



# Civil Unrest: Seniors & Vulnerable Populations

# Introduction:

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@CharityJ27 (opinions/tweets are my own)



# Missouri Disasters

Missouri is ranked 10<sup>th</sup> in nation for the most federally declared disasters

## Natural Disasters

- Blizzards
- Ice Storms
- Tornados
- Flooding
- Drought
- Earthquakes

## Human-made Disasters

- **Civil unrest**
- Terrorist attack
- Chemical Spill
- Train Derailment
- Armed Intruder

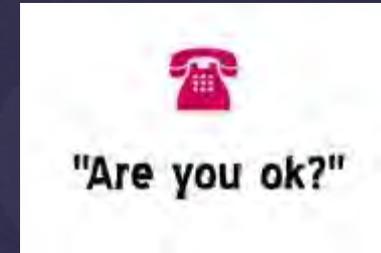


- & Seniors in the Community
- & Priority One Clients
- & Vulnerable Protective Service Clients
- & Adults with Disability
- & Access & Functional Needs
- & Hotline

# Vulnerable Populations

# Support Partners

- ∞ Area Agencies on Aging
  - ∞ Senior Centers
- ∞ Centers for Independent Living
- ∞ Providers
- ∞ Disaster Partners
  - ∞ VOADs
  - ∞ LPHAs
  - ∞ State Agencies



# Altered Operations

## ↳ Monitoring

- ↳ Social Media
- ↳ News
- ↳ BEST SOURCE: Local staff & partners
- ↳ Providers, Partners, Clients/Participants

## ↳ Activate COOP!

- ↳ Safety & Security Issues
  - ↳ Jennings Office
- ↳ Alternate Work Locations
- ↳ Triage Hotlines & Appointments

- ⌘ Homebound
- ⌘ Home-delivered meals
- ⌘ Breathing Complications
- ⌘ Staff tension
  - ⌘ Race Relations
  - ⌘ Out of Area staff
- ⌘ Collaborating with Partners, biggest help
- ⌘ Attacks on IT systems



# Biggest Issues

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# Peace-time Activities Play Important Role in Response:

## ⌘ Committees and advisory groups:

- ⌘ Governor's Faith-Based and Community Service Partnership for Disaster Recovery/Citizens Council and subcommittees of this council
- ⌘ Access and Functional Needs Committees
- ⌘ Public Health Preparedness Advisory Council
- ⌘ Department Continuity of Operations (COOP) Workgroup

## ⌘ Regularly work with partners

- ⌘ Area Agency on Aging Directors and Disaster Coordinators
- ⌘ State Emergency Management Agency (SEMA)
- ⌘ Missouri Voluntary Organizations Active in Disasters (MO VOAD)
- ⌘ Independent Living Centers & Councils
- ⌘ Associations and other organizations

# Peace-time Activities Play Important Role in Disaster Response:

- ⌘ Continued training and research for advancements and current trends & knowledge
- ⌘ Maintain & exercise emergency response plans and continuity of operations plans
- ⌘ Maintain vital records, contact lists, and systems
- ⌘ Maintain personal preparedness

Expecting the Best by Preparing for the Worst!!

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- & Big Sports Team Wins & Losses
- & Economic/Political Discontent
- & Big news



# Civil Unrest: Not just a race issue

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ASSOCIATED PRESS

Monday, June 22, 2015

# Questions?

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# FERGUSON: ON THE FRONTLINES AND LOOKING FORWARD

**Cathy Vaisvil**  
United Way of Greater St. Louis

Helping people.



United Way  
of Greater St. Louis

## TOPICS TO ADDRESS

- What Happened In Ferguson To Initiate a Response?
- How Did United Way determine Its Involvement?
- What Did We Do?
- What Did We Learn?
- What Do We See Ahead?

# PROTESTS IN FERGUSON – ANOTHER TYPE OF DISASTER...



## WHAT HAPPENED

- Following the shooting death of Michael Brown on August 9, 2014, several weeks of protests and subsequent reactions prompted media attention, heightened tensions, *traumatized a community, limited mobility for area residents, depleted available resources, and damaged local businesses.*
- Tensions mounted over the course of nearly 4 months in anticipation of a Grand Jury decision.
- The Grand Jury made its announcement on November 24 which incited further protests and *resulted in significant damage to local businesses and additional strain on residents' daily lives.*

## TIMELINE OF INITIAL RESPONSE

- **August 9:** Triggering event occurs *impacting residents and the whole community – specifically seniors, children, employees, delayed start of school year, access to supplies, food, etc.*
- **August 16 - 24:** UW & partners deploy to the Dellwood Community Center
  - Addressed lack of food resources, personal care, baby supplies, hygiene items, and access to health resources
  - Provision of basic needs to prevent homelessness and aid in stabilization of residents
  - Respond to calls for mental health and trauma counseling for children and adults

# INTER-AGENCY COORDINATION – INITIAL RESPONSE



**What's Helpful To Know About Trauma After Upheaval In Ferguson**

[news.stlpublicradio.org](http://news.stlpublicradio.org)



## Community Resources

### Mound City Bar Association

For more information contact:  
Chalana A. Oliver  
Phone: (314) 889-8699

### The Association of Black Psychologists

For more information email Dr. Marva Robinson at: [dr.marva.robinson@gmail.com](mailto:dr.marva.robinson@gmail.com)

### Better Family Life

Missouri Career Center (NGCC) Florissant  
Phone: (314) 367-3440

### istaKeeper

Website [www.nlagroupstl.com](http://www.nlagroupstl.com)  
Phone: (314) 831-5433

### Wells, Inc.

The mission is to provide venues where urban young girls can acquire understanding of technical and social skills necessary to assume leadership positions.

For more information email Brittney "B. Marcell"

at: [outhcheerleader@gmail.com](mailto:outhcheerleader@gmail.com)

### Young Black Men

For more information contact:  
Joseph Anderson  
Phone: (314) 367-7778  
E-mail: [office@100blackmenstl.com](mailto:office@100blackmenstl.com)

### The Ethics Project

The Ethics Project's mission is to improve the well-being of our youth and strengthen our community by addressing the impact of crime, incarceration and injustice on children, families and the community as a whole.

For more information contact:  
Christi Griffin  
Phone: (314) 495-9528  
Email: [theethicsproject@gmail.com](mailto:theethicsproject@gmail.com)

### Community Action Agency of STL County, Inc.

Phone: (314) 863-0015  
Email: [info@caastlc.org](mailto:info@caastlc.org)

### St. Louis Metro Clergy Coalition Community

Website: [prayingwithourfeet.org](http://prayingwithourfeet.org)

### Girls Incorporated of Saint Louis

For more information contact:  
Crystal Lumzy  
Phone: (314) 385-8088  
Email: [crystal.lumzy@girlsinclstl.org](mailto:crystal.lumzy@girlsinclstl.org)

### UMSL

Free trauma and counseling services to those affected by recent events in Ferguson.

For more information call: 314-516-5824

# IN THE WAKE OF INITIAL PROTESTS IN FERGUSON



## Impact by the Numbers

- **25+** - COAD / UW partners
- **800** - Client intakes on site
- **30** - Crisis Counseling Sessions
- **2,150** - Hot meals served
- **597** – Households receiving emergency utility, rent and mortgage assistance *valued at \$227,649.11*
- **269** – Children participating in respite activities
- **120** – Received legal counseling
- **100+** - Treated by medical personnel
- **5** – Semi trucks of food and household products distributed
- **174** – Volunteers / 860 hours
- **10+** - Local / national media interviews
- **1,933** – Additional intakes still requesting to be seen...



# HIGHLIGHTED KEY GOVERNMENTAL & NGO PARTNERS

The American Red Cross

The Salvation Army

The Urban League

St. Louis Area FoodBank

Legal Services

Deaconess Nurses

Community Action Agency of STL County

Catholic Charities

UW 2-1-1

UW Volunteer Center

STL City/County COAD

STL Regional Coalition of COADs

In God's Hands

Better Family Life

Boys & Girls Club

Girls, Inc

Crisis Nursery

U City Children's Center

Children's Service Fund

STL County Dept. of Human Services  
/ Health / EMA

City of Ferguson

City of Dellwood

St. Louis County

City of St. Louis

Ferguson Florissant, Normandy,  
Jennings & Riverview School Districts

SEMA

State of Missouri

**... AND MORE...**

# HOW WE DETERMINED OUR CONTINUED INVOLVEMENT

- Emergency Response for Basic Needs
- Requests for Leadership by Corporate & Community Partners
  - *UW Ferguson Fund*
  - *\$1m Emergency Relief Appropriation awarded by STL County for Basic Needs, Counseling, Needs Assessment to United Way of Greater St. Louis*
- Community-Wide Uncertainty on Best Path Forward

# THE COMPLETE PICTURE POST AUGUST

**Existing Basic Needs Were Exacerbated...the remaining 1,900 + continued emerging needs...**

- Multi Agency Resource Centers
  - 10/18 & 10/19
    - 375 households served
  - 3/7/15 – Impacted employees only
    - 35 served; 3 recommended for job placement
  - Food, utility assistance, counseling (additional \$230k approximately)
- Food for Ferguson-Area Residents
  - 1000 boxes of dry goods & \$10 gift cards to assist with perishables
  - Replenishment of depleted food pantries
- Coordinated with partners for counseling for students returning to schools after periods of closure; deployed on site

# THE COMPLETE PICTURE POST AUGUST

- Staffed County EOC during activation / on standby for STL City EOC
- Coats for Area School Districts
  - 447 Coats Distributed with support from YMCAs, Corporate Partners and Key Donors
- Mental Health Counseling
  - Continues through 9/2015
- Employment Support for Displaced Workers from Damaged Businesses
- Continued Agency Coordination
  - 81 COAD / UW / Partner agencies were convened and coordinated for various levels of response

Thanks for the opportunity to share...

For more information or to connect with the United Way, please  
contact

Cathy Vaisvil @ 314-242-1885  
Cathy.vaisvil@stl.unitedway.org

Helping people.



United Way  
of Greater St. Louis

# St. Louis County Department of Public Health: Response to the 2014 Civil Unrest



Presented by  
Ntasiah K. Shaw, MS, CDP  
Regional Emergency Response Planner  
St. Louis County Department of Public  
Health



# Overview

- Environmental-Food/Air Pollution
- **Medical Examiner's Office**
- Communicable Disease Control Services
  - Emergency Preparedness & Epidemiology
  - Sexually Transmitted Diseases
  - CDCS Nursing Staff
- Public Health Nurses/Clinic Staff
- Animal Care & Control



# Environmental

## Air Pollution

- Not directly involved in response to unrest
- Assisted affected community, surrounding municipalities, & private property owners w/the regulated asbestos & demolition process in the area

## Food & Restaurants

- Safety of staff was first priority
- Staff members responded as absolutely needed only & in pairs
- Not many food businesses were impacted
- Fixed food facilities given approval to operate as temp facility temporarily
- Fees waived for remodels & rebuilding construction
- Expedited plan review process
- Worked with community who donated food
- Educated the public on proper food handling

# Food & Restaurants





- o No special changes to response protocol in affected area.
- o Police were available for escort or stand-by services for investigations if needed.



## Medical Examiner's Office

# Communicable Disease Control Services

## Emergency Preparedness & Epidemiology

- EP staffed EOC ESF-8 desk
- Coordinated resource requests & answered PH related inquiries
- Coordinated w/CDCS nurses to deliver supplies to the community center
- EPIs dropped off & picked up stool culture kits for two days due to no bus service/street closures



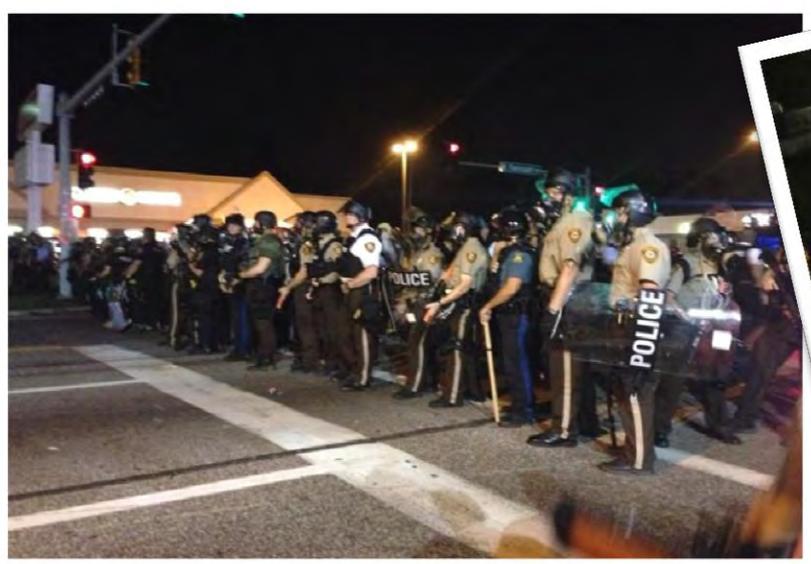
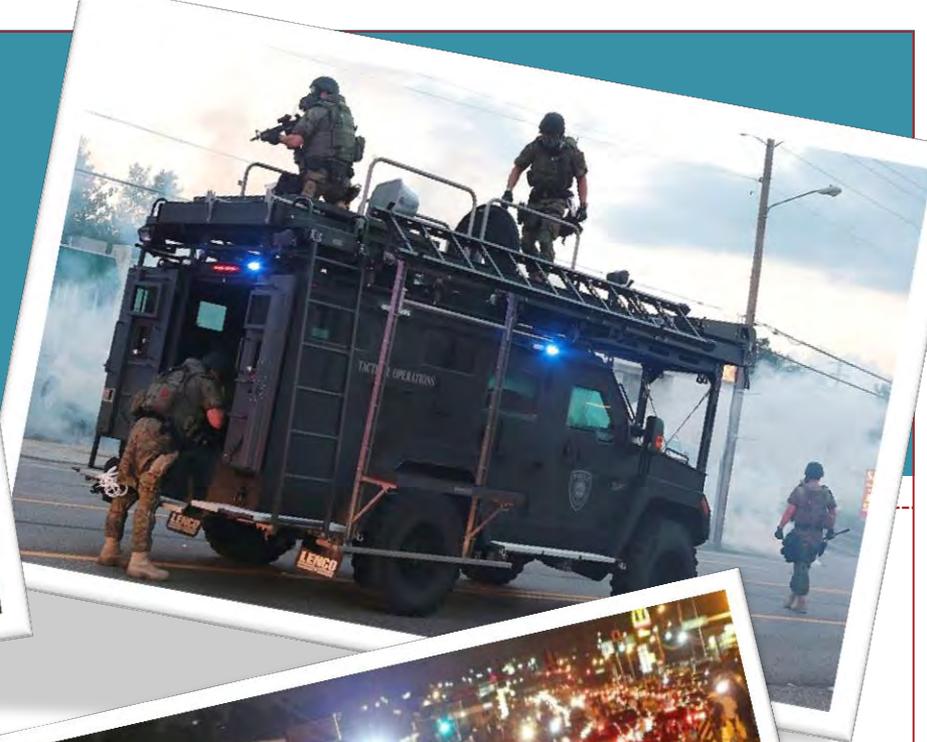
# Communicable Disease Control Services, Cont'd.

## Sexually Transmitted Diseases

- Maintained normal follow-up operations @ health campus
- Did not perform field work during unrest or in neighboring communities immediately surrounding the area
- Was in effect for a week

## CDCS Nurses

- TB staff had to distribute pre-made packets of meds w/instructions for patient
- Staff carried their cell phones @ all times
- Set up a temporary “satellite office” @ animal shelter



Saint Louis  
**COUNTY**  
PUBLIC HEALTH





# Not-so Anonymous: How hackers wrecked havoc in St. Louis

Recommend 1.3k Tweet 166 g+1 19 Pin it

November 01, 2014 11:40 pm • By David Hunn



**FERGUSON** • The fir after Michael Brown's granddaughter were The caller warned its known



## St. Louis County Government Websites Currently Down

August 14, 2014 8:22 AM

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Police guard a Quick Trip gas station that was burned when protests over the killing of 18-year-old Michael Brown turned to riots and looting on August 11, 2014 in Ferguson, Missouri. (Photo by Scott Olson/Getty Images)

Related Tags: [anonymous](#), [Ferguson](#), [government websites](#), [Michael Brown](#), [St. Louis County](#)

**ST. LOUIS (CBS St. Louis)** – The St. Louis county government websites are currently down, but the cause is unknown.

The websites for the St. Louis County Police Department, St. Louis County Department of Revenue,

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VMRI - Software Solutions for the Drone Revolution. Invest Today! [valmie.com](#)

## STL County websites hacked

Brandie Piper, KSDK 6 a.m. CDT August 18, 2014



(Photo: Michael B. Thomas Getty Images)

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**ST. LOUIS COUNTY** - St. Louis County government websites have been hacked, NBC News confirms.

NewsChannel 5 confirmed with St. Louis County dispatch Thursday morning all county government websites are down.

NBC News reports St. Louis County police confirmed they are under "some sort of cyber-attack," and that email has been down since



- Increased number of shigella cases
- Nurse investigators worked OT
- Investigate ill child/notify daycare center/inquire of other potentially ill children
- Send out letters/post signs/contact MO DOH for inspections
- Notify nurse in Health Ed.
- Coordinate stool collection for testing/contact pediatrician office
- Work w/hospital EDs
- Outbreak can last 13 months

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## Shigellosis cases up in St. Louis County

By Bill Raack, KWMU

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St. Louis, MO – Health officials in St. Louis County say that cases of shigellosis have dramatically increased this year.

Shigellosis, also known as shigella, is a highly contagious bacterial infection that affects children in daycare facilities. It's primary symptom is diarrhea.

The St. Louis County Health Department says there have been 331 reports of shigellosis this year, compared to nine cases for the same period last year. Most of the cases affect kids and staff at area daycare centers.

The disease has spread to about 60 day cares in the city, north St. Louis County and Fenton.

Health officials are urging parents, day care workers and others affiliated with the centers to take precautions aimed at stopping the spread. Those precautions

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# CDCS Nurses



# Public Health Nurses/Clinic Staff



- DOH Director conducted verbal assessments w/community leaders
- Nursing staff conducted assessments of those w/chronic illnesses who could not make it to appointments
  - Given number to Dellwood Comm. Cntr.
  - Insulin was taken to those who ran low
- Director orchestrated w/area hospitals
  - EDs were informed & open for crisis cases
- Meds were taken to those at the affected apartment complex by nurses
- Meds retrieved from hospitals by nurses during travel restrictions



Consuelo Hopkins Wilkins, M.D., with Dolores Gunn, M.D., director of the St. Louis County Department of Health at the 2012 Salute to Excellence in Health Care.

# Public Health Nurses/Clinic Staff Cont'd.



- Mobile Medical Unit was on-site @ community center
- First aid & immunizations could be received
- PH nurses contacted those w/home visits, had them respond to community center location to address their needs; positive response from general public
- Line of communication remained open w/clients

# Public Health Nurses/Clinic Staff Cont'd.

## Behavioral Health Response

- Mental health counseling available
- Youth counselors on-site
  - Young people appeared to be more traumatized
    - ✦ Tear gas
    - ✦ Guns
    - ✦ School closures
    - ✦ Chaos



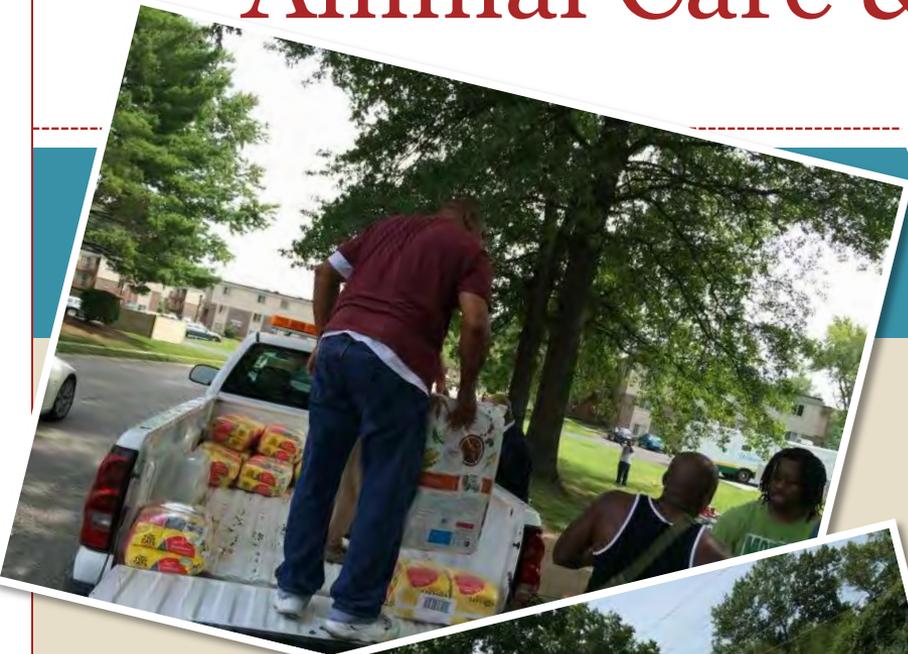
# Animal Care & Control



- Responded to affected area *only* for emergencies @ the request of police
- Changes lasted a few weeks
- Delivered donated lunches & snack items
- Donated dog/cat food & litter to community
- Received positive feedback from community members



# Animal Care & Control Cont'd.



# Animal Care & Control Cont'd.



# Sources



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# Thank you!



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