01/29/2019

**Notes on 01/29/2019 MOPD: Disaster Resilience and Resource Network Quarterly Meeting**

**Notes**

# Introductions

The MOPD Disaster Resilience and Resource Network “Network” met on January 29, 2019. During this meeting MOPD Assistant General Counsel Eli Fresquez provided welcome remarks and talked about the background of the Network. Today’s meeting focused on winter weather preparedness, Hazard mitigation, 2018 Disability Access and Functional Needs (DAFN) symposium, and NYPD initiatives re: the Deaf community and hard of hearing.

Participants included:

* Eli Fresquez, Assistant General Counsel, MOPD
* Eric Goldman, Individual and Community Preparedness at FEMA
* Kathleen Madigan, FEMA, region two, disability integration advisor
* Jim Fleming, FEMA regional two, disability integration specialist
* Sam Lawson, Community Engagement Outreach Coordinator at NYC Emergency Management
* Steve Harbin, DSF for DSNY Sanitation & Director of Regulatory Compliance
* Lieutenant Laurie Sherman, NYPD

**Winter Weather Presentation**

* Impacts of winter weather include: Utility disruptions, transit disruptions, down trees, school closures which has a huge ripple effect, flooding and health risks
* Preparedness measures:
  + Pre-supply with food and water
  + Check on neighbors before winter storm or extreme cold events to see if they need help getting food or shoveling;
  + How to get information
    - Share notifications from Notify NYC, AWS, and MOPD’s Community Preparedness newsletter
    - Visit the Department of Sanitation website for additional information including borough specific snow plans, snow operations, FAQs and a plow NYC website
  + Know Your Rights. Every NYC resident is entitled to heat and hot water. Call 311 for heat or hot water complaints or contact NYCHA if applicable.
  + HRA administers the Federal Home Energy Assistance Program (HEAP) which provides low income people with heating assistance
  + Residents who rely on life sustaining equipment should register with their utility provider today
  + Shelter in place when there is a travel ban in effect
  + Community members that identify someone on the street they believe needs assistance should contact 311 and ask for the mobile outreach response team. The Department of Homeless Services will send an outreach team to the location to assess the individual's condition and take appropriate action. If you suspect a person is suffering from frostbite or hypothermia, bring them some place warm and seek medical help immediately or call 911.
  + Following a winter storm or extreme cold, there are a lot of precautions we can also do to aid City cleanup response.
    - Beware of falling ice from buildings.
    - Clear curb cuts to allow for neighbors with strollers or mobility devices to be able to cross the streets. If you do see a curb cut that is unattended for an extended period of time, you can also call 311.
    - Keep snow and ice three feet away from fire hydrants.
    - Take breaks if you are shoveling. Discontinue shoveling if you feel unwell.
    - And clear your tail pipe if you have a car in the city if your vehicle is covered in snow as a precaution to prevent carbon monoxide poisoning.
  + MOPD has updated its website with a “winter weather preparedness” section containing a list of resources, including preparedness tips from the Department of Health and Emergency Management and the CDC, snow removal information, and information on then information on how to file a 311 complaint online.
  + Eli plugged the Advance Warning System (AWS) for organizations that work with people with disabilities and Notify NYC for individuals.

**Melissa Umberger, Emergency Management, Deputy Director of Hazard Mitigation and Recovery:**

* + - Introduced Emergency Management’s new 2019 Hazard Mitigation Plan Website, <https://nychazardmitigation.com/>, featuring interactive tools such as the hazard history and consequence tool— a central repository of hazard events that have occurred in New York City since the 1700s to the present—and interactive map that shows where mitigation projects taking place. Emergency Management worked with MOPD to make sure that the website itself was accessible. Walei Sabry received a shout out for doing a screen reader review of the site, including maps. The site is currently in public review period for one more week, but since it is a website, they can continue to make changes as they receive feedback.
    - Explained that FEMA estimates that for every dollar invested in resiliency and mitigation, that $6 is saved in the long term. FEMA mandates that all municipalities create a hazard mitigation plan. Emergency Management’s hazard mitigation plan establishes its funding for post-disaster funding for hazard mitigation by identifying the hazards that were a risk to New York City and what agencies and our private sector partners are doing to mitigate that risk (mitigation strategy- Currently we have around seven hundred projects that are existing, meaning they are an ongoing project, completed meaning they have been implemented, and it represents $28 billion of money being spent for mitigation investment and that's for all hazards).
    - Highlighted Red Hook’s interim flood protection measures in which Emergency Management is working with the Mayor's Office for People with Disabilities to make sure that these flood barriers that we put up don't impact accessibility for DAFN populations.
    - Added that Emergency Management is currently working on a hardcopy of the plan and collaborating with the community preparedness council, to add mitigation and resiliency to the emergency preparedness toolkit for community organizations can create their own emergency plans with an aspect of how do you plan for populations with disabilities and other access and functional needs.

**Sam Lawson, Community Engagement Coordinator at New York City Emergency Management discussed 2018 Disability Access and Functional Needs (DAFN) symposium.**

* Noted huge increase in attendance this year, (at least 160 people including a large number of people with disabilities and people who work at City agencies and different service providers, compared with 90-100 last year)
* Audience members remarked it was “wonderful” and applauded the new Ready New York videos that had audio description and captioning that were shown there.
* Sam requested more feedback to improve the event next year and noted that an accessible report will be posted on Emergency Management’s website based on the recommendations of the presenters and the panelists.
* This year’s focus was on building community and trying to get people to connect with each other, transportation, residential building preparedness and community preparedness, which is trying to build up community connections, and cultural capital which is the connections between people within the community.
* Highlights included a panel comprised exclusively of people with disabilities
  + Audience member pushed back on why there were no Deaf panelists represented this year; Sam took it as feedback for future events and mentioned that one of last year’s panels included a deaf panelist.
* Christina Curry, who went to Puerto Rico with FEMA, shared her learnings from that trip: referenced the difference between the hearing community and those who are Deaf, and how they wanted to learn from FEMA and that this was the first time the Deaf community had been invited to the table.

**Lieutenant Laurie Sherman, NYPD, briefed the audience on some initiatives the NYPD is rolling out to facilitate the NYPD’s relationship with the Deaf community** **and the hard of hearing**

* Lieutenant Sherman heads NYPD’s reasonable accommodations for members of the service, works for Equity and Inclusion, and on the training coordinator and community initiative.
* Also with her was Sergeant Kitt, with Equity and Inclusion.
* The first initiative is visor cards. They were sent out to ten thousand people who were registered with the F1 license. The police commissioner wrote a cover letter explaining the visor cards that is available online. It recommends attaching the visor card to the driver's side visor on the back of the visor, the police officer who has been trained on how to communicate with these visor cards will point to the infraction that was committed. Officers can point to infractions and Deaf drivers can point out their communication preferences. Officers should have one of these in their cars as well.
* The second initiative is video remote interpreting (VRI) line which is available on all department cell phones, allowing them to call an interpreter through a Face Time-like function through the officer's department phone.
* NYPD is documenting the program and getting results out to the public.
* The 911 is still under development and there's going to be more programs that are going to come out.
* Training is underway but is not yet complete for either initiative.
* At least one audience member expressed concerns about each of the initiatives, but audience members also expressed optimism about community policing.
* An audience member emphasized that it’s important to ensure that the members of the Deaf community involved in the NYPD trainings have proper credentials in Deaf Sensitivity Training.
* NYPD representatives noted multiple takeaways to bring questions and concerns back to the department, including the deputy commissioner of collaborative policing and deputy commissioner of training.
* Eli thanked the NYPD coming out and discussing these new initiatives with the Network. He mentioned that MOPD is working with NYPD at their training academy, and acknowledged that it's sort of a slow moving process but nonetheless a beginning place to start this conversation.

**Q&A**

Q&A addressed questions about: the regulations governing snow removal, the inaccessibility of subways, and government website accessibility under local law 26, and what the VRI training looked like for police officers. An audience member also asked about whether NYC maintains a vulnerable person’s registry. Eli emphasized that NYC does not, though some buildings and local Fire Departments may, and shared anecdotes about Hurricane Harvey, and emphasized personal preparedness. Another audience member asked if NYPD would consider doing language training for employees with a training made by disabled people with widespread community input. Another mentioned the Deaf Justice Coalition.

**Eli Fresquez solicited ideas from the audience**

* Audience offered ideas on the messaging and training components, such as reviewing the website for appropriate language and making sure outreach meetings are accessible.
* Audience member recommended working with people who are Deaf or hard of hearing to conduct accessibility testing on the website and training for VRI.
  + Eli described how Emergency Management has been working with Deaf vendors to make sure that its videos are captioned and that they have ASL interpretation as well.
* Feedback can be given by emailing or calling Eli or submitting feedback through <https://nychazardmitigation.com/> or directly to the NYPD.

**Resources**

* <https://nychazardmitigation.com/>
* Readynyc app on the [Apple](https://itunes.apple.com/us/app/ready-nyc/id633614907?mt=8) and [Android](https://play.google.com/store/apps/details?id=gov.nyc.oem.readynyc&hl=en_US)
* [Notify NYC](file:///C:\Users\jfresquez\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\3TDHK7ZA\NYC.gov\notifynyc) website
* For organizations: [Advance Warning System](https://www.advancewarningsystemnyc.org/aws/) (AWS)
* 311 (212-639-9675 for Video Relay Service, or TTY: 212-504-4115)

**Contact Information**

Eli Fresquez

Assistant General Counsel

Mayor’s Office for People with Disabilities

212-788-2505

[jfresquez@cityhall.nyc.gov](mailto:jfresquez@cityhall.nyc.gov)