

BEST PRACTICES IN EMPLOYEE ASSISTANCE AND FOR PEOPLE WITH DISABILITIES IN EMERGENCY EVENTS

DR. PATRICIA RYAN
DIRECTOR OF TRAINING
CIFAL MIAMI CENTER



1

Objectives

- Share best practices on how to prepare for emergency events – focusing on employee assistance preparation plans
- Review emergency plans and best practices to assist people with disabilities in times of emergencies or crisis events.



2

Best Practices for Determining Potential Impact on Capabilities

Planning tools:

Organization's Emergency Plan

Identification of where employees live

Contingency Plan for bringing employees in and/or relieving employees already at the organization

Checklist of Contingency Plans

Decision Tree Integration for Communication



3

Consideration - Caveat

- ▶ The information included in this presentation is based on general emergency planning principles.
- ▶ When planning the management of EP for emergencies, organizations need to consider compliance with the country labor laws and regulations.



4

Planning for Employees and Their Families in Times of Emergencies



5

Employee Assistance Planning

Identify essential employees

- ▶ Determine skills and knowledge within each needed department/division
- ▶ Review work schedules
- ▶ Identify which people are needed for which type of emergency.

Where do they live?

- ▶ Review the addresses of the essential employees needed in time of emergencies for the type of crisis
- ▶ Create sections after reviewing modes of transportation, i.e. how the employees get to and from the organization
- ▶ Create a decision tree for communication within the employee zones



6

Essential Personnel

- ▶ EP are those who **must come to work** to make sure essential operations continue in times of an emergency.
- ▶ EP perform duties that require them to **leave their families** and homes during the most serious events.
- ▶ EP are needed for the response even if their families are also personally impacted



7

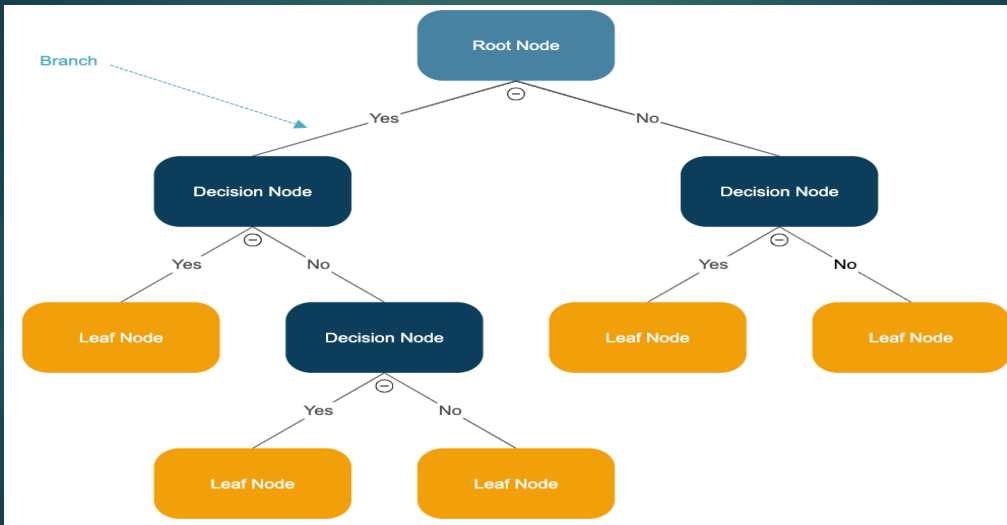
Decision Tree

- ▶ A decision tree is a flowchart-like diagram that shows the various outcomes from a series of decisions.
- ▶ It can be used as a decision-making tool, for research analysis, or for planning strategy.
- ▶ A primary advantage for using a decision tree is that it is easy to follow and understand.



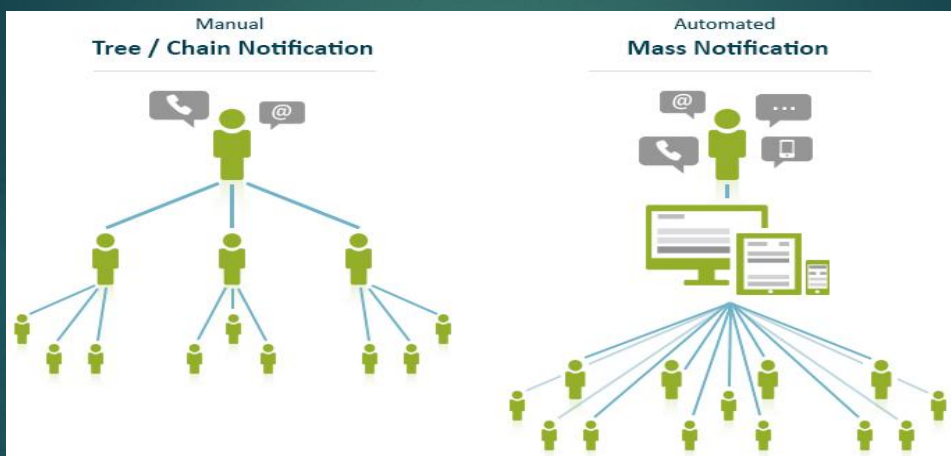
8

Decision Tree Example



9

Communication to Employees



10

Six Factors to Consider



11

Identify Resources - Shelters

- Identify the numbers of the nearest **relief agencies and shelters**, make sure they have the necessary resources and tools in case of an emergency.
- Coordinate **shelter, supply, and transportation** for EP and their families (neighbors, municipalities)
- This list should be kept **updated and shared with EP**, who in turn should share it with their families for any help that may be required.



12

Create Reserve for Employee Families for Emergency Needs



13

Employee Work Preparation

- ▶ Upload **files** consistently into a shared workspace/web-portal.
- ▶ Make sure you have the **equipment, resources, and authorizations** that you need to telecommute. If not, make a list of your needs to discuss with your supervisor.
- ▶ Before accepting responsibility for a project or task, **clarify** what is expected of you with those involved.



14

Employee Work Preparation

- ▶ Have the updated **communication** (emergency contacts) list handy.
- ▶ Locate the stairs in your building and choose a nearby location as a **safe point** to reconvene.
- ▶ Define **working and resting hours**.



15

ACRP PROJECT REPORT 03-68 Small Airport Integration of Emergency Management Planning

"There is a greater need for contingency plan integration when physical and capital resources are being shared. This is especially the case for small airports that rely heavily on city/county resources.

Integration tools therefore need to also factor in the governance structure that the airport must work within, whether city/county government or airport authority.

Tools that can integrate airport contingency plans with the plans of sponsors and neighboring jurisdictions."



16

Best Practices for Going Beyond the ADA for People with Disabilities

ACRP PROJECT 239– Airport Programs for People with Disabilities and Older Adults

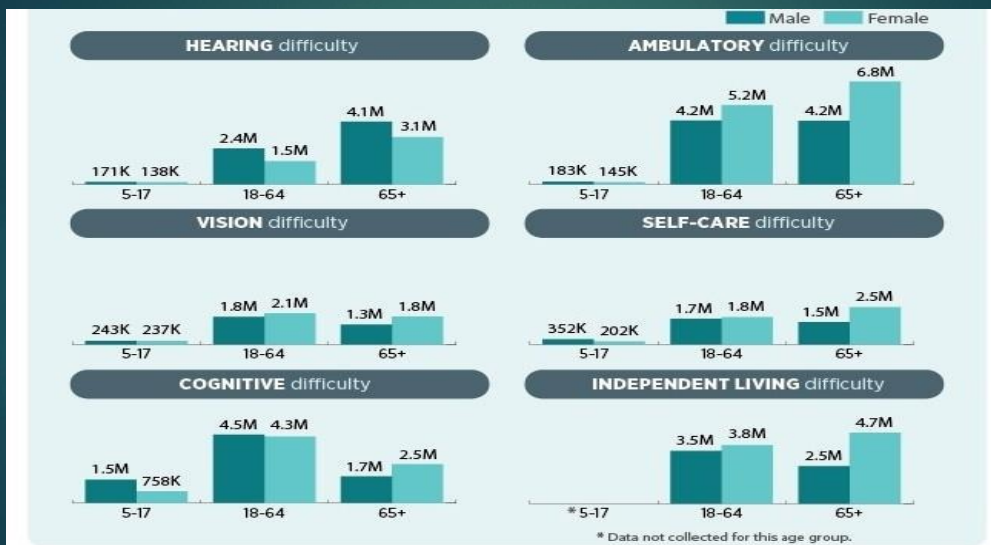
Objective of the Guidebook:

- ❖ Provide effective assessment tools to evaluate, monitor and improve different aspects of the customer experience for these two target groups.



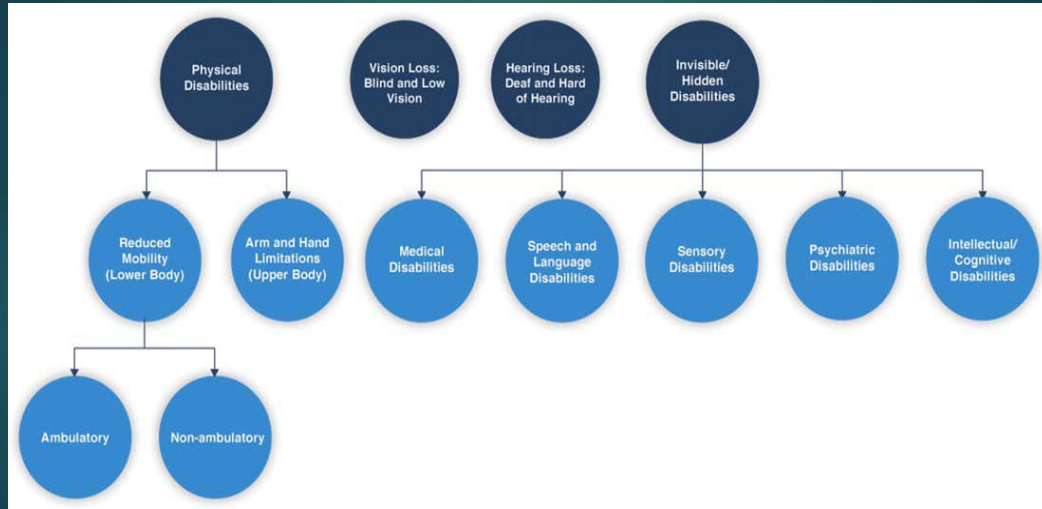
17

Statistics on Travelers with Disabilities



18

Categories of People with Disabilities



19

Factors to Consider



20

Key Findings

- ▶ PRM passengers want to feel **equal**. PRMs' expectations of the assistance service are not based on their awareness of the Regulation and, therefore, they are not based on an understanding of legislative detail; rather, their expectations are based on the things that will enable them to feel like an "equal" passenger.
- ▶ PRM passengers want to feel **in control**.



21

Key Findings

- ▶ PRMs need to feel in control of the assistance they receive. They don't always need assistance from one end of the customer journey to the other, but they do always need to feel as though they are "in the driving seat."
- ▶ PRM passengers want to feel **clear**. PRMs are not always clear on what assistance is available nor what is in or out of scope under the special assistance system.



22

Key Findings Continued

PRM passengers want to feel **listened to**.
PRM passengers want to feel **treated as individuals**.
PRM passengers want to feel **reassured**.

PRMs frequently find that information has not been passed through the system or acted upon intelligently at different states of the customer journey.



23

Key Findings Continued

PRMs recognize that it is probably not possible to personalize special assistance fully; however, they do need to feel that there is some degree of differentiation in line with their needs.

PRMs expect the service they receive to be reliable (i.e., from one journey to the next) and consistent (i.e., from one UK airport to the next). Ensuring this reliability and consistency is felt to be a key role of the CAA as the United Kingdom's aviation regulator.



24

Review Wayfinding Internally

- ▶ Put yourself in the shoes of the people with various disabilities, what can you do to communicate with People who have:
 - ▶ Hearing Loss – visual signs
 - ▶ Vision loss – oral communication
 - ▶ Cognitive disorder – reassurance
 - ▶ Physical issue – wheelchair and other assistance
 - ▶ Dementia – type of communication

The personal touch may be needed with all these – who is trained to communicate with these various people with disabilities?



25

Tools to Determine Effectiveness

▶ Self-Assessment Tools

Self-assessment is required by the FAA for the airport and its services to be compliant with ADA requirements. An example of the FAA self-assessment tool is provided via this link: [ADA Self-Assessment 151022 \(faa.gov\)](https://www.faa.gov/ada/self-assessment-151022).



▶ Internal accessibility audit.

A number of airports conduct their own internal accessibility audits to identify ways in which they might improve universal access and mobility support.



26

Long Term Initiatives

- ▶ *Establish a uniform survey on assistance services that can be used by all airports, as well as guidelines on service level standards that should be achieved and how they can be monitored, managed and met.*
- ▶ A similar type of survey is provided by the U.K. and CAA. All airports are required to report feedback from the 17-question survey. Airports can create their own survey, but still have to report the results.
- ▶ The CAP 1228 Guidance on Quality Standards under Regulation EC 1107/2006 details the regulatory requirements regarding the service level standards at U.K. airports.



27

Long Term Initiatives

- ▶ *Establish a single, harmonized metric for wait times for assistive services under ACAA.*
- ▶ Part 382 Regulations for the ACAA mandate that customers who are not independently mobile may not be left unattended for more than 30 minutes. Some airlines require their service providers to check after 15 minutes, others after 20 minutes.
- ▶ A harmonized metric, particularly for the wait time for assistance upon arrival at the airport for departure, would be beneficial for travelers with disabilities and older adults. Standards currently exist in Europe, but not in the U.S.



28

Airport/Airline Action Needed?

- ▶ Should airports consider asking the FAA to address the issue of travelers who need assistance to be able to contact the airport rather than hold the airlines responsible for passenger needs within the airport?
- ▶ Or at least require the airlines to inform the airports when travelers need assistance within the airport?



29

Thank you for your attention.

IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT
DR. RYAN AT PATRYANX@GMAIL.COM



30