



.....POINTS OF SERVICE (FOOD, WATER, FINANCIAL AID, ETC.)

Recommendations on how to make services accessible after a disaster:

- All service locations must be accessible with parking nearby and near accessible transit.
- People with mobility impairments and many visually impaired people will likely need assistance to transport food and 5-gallon water containers from distribution points to their residences.
- Some disabled people may need assistance to travel to and from points of emergency and recovery services.
- Some disabled people may need assistance to wait in line at points of service.
- Avoid using outdoor areas that are muddy, sandy, or covered by thick grass.
- Permit people with mobility impairments the option of going to the head of long lines.
- Train staff to realize that some people have the physical ability to ride buses, but do not have the cognitive ability to learn new routes established because of a disaster.
- Train staff to realize that some people with emotional or developmental disabilities may be too unsettled by the disaster to return to their safe residences unless accompanied by a counselor familiar with the particular disability. Train staff to know how to locate resources for these counselors.
- Some people with mental retardation may need assistance understanding and filling out emergency paperwork.
- Train staff to know that even normal amounts of background noise may prevent a person with a hearing impairment from understanding spoken instructions and directions.
- Forms and explanations for FEMA and other assistance should be available in braille, large print, and on audio tape.
- Stock bicycle tire patch kits for use on wheelchair and scooters with flat tires.
- Train staff to know essential sign language signs.
- Realize that a Food Stamp application question such as "Do you buy and prepare your own food?" yields a misleading answer when asked of disabled people who use attendants.
- FEMA disaster centers need to have TDDs.

