



The Tipping Point: Operationalizing Equity, Inclusion, and Cultural Competency in EOPs

Presented by: **Ms. Suzanne Frew, The Frew Group**

Presentation Abstract: Historically, hazard events have more deeply affected vulnerable populations. While every person is vulnerable to risk, individuals from diverse populations are disproportionately more vulnerable and at a higher risk to harm in disaster events, particularly a slow onset event such as climate change. In addition to disabilities, access and functional needs (DAFN), and racial and ethnic diversity, other often neglected considerations impact social vulnerability. The ability of populations such as LGBTQI, BIPOC, women, unhoused, undocumented, digitally limited, and non-native speakers to successfully respond to emergencies are not usually the same as mainstreamed populations. Emergency management must prioritize the safety of these and all disproportionately impacted populations. Understanding the intersection between hazard impacts and increased risks to diverse populations is essential to prepare and respond equitably, and counter longstanding marginalized racism. Unfortunately, moving theory into operation is challenging. To do so, we must implement culturally competent, inclusive and equitable strategies, plans, operations, and communications that seamlessly integrates diversity, equity, and inclusion (DEI) elements and

utilizes culturally competent approaches and language. This presentation introduces national frameworks, new state legislation, case studies, and innovative thinking that does just that. It shares exciting recent work conducting equity reviews and rewriting local and county-level EOP base plan and evacuation, sheltering, alerts and warnings, mass casualty, and DAFN annexes that makes equity and inclusion the critical foundation.

Speaker Bio: Suzanne Frew leads The Frew Group, a San Francisco Bay area consultancy that helps public & private sector clients operationalize inclusive, culturally competent disaster management policies, services, trainings and communication. Her unique focus is applying a lens of equity and inclusion to the service of diverse populations, including DAFN, BIPOC, women, the undocumented and unhoused, LGBTQI+, and all disproportionately impacted, at risk populations. For 30 years, she has dedicated her professional life to improving risk communications, driving cross-cultural engagement, and bringing voice to those often not heard. Suzanne is an international consultant, speaker, trainer, and instructor for NDPTC, and author/coauthor of four emergency management books and many articles. She serves as the liaison between the IAEM Emerging Technology Caucus and the Diversity Committee.