



# **Pacific Person-Centred Emergency Preparedness Planning (PCEP) for COVID-19 – For People with Disabilities**

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**A GUIDE TO ASSIST PEOPLE WITH DISABILITIES AND CHRONIC HEALTH CONDITIONS TO DEVELOP THEIR OWN EMERGENCY PREPAREDNESS PLAN FOR COVID-19**

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We also want to acknowledge our long-term collaborative partnerships with the Pacific Disability Forum and the Fiji Disabled People's Federation who worked with The University of Sydney, Fiji National University, and The Solomon Islands National University to develop capacity and resources for community-based rehabilitation and inclusive development in the Pacific. For more information visit: <https://collaborating4inclusion.org/cbr-pacific/empowerment-stories/>

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# Pacific Person-Centred Emergency Preparedness (PCEP) Planning for COVID-19 – For People with Disabilities

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**This is a guide to help people with disabilities and chronic health conditions to make a plan for how they will manage the impact of COVID-19. People with disabilities, including young children and youth, need a plan that is specific for their own needs.**

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In March 2020, the World Health Organization (WHO) announced that the outbreak of the novel Coronavirus disease (COVID-19) is a pandemic. Public health emergencies are unpredictable. COVID-19 is a new virus with no treatment yet. This can make people feel worried or anxious.

**People with disabilities and their families need information on what to do about COVID-19. If you don't have the correct information, the health emergency is more dangerous. This guide has been developed to help people with disabilities to:**

- take necessary precautions,
- identify where to ask for help, and
- know who to contact if you get sick, or someone who supports you.

**The people closest to you – your family, neighbours and friends – are the most important to help with planning for COVID-19 and taking action in your community.**

People with disabilities in the Pacific, along with their families and their communities, should be alert, help each other, and take action on COVID 19. This Planning Guide is for individuals, family members and carers in their local communities. The Guide will help people with disabilities and chronic health conditions to make a plan for how they will manage their support needs and take care of their health and well-being during the COVID-19 pandemic and afterwards.

## Who developed this guide?

Experts at The University of Sydney are doing research on Disability Inclusive Disaster Risk Reduction. We work in partnership with people with disabilities and their representatives to make sure they are included in all decisions about emergency management and disaster risk.

We are working together to make sure that people with disabilities can get information and make plans for how they will manage during this pandemic.

Disabled People's Organisations (DPOs) can be very helpful. They understand the risks and difficulties for people with disabilities. They have communication networks that can share information and communicate about the support needs of people with disabilities in their communities. The Pacific Disability Forum (PDF) is a regional peak body that works in partnership with DPOs in the Pacific region. PDF has a Preparedness Emergency Response Unit (PERU) Team with responsibility for disability inclusive disaster risk reduction.

## What is in this guide?

This guide is developed in the spirit of disability inclusion and empowerment: The Pacific Way.

This Planning Guide highlights the connections between individuals, their family, and their community working together to make a plan and reduce the risks.

This guide provides links to reliable sources of information about COVID-19, in different formats to help people with disabilities and their families get the information they need. It includes information to help you to:

- **protect yourself from COVID-19;**
- **make a plan for how you will manage during this pandemic;**
- **know what to do if you, or someone who supports you, has symptoms of COVID-19.**



## Why is this guide important?

We all need to be prepared and know what to do before, during, and after an emergency. People with disabilities may need additional support, resources, or advocacy during this pandemic.

For some people with disabilities, it is difficult to get information about public health emergencies. COVID-19 is a new coronavirus and knowledge about it is developing fast. People with disabilities need up-to-date information about COVID-19. They also need a plan for prevention.

This guide provides accessible information about COVID-19. It also helps people know what actions they can take and how to make a plan together with their families and support network.

Families and neighbours are very important in Pacific communities. Some communities support people with disabilities and encourage them to participate. But in some other communities, this doesn't happen.

In communities that are less supportive of people with disabilities, primary care health workers (for example doctors and nurses) must make sure that the needs of people with disabilities are recognised and met.

This Planning Guide is designed to support and empower people with disabilities, their families and communities. It is complemented by an all hazards Person-Centred Emergency Preparedness companion guide for primary care and public health personnel and community workers to take steps to increase the safety and resilience of individuals with disability during any emergency, including pandemic.



## Using this Guide

This COVID-19 Planning Guide uses the Person-Centred Emergency Preparedness (PCEP) Framework (Villeneuve et al., 2018). The PCEP Framework is also known as “The Capability Wheel.”

### The Capability Wheel is a visual guide.

It divides planning into eight areas: communication, management of health, assistive technology, personal support, assistance animals, transportation, living situation, and social connectedness.

The PCEP helps you break down planning into eight areas:



Person-Centred Emergency Preparedness Capability Wheel  
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## What should I do?

You can do three things now to keep yourself safe:



**1. Get the facts** about COVID-19 so you understand your risks and can take steps to protect yourself.



**2. Talk with others** about how COVID-19 might affect your health and wellbeing; and



**3. Make a plan** for how you will manage the risks to your health and well-being during this period of uncertainty. This includes knowing what you will do if you or someone who supports you has the symptoms of COVID-19.



**Having a plan means** knowing how you will:

- manage your own needs;
- work together with your family, friends, and neighbours, and support organisations (for example, a DPO) to help stop the spread of the virus;
- know where to get help; and
- support others during this period of uncertainty.

**Having a plan helps:**

- manage your mental health and well-being; and
- make you, your family, and community stronger during the pandemic



## Get COVID-19 Facts

Let's start with the facts:

### You might catch novel coronavirus (COVID-19) if:



Someone with the virus sneezes or coughs on you



Someone with the virus coughed or sneezed onto a surface (like a door handle) that you touched. You might get infected droplets on your hands and then transfer them to your mouth, nose, or eyes when you touch your face or eat.



You have contact with someone who has the virus, for example by shaking hands, hugging, or sharing food or drink.

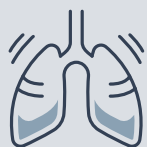
### Learn the Signs and Symptoms of COVID-19:

#### Some people have NO signs of COVID-19



Some people only have mild symptoms:

- Cough
- Fever
- Fatigue



Some people have moderate symptoms:

- Mild pneumonia
- Breathing difficulties



Other people experience more severe symptoms including:

- Severe pneumonia
- Organ failure
- Death



**It is important to be alert and cautious. But it is also important to stay calm. Focus on what you can do to protect yourself and those around you.**

**There are 6 ways that we can all help stop the spread of viruses:**



1. Clean your hands often.



2. Cough or sneeze in your bent elbow – not your hands!



3. Avoid touching your face, nose and mouth.



4. Limit social gatherings and time spent in crowded places.



6. Clean and disinfect objects and surfaces that people touch often.

**Household cleaning is also important:**



Germs can live outside of the body, on surfaces, after a person coughs or sneezes.

**Regular cleaning is important for:**



- removing germs from surfaces
- stopping the germs from spreading to people

**Remember to clean your assistive device:**



- when you return from any activity, wipe or wash the surfaces that you touch on your assistive device.

## Tips to Stay Healthy:

Some people with disabilities need to modify the public health strategies for preventing COVID-19, to make sure they are well protected.

For example:

*People who cannot rub their hands together may need to change the recommended hand washing routine or receive help from another person.*

*People with disabilities may have trouble staying 1.5 meters apart because they require personal support and attendant care from other people every day.*

*People who live in groups or close together (for example settlements, villages or overcrowded housing) may find it hard to keep 1.5 meters away from others.*

**Here are some examples of how people with disabilities have modified health prevention strategies to protect themselves and keep others safe:**

Guide to Washing your Hands



<https://www.spc.int/sites/default/files/documents/blog/Wash%20your%20hands%20poster-horizontal.pdf>

<https://www.scopeaust.org.au/wp-content/uploads/2020/04/Washing-hands-task-schedule14617.pdf>

Handwashing advice in Easy Read format



<https://accesseasyenglish.com.au/wp-content/uploads/2015/12/Look-after-yourself-Coronavirus-20-March-2020-Easy-English.pdf>

Audio describing handwashing advice



<http://www.worldblindunion.org/English/resources/Arne%20Husveg%20Development%20Fund/Handwashing%20Advice%20for%20Blind%20People.mp3>

## Good Habits to Minimise Risk



<https://www.spc.int/sites/default/files/documents/blog/Everyday%20habits%20poster-print%20with%20WHO%20logo.pdf>

## Stay Healthy Tips



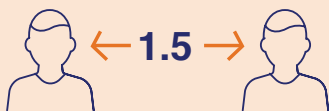
If you have any of the signs or symptoms of COVID-19, tell someone right away. Talk with people in your family and health care provider (for example a village health worker or doctor) to find out what you should do.

If you have no symptoms, but came in contact with someone who has COVID-19, stay home.

How to stay healthy (Easy Read)

[https://www.scopeaust.org.au/wp-content/uploads/2020/04/Coronavirus-how-to-stay-healthy\\_3-April-2020\\_web16107.pdf](https://www.scopeaust.org.au/wp-content/uploads/2020/04/Coronavirus-how-to-stay-healthy_3-April-2020_web16107.pdf)

## Physical distancing



<https://www.facebook.com/whowpro/photos/a.499491683555265/1534365216734568/?type=3&theater>

## Should I wear a mask?

Wearing cloth face coverings in public areas is recommended when it is difficult to keep 1.5 meters away from others (for example in markets and pharmacies). This is especially important in places where COVID-19 has been transmitted within the community.

You can sew a homemade mask, or cut one out from a T-shirt or bandana. For instructions, refer to the following links:

### Mask recommendations:

<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>

### Mask sewing instructions:

[https://about.kaiserpermanente.org/content/dam/internet/kp/comms/import/uploads/2020/03/02\\_COVID\\_Mask-Instructions\\_v9.pdf](https://about.kaiserpermanente.org/content/dam/internet/kp/comms/import/uploads/2020/03/02_COVID_Mask-Instructions_v9.pdf)

### Advice on the use of masks if you are supporting people disability who are showing signs of COVID-19:

<http://www.pacificdisability.org/getattachment/Resources/PDF-COVID-19/Advisories-on-the-use-of-mask.pdf.aspx>

### Cloth Coverings information in ASL:

<https://www.youtube.com/watch?v=t9cnxxsEKpk&list=PLvvp9iOILTQatwnqm61jqFrfsfUB4RK6J>

## Learn More:

### Pacific Community



Pacific  
Community  
Communauté  
du Pacifique

### COVID-19 Updates:

<https://www.spc.int/updates/blog/2020/04/covid-19-pacific-community-updates>

### Frequently Asked Questions:

<https://www.spc.int/sites/default/files/documents/blog/COVID-19%20Frequently%20Asked%20Questions%20FINAL.pdf>

### WHO Western Pacific Region



COVID-19 Situation Advice: <https://www.who.int/westernpacific/emergencies/covid-19>

Resources: <https://www.who.int/westernpacific/our-work/resources>

Facebook: <https://www.facebook.com/whowpro/>

### Pacific Disability Forum



COVID-19 information for people with disabilities, families and communities: <http://www.pacificdisability.org/Resources/PDF-COVID-19.aspx>



## Talk about COVID-19 planning with others

Find people who can help you to get started – maybe your family, neighbours or friends. These are the people you should talk with.

You do not have to plan alone, and it is important to reach out to others for support.

**Communication is essential. Talk with your family, friends and neighbours about:**

- how you will keep each other safe from COVID-19; and
- how you will manage if you or someone in your family gets sick.

### Coronavirus Information Signs

Keyword signs are used with people who can hear but have difficulty with spoken communication. A keyword guide has been developed to make it easier to have conversations about COVID-19 with people who use keyword signs.

You can download the keyword guide at this link: <https://www.scopeaust.org.au/wp-content/uploads/2020/03/covid19-handout.pdf>

This handout will also link you to a video that shows the keyword signs.

### Tips for using a communication board

Families, friends, and neighbours can use a communication board to have conversations with people who have difficulty with communication. For example, people who:

- do not use speech
- have speech that is hard to understand
- speak another language
- need help with understanding.

You can download and print a communication board from this link:

<https://www.scopeaust.org.au/wp-content/uploads/2020/04/Scope-Coronavirus-communication-board-002.pdf>





## Make a Plan

### What am I planning for?



1. Plan to stay at home for a long period of time



2. Plan what you will do if you or someone who supports you gets COVID-19 symptoms

### How do I make a plan?

#### STEP 1. Identify your strengths and support needs









The PCEP helps you break down planning into eight areas:



Person-Centred Emergency Preparedness Capability Wheel  
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- Think about what you do, where you do it and who you do it with.
- Consider your roles and responsibilities to others (e.g, partner, children, parents) that you support.
- Make a list of the things you need support for in each of the 8 areas.

## My Support Needs:

Element	Things I need support for
<p><b>Communication</b></p>  <p>Getting, giving and understanding information.</p>	
<p><b>Management of Health</b></p>  <p>Taking care of your health.</p>	
<p><b>Assistive Technology</b></p>  <p>The help you get from equipment, but not people.</p>	
<p><b>Personal Support</b></p>  <p>Help you get from other people.</p>	
<p><b>Assistance Animals</b></p>  <p>Help from animals. How you care for them.</p>	
<p><b>Transportation</b></p>  <p>How you travel where you want or need to go (e.g., boat, car, taxi, walking).</p>	
<p><b>Living Situation</b></p>  <p>Where you live and who you live with.</p>	
<p><b>Social Connectedness</b></p>  <p>The people you do things with. Your relationships with friends, family and other people.</p> <p>Help you give to other people.</p>	

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## Examples of strengths and support needs told by people with disabilities

### Assistive Technology/Social Connectedness

#### **“This [wheelchair] is my legs.”**

Mere explained that her wheelchair is not only a device but an integral part of her physical body. She uses it to go everywhere and she even competes in table tennis using her everyday wheelchair.

**“My wheelchair is a key support for me to do my activities, to participate and to contribute to society – like going to work each day and volunteering at table tennis. These activities are important for my physical health, but they also bring me joy because this is where I spend time with my good friends.”**

### Living Situation/Transportation

#### **“It is unfair how much transportation costs me.”**

Ben uses a manual wheelchair. After the rains come, the roads and footpaths through his village are very muddy and he cannot get his wheelchair from the main road to his house.

**“During the rainy season, I live in a share house in a different community. Although the access is better, I spend too much of my earnings on transportation. The local buses are not accessible, I must spend additional money that I don’t have to take a taxi to and from work each day.”**

### Transportation/Social Connectedness

#### **“I can only travel at high tide.”**

Litia works for a disability advocacy organisation that supports women to improve their livelihoods. She also visits people with disabilities and their families in her work as a community-based inclusive development officer.

**“I use a water taxi to get from my home to other villages that are also in the mangroves. I take the water taxi to the jetty where I can get the bus when I work in town. I can only travel when it is high-tide; It takes a long time. For example, for a 9.00 am meeting in town, I need to leave my home at 4.00 am”**

### Communication/Assistive Technology

#### **“I was left behind in a disaster.”**

Mataiti has a disability from fish poisoning. It affects his speech and mobility.

**“I was on my way home from work when a tsunami warning sounded on 5 February 2017. People were driving by but nobody stopped to help me. It is hard for people to understand me and I couldn’t easily ask for help. My mobile phone was the only way I could tell my wife that I was in trouble and needed help.”**



## Make a Plan

**STEP 2.** Use these questions and tips to help you think about how you will do things differently during COVID-19.

Think about:

- How will you manage your support needs while you are isolating at home?
- What will you do to reduce your risk of getting COVID-19?
- What will you do if you or someone in your family gets COVID-19?

Share your ideas with the people who support you – your family, your friends, community members.

## Communication



### Things to consider

- How do I find information?
- How do I communicate what I need?
- How will I keep in touch with others?
- How do I manage my data connection and bills?

### **Tip**

- Make a list of what you need to do in an emergency.
- Keep all the relevant phone numbers and emails in one place. That way, you won't have to look for them in an emergency.
- Talk to someone else about it, so you are not trying to do it all alone.
- Send your plan to your trusted family, friend, or neighbour, so someone else has a copy and knows all about it.
- Decide with your family on the best way to receive updates on COVID-19.
- Talk with your family or disability organisation about to make sure that health providers understand your needs.
- Check with internet providers (fixed and mobile) in your areas to discuss options of internet connectivity for you.
- If you normally buy phone data at a shop, ask your provider about other options.

## Management of Health



### Things to consider

- What important health information do I need to share in an emergency?
- What supplies or medicines do I need? How will I get them?
- What other things will I need to maintain my health and wellbeing for two weeks?
- How will I take care of my mental health?
- How will I take care of my physical health?

### Tips

- ✓ Make a list of your important health information, current medication, essential supplies.
- ✓ Check to see what you have. Make sure you have 14 days or more of:
  - your prescription medication
  - non-prescription medication
  - supplies (for example continence aids, gloves, catheters, special foods, dressings, other supplies)
- ✓ Many people cannot afford to buy a lot of supplies all at once. If possible, begin buying a little extra with each shopping trip, so you have enough to manage your health and well-being over a long period of isolation at home.
- ✓ Keep a first aid kit with non-prescription medications like fever reducers and pain relievers, vitamins, and cough or cold medicines.
- ✓ If you cannot afford extra supplies, ask your community leaders if any social assistance is available.
- ✓ Think about how you can keep doing your therapy or exercise routines at home.
- ✓ Have the contact numbers of who you will call if you develop signs or symptoms of COVID-19.
- ✓ Talk to your doctor about how to manage the supply of prescription medications.
- ✓ If you require regular health checks, consider telephone consultations, text messaging and video conferencing. Look for health service providers that offer these consultations.
- ✓ Ask your service provider if they can equip you or your caregiver for home-based therapy. Remember that home-based therapy should be supervised by a therapist.



## Assistive Technology (AT)



### Things to consider

- What assistive device do I use?
- How can I clean my assistive device to prevent the spread of germs?
- If my wheelchair or other assistive device breaks down, what can I do?
- What back-up equipment do I need?

### Tips

- ✓ Store your assistive device in safe and reachable space.
- ✓ Make sure you have tools or materials for basic maintenance and repairs to assistive devices. For example, rubber grips for crutches, hearing aid batteries.
- ✓ Work with your family or service provider to arrange a back-up of assistive device (if possible).
- ✓ Review the maintenance schedule for your assistive device and make sure it is up to date. Make a contact list of the maintenance providers.
- ✓ Regularly clean the surfaces of your assistive device that you touch a lot. [Here is a guideline](#) for cleaning assistive devices.

## Personal Support



### Things to consider

- What essential supports do I need every day?
- What support is not so important?

### Tips

- ✓ Put a sign on your front door asking visitors to stop and consider if their visit is essential. A printable version is available at the end of this guide.
- ✓ Have clear personal care instructions for to keep you and the people that help you safe from COVID-19:
  - Write the instruction down and put them where people can see them.
  - Talk with the people who support you about the 6 steps to keep everyone safe and to stop the spread of COVID-19.
  - You can download and print [this infographic](#) to put in your home or community.
- ✓ If you need help to use communal WASH facilities, make sure have someone to support you.
- ✓ Talk with your community leaders about having separate queues and places to sit down while waiting to use communal Water, Sanitation, Hygiene (WASH) facilities.
- ✓ [Visit this website](#) for updates on COVID-19 in the Pacific.

## Assistance Animals and Pets



### Things to consider

- What care does my assistance animal or pet need?
- What will I do if my animal needs to see the veterinarian?
- Do I have enough supplies, food and medicines for my animal?

### Tips

- If your assistance animal gets sick and needs to go to the veterinarian, call your vet first before visiting.
- Check food and medication supplies and make sure you have what you need for your assistance animal for 14 days.

## Transportation



### Things to consider

- What are my options if I need to travel safely during COVID-19?
- If I cannot use public transport, how can I get to the doctor or go shopping?

### Tips

- Stop and think about whether you need to leave the house.
  - Can someone else go for you?
  - Can you call instead?
  - If you need to go, consider the safest way to travel where you need to go.
- If you need to see the doctor or other health provider, ask if a telehealth appointment is possible.
  - Telehealth is when your appointment is by video or telephone instead of face-to-face.
- Ask your community leaders if support is available to pay for transport.

## Living Situation



### Things to consider

- Looking at my living situation, what can I do to make sure I will be safe at home in an emergency?
- Where do I spend most of my time?
- Who lives nearby and can help me when needed? How will I contact that person?

### Tips

- ✓ Make a plan for how to keep safe distances between you and the people you live with.
- ✓ Plan how you and your family can keep surfaces clean and how you will support each other with meal preparation, laundry, house cleaning and home maintenance.
- ✓ Talk with local leaders to make sure that communal Water, Sanitation, Hygiene (WASH) facilities will be accessible for you.
- ✓ Work with your family and community leaders to make social distancing signs and handwashing signs clear for everyone. For example: use pictures, large letters, put the signs at eye level and use raised letters that can be felt by people with visual impairment.

## Social Connectedness



### Things to consider

- How can I stay in touch with people?
- Who are the people in my circles of support – in person and online? Who do I depend on, and who depends on me?
- If I get sick, who do I need to notify?
- What about the people who rely on me, can someone else support them if I have to go to hospital?

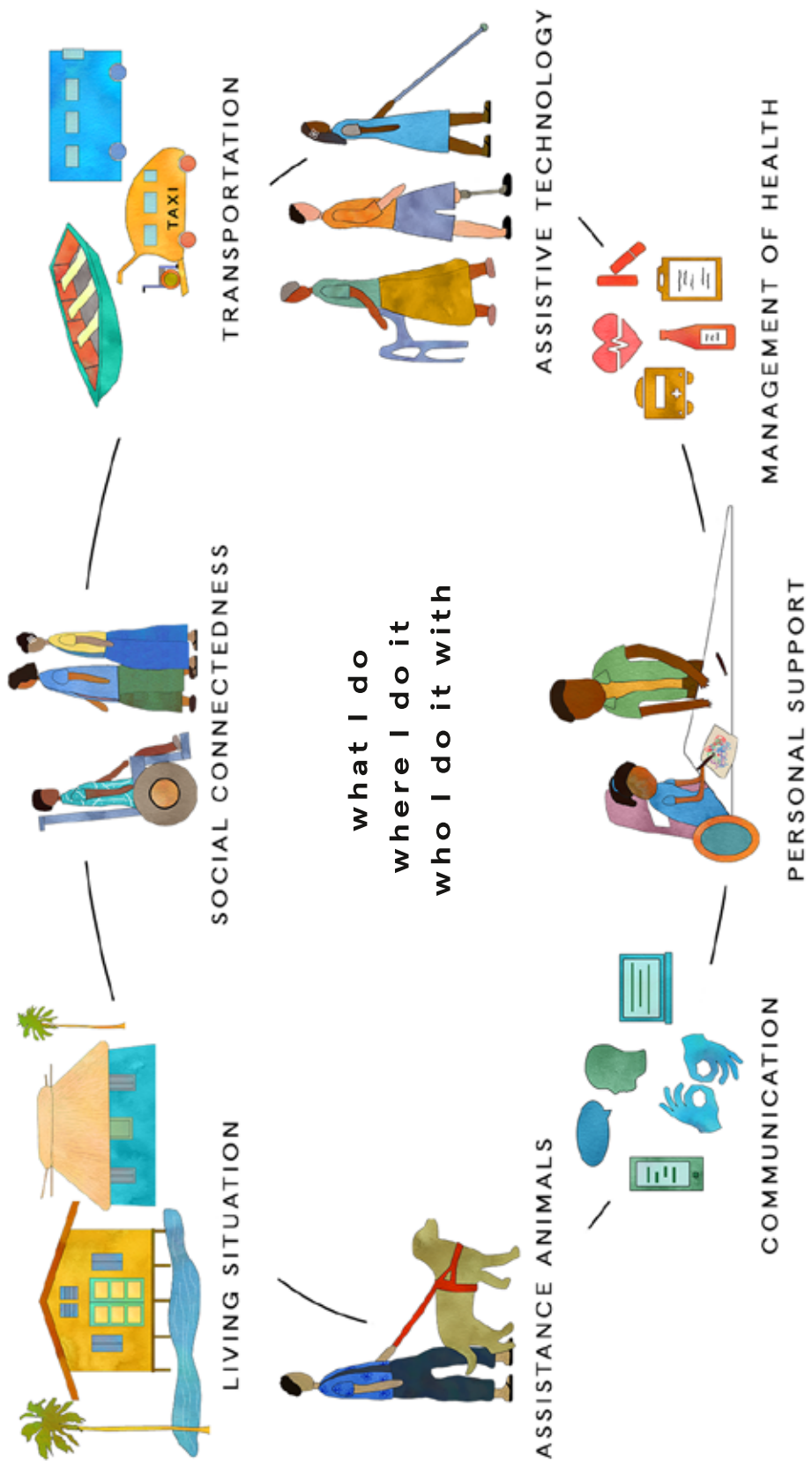
### Tips

- ✓ Make a list of people or organisations who need to be notified of where you are, including phone numbers, addresses and email addresses.
- ✓ Make a plan for staying connected and in touch with people. Some ideas include:
  - a. Find out if your social group, religious group, sport group or service providers offer online events where you can participate through social media.
  - b. Stay in touch with friends and family by video calling and texting.
- ✓ Find out if there is a telephone hotline or online peer support program available.

# My COVID-19 Plan

Discuss with your family and use the following pages to plan how you will do things differently during COVID-19. Use your creativity, you can write or draw a picture of your plan based on your strengths and needs.

The PCEP helps you break down planning into eight areas:



Person-Centred Emergency Preparedness Capability Wheel  
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## My Plan



### Communication

Write the name of your phone company here:  
Write the name of the company the data for your computer is with here:  
Other important information about my communication:

---

**What I will do differently:**



### Management of Health

Write your list of emergency contacts here:  
Write down the name of your support person for making health decisions:

---

**What I will do differently:**



### Assistive Technology (AT)

Write down your current assistive technology maintenance people:

---

**What I will do differently:**



### Living Situation

Write any notes here:

---

**What I will do differently:**

## My Plan



**What I will do differently:**

### Personal Support

Write down where copies of your important documents are kept:  
Write down the names of your back-up list of support workers here:  
Write down the name and phone number of who you will call in an emergency:  
Write down phone numbers of service providers, NDIA and other supports here:



**What I will do differently:**

### Assistance animals and pets

Write down the name and phone number of your vet here:  
Write down the name of people who will help you with your animals if needed:  
Write down your animal's needs here:



**What I will do differently:**

### Transportation

Write down your transport options here:  
Write down the contact details of who can assist you with transport:



**What I will do differently:**

### Social Connectedness

Write down your contact list of name and phone numbers here:  
Write down your plan for staying connected and in touch with other people here:



# Someone in this house is at higher risk of Coronavirus (COVID-19)

**Please consider if your visit is essential**

If you are showing any of these symptoms **DO NOT VISIT**

**cough | sore throat | runny nose | fever | shortness of breath**

If your visit is essential please wash your hands immediately for 20 seconds upon entering

You can contact us on: \_\_\_\_\_

Leave any packages at the door

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This is a sign that you can use to place on your front door to help people stop and think before they knock. There is space at the bottom of the sign so that you can write any further instructions to visitors, or support workers.

**Notes:**

## Funding:

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## Disclaimer:

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