DEPARTMENT OF ECONOMIC SECURITY
Your Partner For A Stronger Arizona

Group Home Bulletin

DIVISION OF DEVELOPMENTAL DISABILITIES PROGRAM MONITORING

EMERGENCY PREPAREDNESS

Do you know what to do?

ISSUE 10 • FALL 2010

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Equal Opportunity Employer/Program

Under Titles VI and VII of the Civil Rights Act of 1964 and the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, and the Age Discrimination Act of 1975, the Department prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, religion, sex, national origin, age, and disability.

The Department must make a reasonable accommodation to allow a person with a disability to take part in a program, service or activity. For example, this means if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program of activity because of your disability, please let us know of your disability needs in advance, if at all possible.

To request this document in alternative format, or for further information about this policy, contact the Division of Developmental Disabilities ADA Coordinator at (602) 542-6825; TTY/TTD Services: 7-1-1.

-Nicole Morong
Quality Assurance Monitor

We see it in the news. A disaster strikes...floods, mudslides, fires, earthquakes, hurricanes… terrible events that leave countless stranded, sick, or worse. Their lives are forever changed. An emergency or disaster can strike at any time and without warning. It can force a community to evacuate the neighborhood or confine you to your home. Do you know what to do? Protecting yourself, your family, and the consumers we serve when disaster strikes requires a person to plan ahead.

First, and foremost, **BECOME INFORMED!** Your local emergency management office can help. You'll need to know what are the community hazards that threaten your area. Learn about community-wide disaster plans, evacuation plans, and emergency shelters in your area. Find out how local authorities will warn you of an emergency. Also, ask about special assistance programs. Many places like the local Fire Department or local Police Department may have a registry for people with a disability so they can respond quickly and appropriately in the event of an emergency.

Second, **MAKE A PLAN!** Have a primary emergency plan and a backup emergency plan to ensure your safety. Review the plan with everyone in the house, i.e. fellow staff members, consumers, and family members. Have a designated meeting place in case the home you're in has to be evacuated. Have a support plan for each consumer in the home. The plan should include emergency contact information for family members, supportive individuals, work, school, and friends. Teach the consumers how to call the emergency numbers when it's appropriate to do so. Be sure everyone knows the plan in case everyone has to evacuate quickly. Assure the plan is appropriate for any special needs that the residents may have.

Third, **HAVE A DISASTER SUPPLY KIT!** If you do need to evacuate, you will need to take the essentials with you. Have a kit already prepared in a portable container. If there's an emergency, there will not be enough time to gather what a person may need. **PLEASE be aware that items you'll pack for an evacuation if you live in Flagstaff may be different than if you're in Tucson**. The items that are needed may also change based on the seasons in your city. Pack appropriately for what climate you're in. Assure medications are on a list and/or how to obtain them if replacements are needed.

Finally, **PRACTICE THE PLAN!** The plan is useless if no one knows what to do. Have all residents and staff review the plan, perhaps every 6 months. Conduct drills to make sure everyone's familiar with it. Also, restock your supplies as expiration dates come and go.

Learn more about disaster awareness at:

www.fema.gov • www.redcross.org • www.ncd.gov • www.nod.org/emergency
www.prepare.org • www.access-board.gov • www.aapd.com

SOURCE: www.redcross.org/services/disaster/beprepared/disability.pdf

Don't forget to revise and adapt your plans as the consumers needs change.

ARE YOU A LEADER?

You Can Be!

-Vincente Benjamin
Quality Assurance Monitor

"Leader" — "Leadership". Many of us hear these words and immediately think of someone in-charge: a supervisor, a manager, a director, a CEO. But do you ever think: **"Me"?** Do you see yourself as a "Leader"? Have you ever entertained the idea that the people you serve, the consumers, are also leaders? Well, you are! They are!

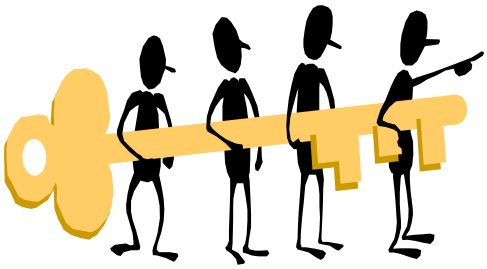
Leadership is not restricted to those people who occupy designated positions. Anyone can step up to the plate and lead at any given moment. Leadership is the responsibility of everyone in the organization. The key to success in any organization, in any endeavor, in any relationship is recognizing and accepting that point in time when the shift in leadership occurs.

So, what is this thing called "Leadership." Well, without specifically giving it a label, you have already been exposed to the tenants of leadership through your trainings on abuse and neglect, ARTICLE 9, confidentiality, and the myriad of other trainings you have had and will continue to have in preparing and supporting you in your efforts to support individuals with developmental disabilities. But, let us get a little more detailed and talk specifics.

Leadership is **"COMMUNICATION"** that is open and honest; it is attentive; it is considerate; it is active listening and giving consideration to what others have to say; it means being open and accessible; it is timely, accurate and complete; it means relaying information as accurately as possible, with as little interjection of personal biases as possible without adding editorial comment; it means keeping your word, respecting confidentiality, avoiding gossip, and not making promises you can't or do not intend to keep.

Leadership is **"COOPERATION"** that demonstrates a willingness to work with others in good faith; it assists and is willing to accept assistance; it means building and encouraging teamwork; it means building consensus, suggesting solutions, and setting goals; it means asking consumers how they want to grow, what they want to accomplish, and then supporting them in a manner that help to move them forward.

Leadership is **"COLLABORATION"** that demonstrates a willingness and ability to work together with others as equals in the pursuit of common goals; considering others' points of view and realizing that not everyone sees the world or issues the same way you might. For the **designated leader**, this is especially important because it means building a safe environment so that others feel comfortable in expressing their opinions, no matter how different/openly, and without fear of being ridiculed or otherwise put down; it means working toward eliminating rudeness, arrogance, intolerance, hostility, which are all behaviors that makes for a hostile environment that may make it difficult for people to work and/or live together.



Leadership is building and demonstrating **"CONFIDENCE"** in relying on and trusting your colleagues to do their jobs effectively and efficiently, with integrity and fairness, and having them expect the same from you.

Needless to say, effective leadership directly impacts on **Customer Service and Customer Satisfaction** and ensures others, including the customer, know that we do our jobs with commitment, professionalism, efficiency, and through accountable programs and accurate systems. 👍

WE WANT TO KNOW!

The Quality Assurance Unit has implemented a web based program to gauge customer satisfaction regarding your recent program monitoring contact. A survey has been established where an agency staff member can provide input on their recent monitoring visit.

CHECK IT OUT:

http://www.surveymonkey.com/s/LLRHDND

Our goal is to provide you with quality supports and service !

GROUP HOME BULLETIN PUBLISHED BY

Department of Economic Security
DIVISION OF DEVELOPMENTAL DISABILITIES
PROGRAM MONITORING UNIT

EDITORS

Central Office Quality Assurance Staff:
Vincenté Benjamin & Nicole Morong

PLEASE SEND FEEDBACK/COMMENTS TO
dddmonitoring@azdes.gov