able to call to verify the safety of all family members.

It is important to know how to safely turn off the utilities to your home if it is necessary to evacuate. During flood conditions, services such as gas and electric are often turned off building by building, or sometimes to an entire neighborhood.

If you had to leave your home, or could not return to it from work, how would you reproduce your important papers? Do you have a current inventory of the contents of your home? Important papers (eg a deed to your home, rental agreement, bank records, etc) should be stored in a safe deposit box or other secure location.

¹ National Center for Health Statistics

A large percentage of American homes have a pet, many have more than one. Most general population shelters will not allow animals in the shelter. It is necessary to have a plan on where to house your animals should you have to leave home. If you are planning to take them with you, they should have had their shots, bring a leash, food and water. Remember, service animals (seeing eye dogs, etc) are usually the only animals allowed in shelters.

Part of your disaster plan should include developing skills that can be of use not only to your family during times of disaster, but to your neighbors and community as well. It is a great asset to have a basic knowledge of first aid, and how to handle a fire extinguisher. Check with your local fire department or ambulance squad on how to obtain training.

Members of the special needs population may not only require assistance in getting out of a building, they may need assistance with transportation to a shelter, and may even require on-going care. Make certain that anyone you have identified in your plan to provide special assistance is aware of their role.

The “Are You Ready” publication from FEMA offers a wealth of information on what to include in your disaster supplies kit. Items that should be in the kit include:

- Three-day supply of non-perishable food.
- Three-day supply of water - one gallon of water per person, per day.
- Portable, battery-powered radio or television and extra batteries.
- Flashlight and extra batteries.
- First aid kit and manual.
- Sanitation and hygiene items (moist towelettes and toilet paper).
- Matches and waterproof container.
- Whistle.
- Extra clothing.
- Kitchen accessories and cooking utensils, including a can opener.
- Photocopies of credit and identification cards.
- Cash and coins.
- Special needs items, such as prescription medications, eye glasses, contact lens solutions, and hearing aid batteries.
- Items for infants, such as formula, diapers, bottles, and pacifiers.
- Other items to meet your unique family needs.²

4.0 People with Special Needs in a Disaster

4.1 Institutions Serving the Special Needs Populations

Hospitals, nursing homes, group homes, etc are all entrusted with the care of special needs populations on a daily basis. These facilities have plans on how to evacuate

² FEMA, Are You Ready

their patients or clients, and where these residents will be sheltered until they can reoccupy the primary facility. Some institutions are mandated by the New York State Department of Health to have these plans, others have developed them to conform to The Joint Commission on Accreditation of Healthcare Organizations (JCAHCO) standards, others simply developed their plans because it is the right thing to do. If one of these facilities needed to evacuate their population, those residents would remain “patients of the facility”. If you are entrusting an institution with the long term care of a loved one, you are completely within your rights to ask about their disaster / emergency plans.

The focus of this plan is on those persons, living at home, with physical, cognitive or sensory disability who, during times of emergency, cannot self-evacuate and/or require assistance during sheltering.

4.2 Personal Support Network

Members of the special needs population (and their caregivers) need to take extra precautions to prepare for an emergency. Despite this, “61% of people with disabilities have not made plans to quickly and safely evacuate their homes”.³ Perhaps the most important thing someone in the special needs population needs to do is create a personal support network. “If you anticipate needing assistance during a disaster, make a list of family, friends and others who will be part of your plan. Talk to these people and ask them to be part of your support network. Share each aspect of your emergency plan with everyone in your group, including a friend or relative in another area who would not be impacted by the same emergency who can help if necessary. Make sure everyone knows how you plan to evacuate your home, school or workplace and where you will go in case of a disaster. Make sure that someone in your personal support network has an extra key to your home and knows where you keep your emergency supplies. Teach them how to use any lifesaving equipment or administer medicine in case of an emergency. If you use a wheelchair, oxygen or other medical equipment show friends how to use these devices so they can move you if necessary or help you evacuate. Practice your plan with those who have agreed to be part of your personal support network.”⁴

It is not realistic to assume that Ulster County or our disaster partners can supply the same level of service or care that a member of the special needs population requires on a daily basis. Therefore it cannot be overemphasized that a personal support network is critical to the health and well-being of someone with special needs during a disaster.

³ National Organization on Disability, Emergency Preparedness Initiative – Guide on the Special Needs of People with Disabilities

⁴ US Department of Homeland Security, Preparing Makes Sense for People with Disabilities and Special Needs

4.3 Registering with Emergency Services

In addition to formalizing their personal support network with family and friends, members of the special needs population may register with the Ulster County Emergency Management Office. Appendix 1 is a registration form that contains information such as the resident's name, address, contact information, caregiver, and information about their special needs or disabilities. By voluntarily completing a registration form, the resident authorizes that all information provided may be shared with the local police, fire and emergency medical services, as well as the Ulster County Health Department, American Red Cross and other disaster partners. Additionally, if the resident indicates they utilize medical equipment that is dependent on electricity, the information will also be shared with the local utility. The registrant absolves the County and agencies receiving this information from the patient confidentiality requirements of the Health Insurance Portability and Accountability Act (HIPAA).

Registration information must be updated annually. Registration forms may be submitted at any time during the year, but in all cases, the registration data base will be purged on January 1 of the new year, or as soon thereafter as possible. Additionally, a resident may request that their information be removed from the data base at any time. **Placing a registration form on file does not guarantee an immediate response from emergency services personnel, nor does it bind the County or emergency service agencies to providing extraordinary measures to evacuate, transport or shelter a registrant.**

4.4 Evacuation & Transportation

Residents with special needs that require assistance with transportation will be provided with such specialized transportation (wheel chair coaches / ambulettes, ambulances, etc.) within the available resources of Ulster County. It must be understood that during times of disaster, available resources will be spread very thin and alternative means of transportation developed in the personal support network planning process should be utilized. It is also very important to evacuate as soon as the order is given, and when transportation resources are available.

4.5 Sheltering for the Special Needs Population

4.5.1 In Place Sheltering

There are instances where it is more desirable to shelter in place; other situations require an evacuation. You should be prepared to do either. In many situations it is prudent to shelter in place. This means to remain where you are and take whatever measures may be recommended by the emergency services. These measures may include closing doors and windows and turning off the HVAC system; drinking bottled water or boiling water instead of taking it straight from the tap; not allowing pets to go outside, etc. The reason a shelter in place order would be given is that either the situation is only

marginal, or it is riskier to attempt a full evacuation. In either case, it may be necessary to stay inside your place of residence for an extended period. Adequate food and water should be stored in the home for such eventualities. Consideration should be given to installing a generator for emergency power. The special needs of the vulnerable population must also be addressed in a shelter in place scenario. Adequate medical equipment and supplies should be maintained as well as other essential items.

4.5.2 Special Needs Shelters

The Emergency Management Office directs the opening and closing of shelters. This order may have been given several hours before the public will be ordered to begin evacuation. This decision is passed to the Public Information Office in the Ulster County Legislature for public dissemination. NY-Alert may also be used for notifications.

Shelter facilities for both the general population and the special needs population offer little privacy and cannot be categorized as luxurious. Accommodations are often in schools or other municipal buildings. Shelters should be considered by those who cannot make alternative arrangements to stay with family or friends. This is especially true for those with special needs. All special needs shelters will be assigned an EMS provider or a nurse. These professionals can assist the special needs patient with taking their own prescribed medication, but they cannot order or fill prescriptions. It is essential that special needs clients bring their own medications, and special supplies (oxygen, colostomy bags, etc).

Due to the specialized requirements (facilities and personnel) of a shelter to serve people with disabilities, it is planned that only a single special needs shelter be opened at a time. The primary shelter will be at the Athletic and Wellness Center at SUNY New Paltz. However, other facilities could be pressed into service should the State University be unavailable.

The American Red Cross will not staff or operate special needs shelters. However, the ARC may provide guidance and basic supplies (eg cots, blankets) in the overall sheltering effort. Direct supervision of the special needs shelter will be provided by the Ulster County Health Department. Paramount is the concept that the care giver should be prepared to stay with the special needs evacuee and render the same level and type care they provide at home. People with special needs utilizing the shelter should have their care givers bring with them supplies and equipment necessary for their immediate comfort and survival. Although an EMS provider and/or nurse will be on duty, and additional supplies may be brought in as needed (medical equipment, pharmaceuticals, oxygen, etc.) a special needs shelter is not a temporary hospital. It will function to provide the basic needs of people with disabilities.

- Within the shelter, efforts will be taken to separate patients based on their medical condition or special needs.
- Translators will be made available on an as-needed basis.

- Service animals (seeing eye dogs, etc) will be permitted in special needs shelters. Other pets will not be allowed in the shelter.
- To the extent possible, special dietary considerations will be made.

4.6 Returning Home

Returning home after a disaster must be done in an orderly, non-emergent manner. Precautions must be taken to ensure that the home is accessible, habitable (having been declared safe by emergency services, the local building inspector / code enforcement official, and utility company) and can meet the special needs of the vulnerable residents. Special needs shelter may have to remain open slightly longer while these issues are addressed, or until alternate living arrangements can be made.

5.0 Resources / Special Needs Partners

The special needs of people with disabilities are met on a daily basis by various public and private service agencies. These agencies provide physical and mental health patient care, in both the home and institutional settings. Other services provide transportation or equipment / supplies to the homebound. On a daily basis, these services provide many of the basic needs of their clients. In some cases they have significant resources. Appendix 2 is a list of agencies serving the special needs population. These agencies have not committed to providing resources during an emergency, but it is prudent to pre-identify the personnel, facilities, transportation capabilities, supplies and other resources these agencies have to offer. During times of disaster, service agencies may be called upon to not only care for their existing client base, but to assist with the care of others as well.

Appendix 1

People with Special Needs Database – Client Information Sheet

Please return completed forms to:
Ulster County Emergency Management Office
238 Golden Hill Lane
Kingston, NY 12401
845-331-7000 (phone)
845-331-1738 (fax)

Name _____ Male___ Female___

Address _____

City _____ State _____ Zip _____

Telephone _____ Alternate phone _____

Date of birth _____

Directions to the individual's home: _____

Nearest emergency contact outside the household: Relative___ Neighbor ___ Friend ___

Name _____

Address _____

City _____ State _____ Zip _____

Telephone _____ Alternate phone _____

Other emergency contacts

Name _____ Phone _____

Name _____ Phone _____

Name _____ Phone _____

*Ulster County Emergency Management
Special Needs of People with Disabilities*

Impairments

- Visually Impaired
- Hearing Impaired
- Speech Impaired
- Non-English Speaking

Mental Conditions

- Alert
- Semi-confused
- Confused
- Unconscious

Walking Ability

- Independent
- Needs assistance
- Unable to walk

Medical Condition

- Catheter/Ostomy
- Cardiac
- Stroke
- Seizures
- Diabetic
- Asthma
- Paraplegic
- Quadriplegic
- Special Diet
- Dementia

Equipment Needs

- Oxygen
- Nebulizer
- Respirator
- Suction
- IV
- Dialysis
- Tube feeding
- Walker/crutches/cane
- Wheelchair
- Working animal (seeing eye dog)

Method of Transport

- Car
- Wheelchair coach
- Stretcher
- Ambulance

Method of Communication

- Verbal
- Sign language
- Communications device

Please list other medical conditions not listed above, and medications you are taking:

Physician's name _____ Phone _____

Hospital of preference _____

The information gathered above will be used if it is necessary to evacuate your home and place you in a shelter. It will be shared with local emergency services agencies, the Ulster County Health Department, the American Red Cross and other agencies directly involved with transporting and sheltering the special needs population during a disaster.

If you are medically dependent on electrically powered equipment, may we share your information with the local utility? Yes _____ No _____ Initial _____

The information above must be updated annually. Registration forms may be submitted at any time during the year, but in all cases, the registration data base will be purged on January 1 of the new year, or as soon thereafter as possible. Additionally, a resident may request that their information be removed from the data base at any time. **Placing a registration form on file does not guarantee an immediate response from emergency services personnel, nor does it bind the County or emergency service agencies to providing extraordinary measures to evacuate, transport or shelter a registrant.** You will not be personally notified of emergencies in your area if evacuations are not necessary.

Sign Here: _____ Date: _____

Appendix 2

Special Needs Partners

Aging – Adult Day Care

Agency Name	Phone	Fax	Address	City	Zip
Canal Lodge Adult Day Care	647-8461	647-8479	221 Canal St	Ellenville	12428
Greenkill Ave Adult Day Care	339-3679	339-7863	107 Greenkill Ave	Kingston	12401
Multi-County Community Development	691-7419	691-6841	11 Milton Ave	Highland	12528
Ten Broeck Commons	336-6666	336-4014	1 Commons Dr	Lake Katrine	12499
Golden Hill Health Care	340-3390	340-3828	99 Golden Hill Dr	Kingston	12401

Aging – Adult Homes

Agency Name	Phone	Fax	Address	City	Zip
Cullinarian Home Foundation	255-7010	255-2012	71 Old Tshirkey Rd	New Paltz	12561
Hudson Valley Sr Residence	331-0630	331-6093	80 Washington Ave	Kingston	12401
Moran’s Rest Home	883-7115	883-5304	1741 State Rt 32	Modena	12548

Aging – Assisted Living

Agency Name	Phone	Fax	Address	City	Zip
Valley Vista	691-7400	691-3787	141 North Rd	Highland	12528
Village View	691-8399	691-3816	1 Grove St	Highland	12528

Aging – General

Agency Name	Phone	Fax	Address	City	Zip
Retired & Senior Volunteer Program	339-2181	339-2164	409 Development Ct	Kingston	12401
Senior Health Care Solutions	914-388-4447	883-5333	PO Box 243	Plattekill	12568
UC Office of the Aging	340-3456	340-3583	1003 Development Ct	Kingston	12401

Aging – Residential

Agency Name	Phone	Fax	Address	City	Zip
Golden Hill Health Care	340-3390	340-3828	99 Golden Hill Dr	Kingston	12401
Hudson Valley Rehab/ Extended Care	691-7201	691-7201	260 Vineyard Ave	Highland	12528
Northeast Center for Special Care	336-3500	336-7899	300 Grant Ave	Lake Katrine	12499
Ten Broeck Commons	336-6666	336-4014	1 Commons Dr	Lake Katrine	12499
Mountain View Nursing Cntr	255-0830	255-0855	1 Jansen Rd	New Paltz	12561
Wingate at Ulster	691-6800	691-6880	1 Wingate Way	Highland	12528

Chemical Dependence

Agency Name	Phone	Fax	Address	City	Zip
Child & Family Guidance Cntr	691-9191	691-9339	106 Vineyard Ave	Highland	12528
Kingston Hospital	334-2866	334-2863	396 Broadway	Kingston	12401
Never Alone	339-4272	340-0303	20 Crofts Rd	Hurley	12443
Rehabilitation Support Svcs	246-2645	246-6802	11 Overbaugh St	Saugerties	12477
Renaissance Project	647-6575	647-1849	767 Cape Rd	Ellenville	12428
St Cabrini Home	384-6500	384-6001	Rt 9W	West Park	12493
Samaritan Village	647-8006	647-2063	751 Briggs Hwy	Ellenville	12428
Veritas Villa	626-3555	626-3840	5 Ridgeview Rd	Kerhonkson	12446

*Ulster County Emergency Management
Special Needs of People with Disabilities*

Disabilities – Mental Retardation / Developmental Disabilities

Agency Name	Phone	Fax	Address	City	Zip
Academy Green Residence	338-3448	338-2227	8 Maiden Ln	Kingston	12401
Autism Society of America	336-1626		30 Denver Rd	Kingston	12401
Children’s Annex	336-2616	336-4153	PO Box 657	Lake Katrine	12449
Early Education Center	883-5151	883-6452	40 Park Ln	Highland	12528
Gateway Community Industries	331-1261	331-2112	1 Amy Kay Parkway	Kingston	12401
NYS OMRDD-DDSO	382-1899	382-1935	521 Boices Ln	Kingston	12401
UC DSS Early Intervention	334-5251	334-5227	1071 Development Ct	Kingston	12401
Ulser-Greene ARC	338-1234	331-4931	471 Albany Av	Kingston	12401
United Cerebral Palsy of UC	338-4556	334-9753	25 Webster St	Kingston	12401
VESID	339-4270	339-4620	65 Albany Av Suite E	Kingston	12401

Disabilities – Mobility Impaired

Agency Name	Phone	Fax	Address	City	Zip
Alamo Wheelchair Transport	471-3315	471-2226	3590 US Rt 9W	Highland	12528
American Homepatient	463-3100	463-2385	2494 South Rd	Poughkeepsie	12601
Captain Vantastic	384-6207	384-6247	56 Main St	Esopus	12429
Home Therapy Equipment			4 Lumen Ln	Highland	12528
Resource Center for Accessible Living	331-0541	331-2076	727 Ulster Ave	Kingston	12401
UC Community Action Cmte	338-8750	338-0223	70 Lindsley Ave	Kingston	12401
UC Area Transit	340-3333	338-2096	1 Danny Circle	Kingston	12401

Economically Disadvantaged Population

Agency Name	Phone	Fax	Address	City	Zip
Catholic Charities	340-9170	340-9596	59 Pearl St	Kingston	12401
Family of Woodstock – Case Management	331-7080	331-0526	39 John St	Kingston	12401
Family of Woodstock – Darmstadt Shelter	331-1395	340-1753	40 Thomas St	Kingston	12401
Family of Woodstock – Family Inn	340-1847	339-0549	38 Thomas St	Kingston	12401
Family of Woodstock – Family Shelter	338-2370	331-0526	PO Box 3817	Kingston	12402
RUPCO – Rental Assistance	331-2140	331-6217	289 Fair St	Kingston	12401
UC Dept of Social Services – Food Stamps Program	334-5200	334-5226	1051 Development Ct	Kingston	12401
UC Dept of Social Services – Temporary Assistance	334-5045	334-5301	1021 Development Ct	Kingston	12401

General

Agency Name	Phone	Fax	Address	City	Zip
American Red Cross	338-7020	331-6913	21 O’Neil St	Kingston	12401
United Way of Ulster Co	331-4199	334-5301	450 Albany Ave	Kingston	12401

*Ulster County Emergency Management
Special Needs of People with Disabilities*

Medical Conditions – Home Health Care Agencies

Agency Name	Phone	Fax	Address	City	Zip
Always There	339-6683	339-7319	107 Greenkill Ave	Kingston	12401
Any Time Home Care	367-7336	340-0733	652 Aaron Ct	Kingston	12401
Apria Healthcare	336-3333		625 Sawkill Rd	Kingston	12401
Bermac Home Aides	255-4200	255-8947	2 Grove St	New Paltz	12561
Care Alternative of the Mid-Hudson Valley	338-4600	338-4601	15 Railroad Ave	Kingston	12401
Golden Care			1 Main St	Highland	12528
Home Health Care & Companion Agency	331-1966	331-2161	366 Albany Ave	Kingston	12401
Hospice of Ulster County	485-2273	338-7321	34 Broadway	Kingston	12401
Hudson Valley Long Term Home Healthcare	691-9225	691-6408	260 Vineyard Ave	Highland	12528
Mid-Hudson Managed Home Care			288 Fair St	Kingston	12401
One-to-One Care	246-0636	246-0636	7 Cottonwood Cir	Saugerties	12477
Ulster Home Health Services	339-6683	339-7319	107 Greenkill Ave	Kingston	12401
Unlimited Care	331-0114	331-8427	138 Pine St	Kingston	12401
Willcare	331-5064	331-0492	15 Joys Ln, Suite 2	Kingston	12401

Medical Conditions – Long Term – General

Agency Name	Phone	Fax	Address	City	Zip
UC Health Dept – LTC	340-3080	340-3089	300 Flatbush Ave	Kingston	12401

Medical Conditions – Other

Agency Name	Phone	Fax	Address	City	Zip
American Cancer Society	331-8300	331-4109	95 Schwenk Dr	Kingston	12401
UC Health Dept – CSHCN	340-3099		300 Flatbush Ave	Kingston	12401

Mental Health

Agency Name	Phone	Fax	Address	City	Zip
Benedictine Hospital	334-4800	334-3149	105 Mary's Ave	Kingston	12401
Families Now	853-7181	853-7184	209 Clinton Ave	Kingston	12401
Kids Peace National Cntr	331-1815	331-3572	250 Aaron Ct	Kingston	12401
Mental Health Assoc	336-4747	336-0192	PO Box 2304	Kingston	12402
Multi-County Community Development	247-9110	247-9120	Twin Maples Plaza, # 5	Saugerties	12477
NYS OMH – Hudson River Field Office	454-8229	454-8218	4 Jefferson Plaza 3 rd Floor	Poughkeepsie	12601
PEOPLE	331-4965	331-4973	360 Aaron Ct	Kingston	12401
UC Mental Health	340-4000		239 Golden Hill Ln	Kingston	12401
The Children's Home of Kingston	331-1448	334-9507	26 Grove St	Kingston	12401
Woodstock Manor					