

# Accessibility, Effective Communication, Alerts and Warning

August 2012



**FEMA**

“It is time children, people with disabilities or any other segment of our communities who have traditionally been underserved, to be more fully and consistently integrated into preparedness and planning efforts at every level of government.”

Craig Fugate,  
FEMA Administrator



FEMA

# National Preparedness Goal:

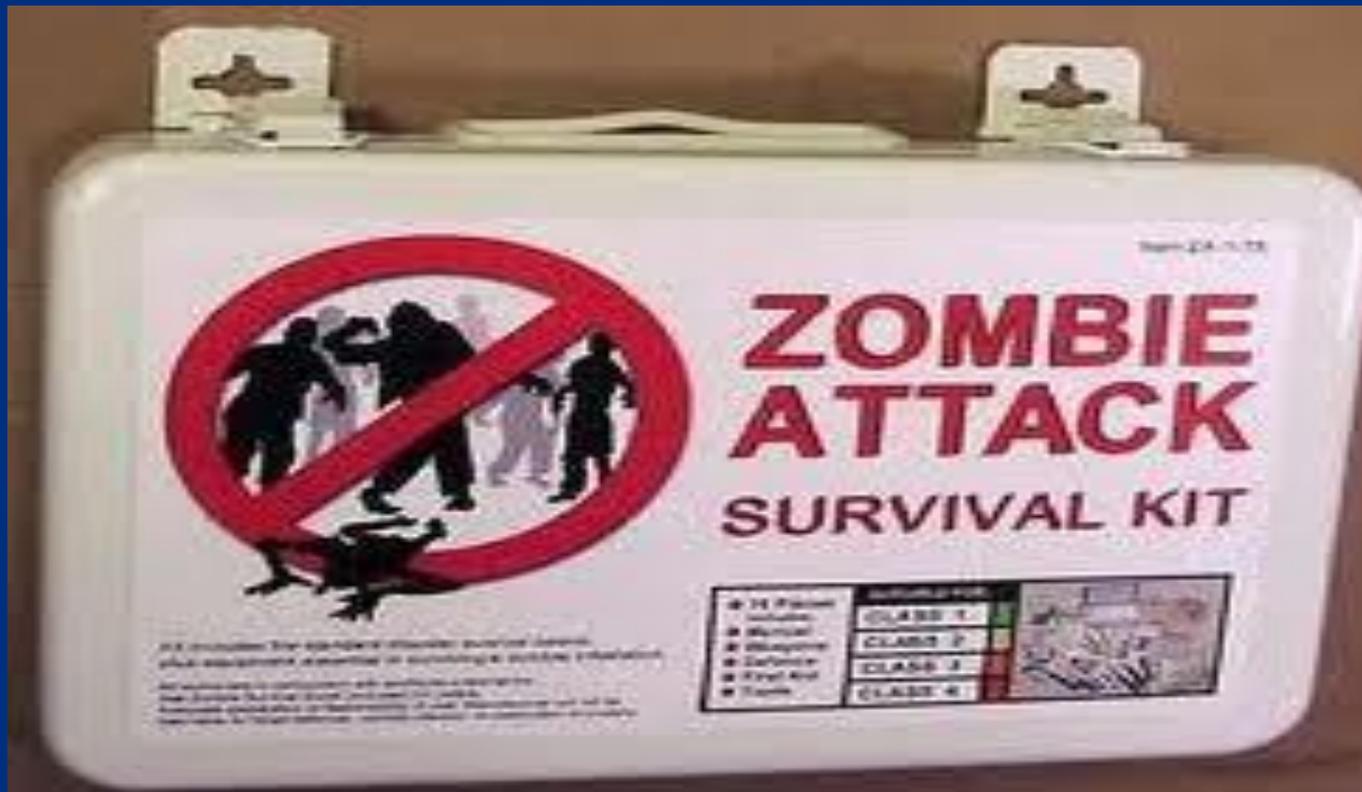
A secure and resilient Nation with the capabilities required across the whole community to prevent, protect against, mitigate, respond to, and recover from the threats and hazards that pose the greatest risk.

- National preparedness is the shared responsibility of our whole community. Every member contributes, including individuals, communities, the private and nonprofit sectors, faith-based organizations, and Federal, state, and local governments.



FEMA

# All Hazards Preparedness



FEMA

# Whole Community:

Participation of the whole community requires:

- equal access to preparedness activities and programs without discrimination
- meeting the access and functional needs of all individuals
- consistent and active engagement and involvement in all aspects of planning.



FEMA

# The WHOLE Whole Community:

- For inclusive planning to be successful, individuals who are often underrepresented or excluded must be actively involved. This includes: individuals who are from diverse cultures, races and nations of origin; individuals who don't read, have limited English proficiency or are non-English speaking, individuals who have physical, sensory, behavioral and mental health, intellectual, developmental and cognitive disabilities, including individuals who live in the community and individuals who are institutionalized, older adults with and without disabilities, children with and without disabilities and their parents, individuals who are economically or transportation disadvantaged, women who are pregnant, individuals who have chronic medical conditions, those with pharmacological dependency, and the social, advocacy and service organizations that serve individuals and communities such as those listed above.

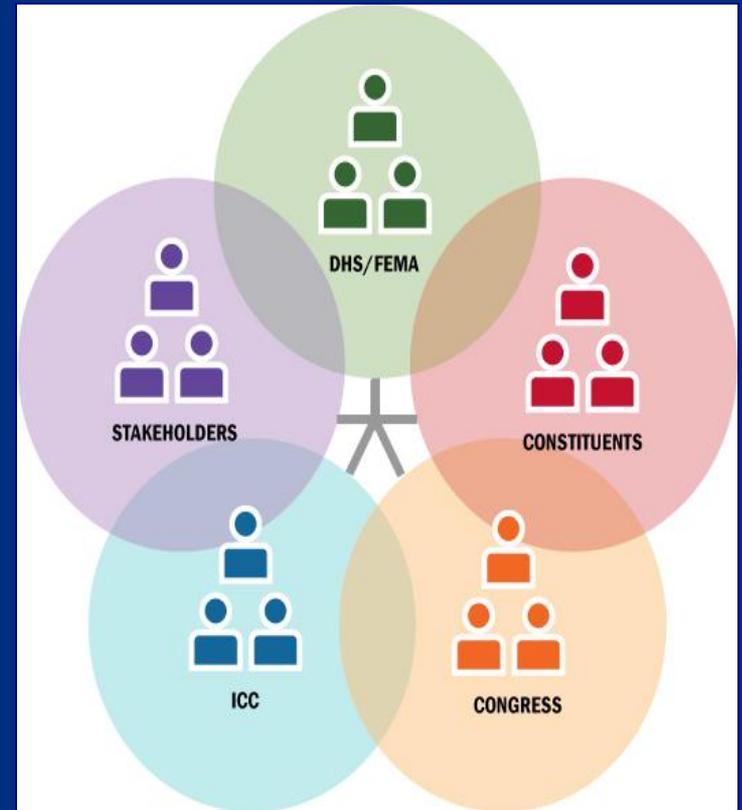


FEMA

# Office of Disability Integration and Coordination

## Mission Statement

In accordance with Federal civil rights laws and regulations, provide guidance, tools, methods and strategies to integrate and coordinate emergency management inclusive of individuals with access and functional needs.



FEMA

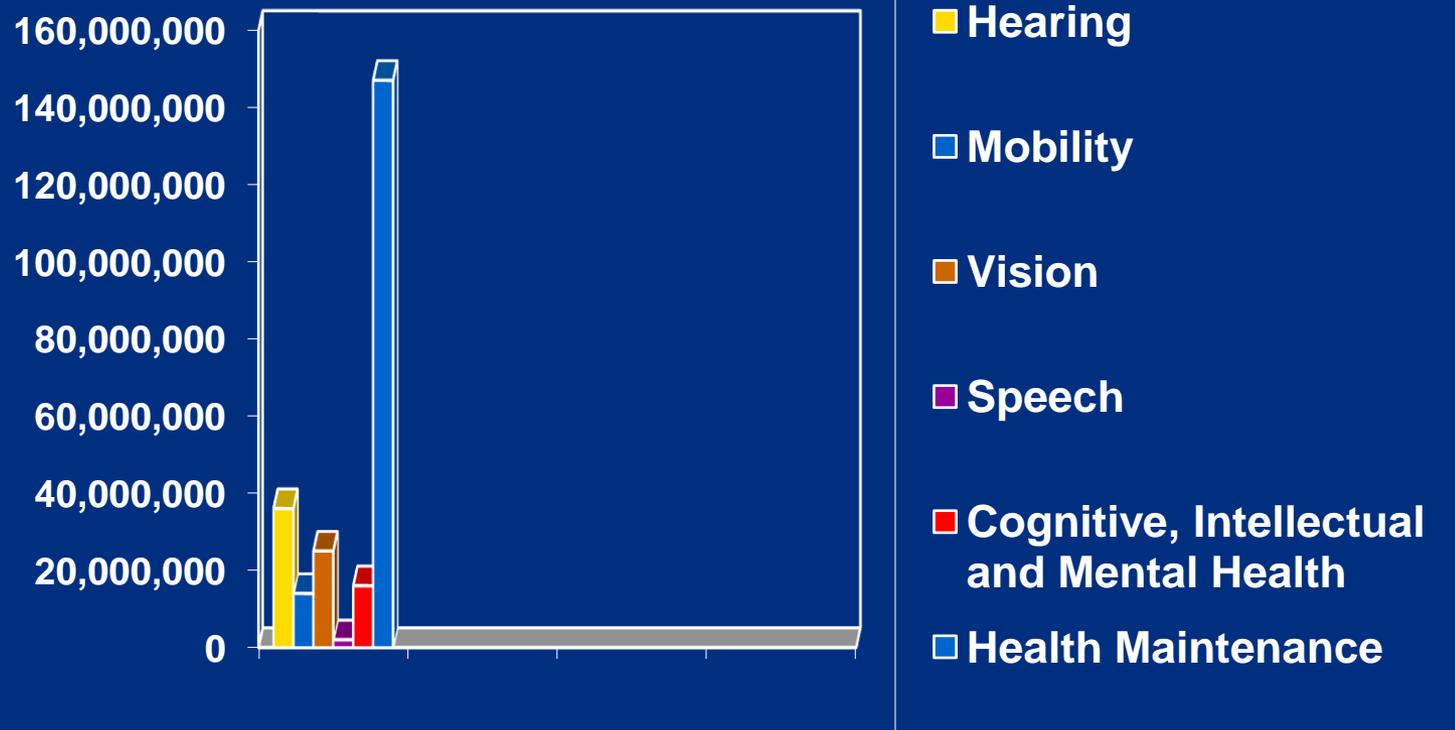
# Promising Practices in Preparedness

[www.fema.gov/about/odc](http://www.fema.gov/about/odc)



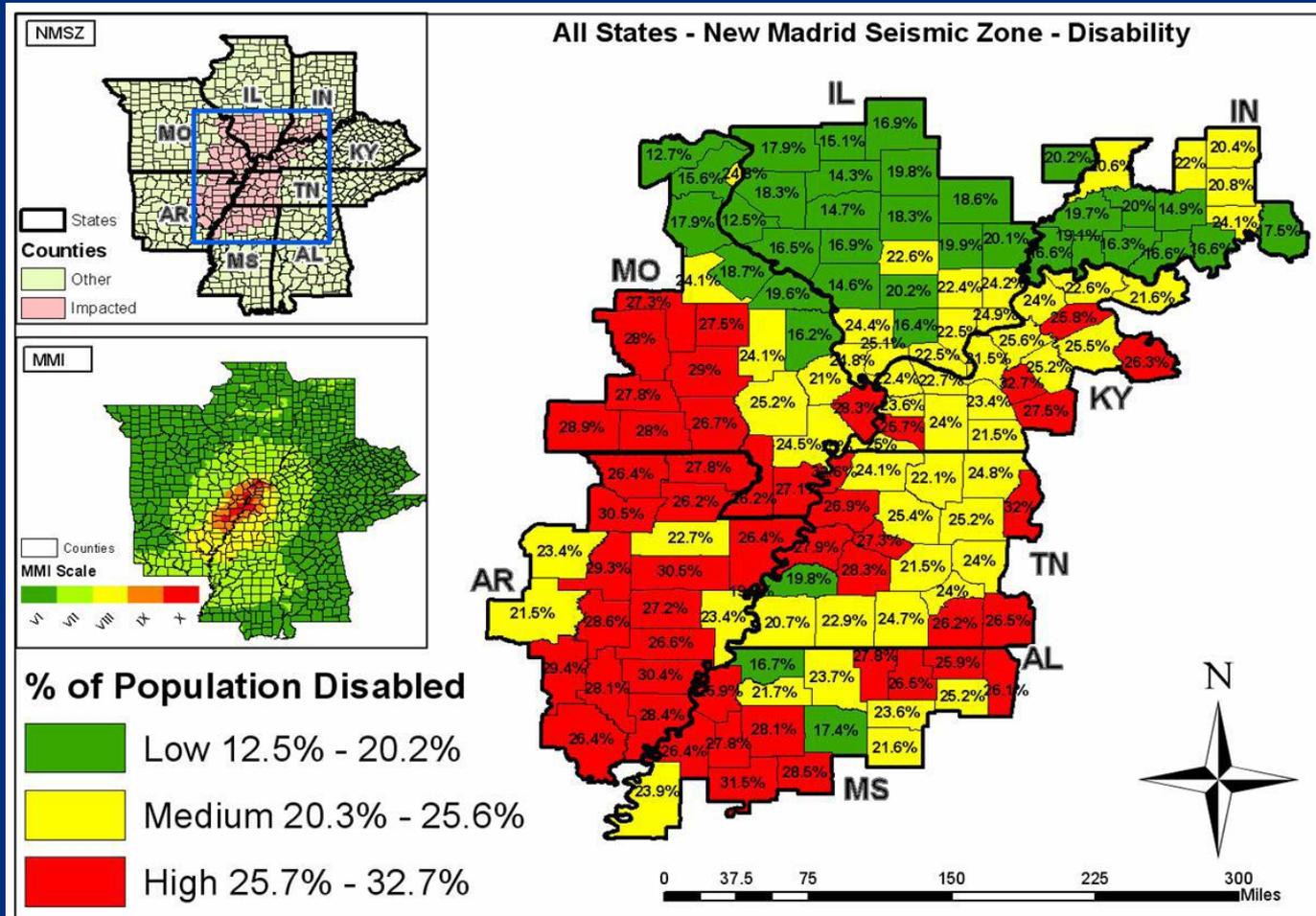
FEMA

# Types of Disabilities and Health Maintenance Needs



FEMA

# NMSZ Percentage of People With Disabilities



# Federal Laws Prohibiting Discrimination in Emergency Programs on the Basis of Disability

- Americans with Disabilities Act of 1990
- Stafford Act of 1988
- Rehabilitation Act of 1973
- Fair Housing Act Amendments of 1988
- Architectural Barriers Act of 1968
- Individuals with Disabilities Education Act (EHA) of 1975
- Telecommunications Act of 1996
- 21<sup>st</sup> Century Communications and Video Accessibility Act of 2010

Each provides affirmative obligations and prohibitions of discrimination on the basis of disability.

No State or local government, or its contractors, in providing services may, by law, policy, or contract, provide services below those standards without violating federal law.



**FEMA**

# Rehabilitation Act

The Rehabilitation Act prohibits discrimination on the basis of disability in programs conducted by Federal agencies, in programs receiving Federal financial assistance, in Federal employment, and in the employment practices of Federal contractors.



FEMA

# Rehabilitation Act

- **Section 504**-states that "no qualified individual with a disability in the United States shall be excluded from, denied the benefits of, or be subjected to discrimination under" any program or activity that either receives Federal financial assistance or is conducted by any Executive agency.
- **Section 508** - establishes requirements for electronic and information technology developed, maintained, procured, or used by the Federal government. Section 508 requires Federal electronic and information technology to be accessible to people with disabilities, including employees and members of the public.



FEMA

# Department of Justice Guidance to State and Local Governments

The Americans with Disabilities Act and other laws apply in:

- Preparation
- Notification
- Evacuation and transportation
- Sheltering
- First aid and medical services
- Temporary lodging and housing
- Transition back to the community
- Clean up
- Other emergency- and disaster-related programs, services, and activities



FEMA

# Effective Communication

Under Title II of the ADA, all state and local governments are required to take steps to ensure that their communications with people with disabilities are as effective as communications with others.

The effective communication requirement covers public television programs, videos produced by a public entity, and telephone communications. These communications must be accessible to people with disabilities.



FEMA

# 21<sup>st</sup> Century Communications and Video Accessibility Act

- Title I-Broadband accessibility
- Title II-Video programming on TV and internet
  - Both titles include provisions to ensure that people with disabilities have access to emergency information such as the next generation of 911 services and emergency information on television



FEMA

# Commercial Mobile Alert System (CMAS) Accessibility

CMAS includes a specific requirement that the alert signal be a distinctive vibration for people who are deaf, hard of hearing and deaf blind to recognize it as a cellular alert message, and a distinctive audible alert so that persons who are blind or have low vision also recognize it as an alert message.



FEMA

# Real-time captioning

- Real-time captions are created as an event takes place.
- A captioner (often trained as a court reporter or stenographer) uses a stenotype machine with a phonetic keyboard and special software.
- A computer translates the phonetic symbols into English captions almost instantaneously. The slight delay is based on the captioner's need to hear the word and on the computer processing time.
- Real-time captioning can be used for programs that have no script; live events, news programs, etc.



FEMA

# Computer-Aided Real-Time Transcription (CART)

- Many people who are deaf or hard of hearing are not trained in either sign language or lip reading. CART is a service in which an operator types what is said into a computer that displays the typed words on a screen.



FEMA



FEMA



FEMA

# Telephone Communications

## TTY



FEMA

- **Video Remote Interpreting (VRI) and Video Relay Services (VRS)**
- VRI are services where a sign language interpreter appears on a videophone over high-speed Internet lines. VRI can provide immediate, effective access to interpreting services seven days per week, twenty-four hours a day, in a variety of situations including emergencies and unplanned incidents.
- VRI is different from Video Relay Services (VRS) which enables persons who use sign language to communicate with voice telephone users through a relay service using video equipment. VRS may only be used when consumers are connecting with one another through a telephone connection.



FEMA



ACCESSIBLE  
AlertSanDiego

Get signed up. Get notified.

The logo features a blue circular icon with a white stylized human figure with arms raised. To the left of the figure is a laptop icon, and to the right is a mobile phone icon. The text 'ACCESSIBLE' is in blue, and 'AlertSanDiego' is in a large, multi-colored font (yellow, green, blue). Below the icon and text is the tagline 'Get signed up. Get notified.'

[http://www.youtube.com/watch?feature=player\\_embedded&v=hoxcc0PFcq0](http://www.youtube.com/watch?feature=player_embedded&v=hoxcc0PFcq0)



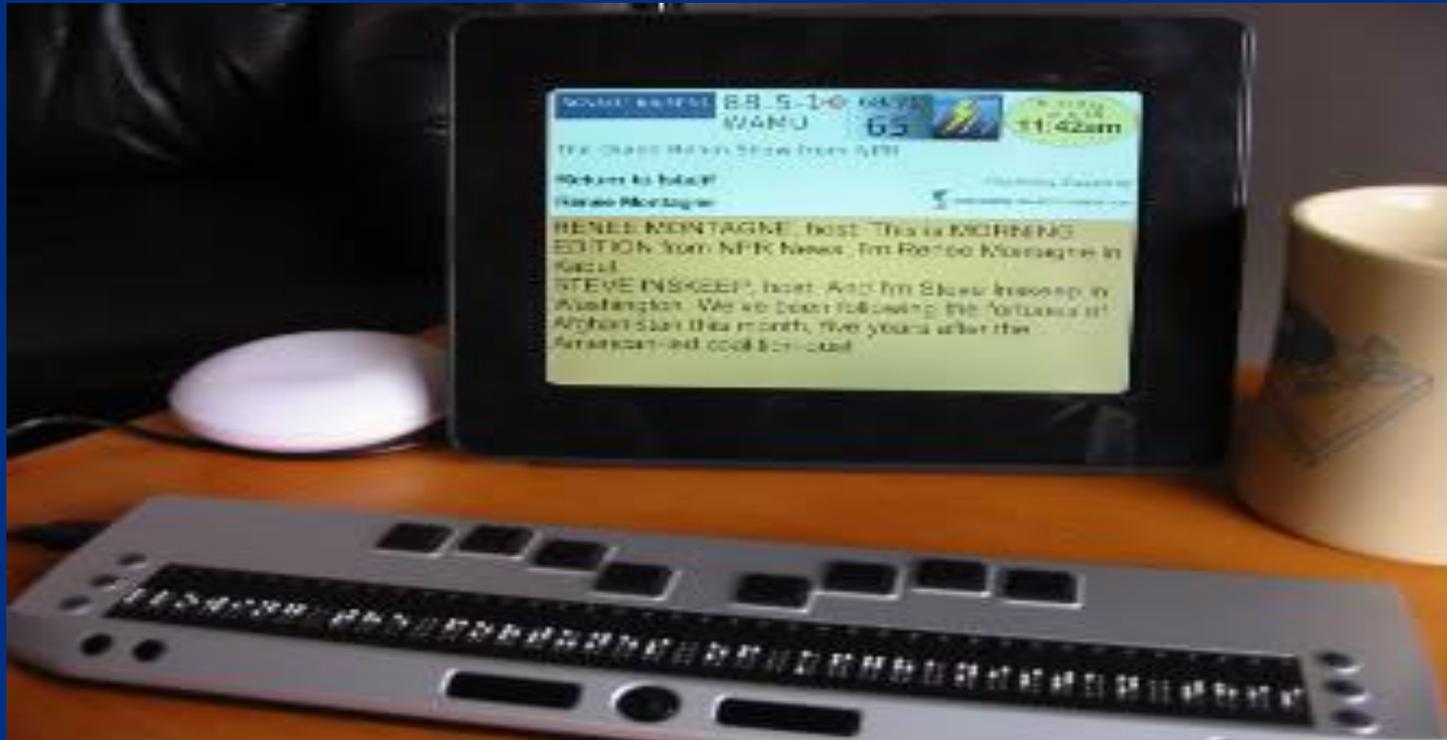
FEMA

# Social Media – Twitter, Facebook and Text Messaging

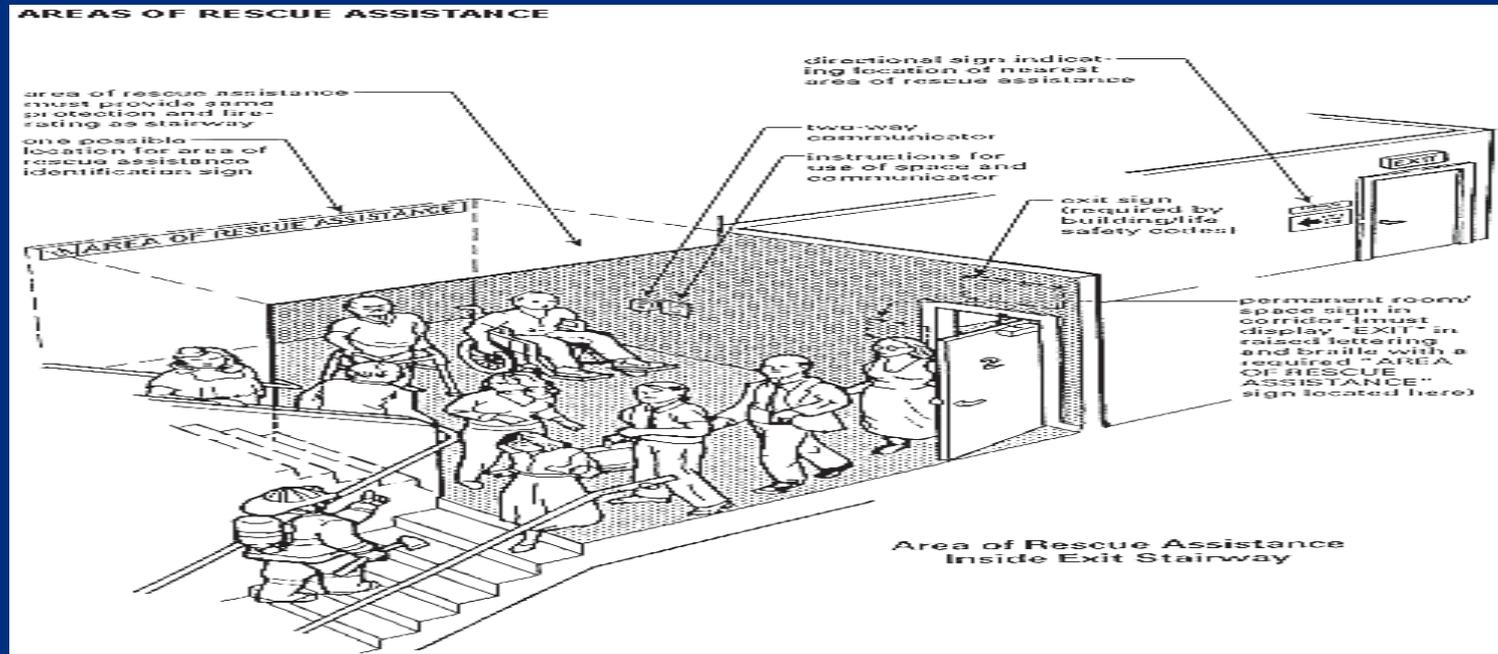


FEMA

# Information has to be accessible to be actionable



FEMA



The ADA accessibility guideline for area of refuge communication states: A method of two way communication with both visible and audible signals must be provided in each area of rescue assistance. The system must permit non-verbal use so someone with a hearing or speech disability could notify the safety and rescue personnel of their presence, and very importantly be reassured that someone has acknowledged their call.



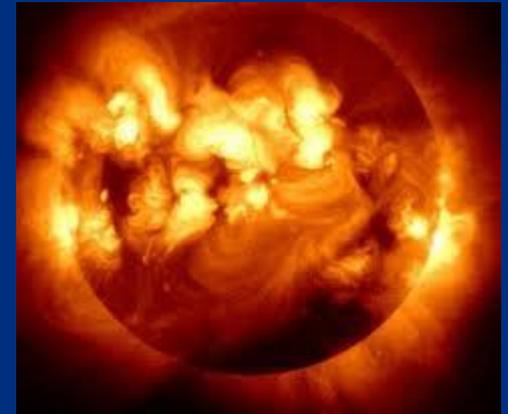
FEMA

# Assets Not Liabilities



FEMA

# Space Weather...



... potential impact on technology used by people with disabilities



FEMA

# NOTHING ABOUT US, WITHOUT US



FEMA

# INTEGRATION AND COORDINATION

When communities integrate the access and functional needs of children and adults with and without disabilities in all phases of community-wide emergency management, they strengthen their ability to prepare for, protect against, respond to, recover from, and mitigate all hazards.



FEMA

- **Helpful Links:**

- Office of Disability Integration and Coordination

- [www.fema.gov/about/odc](http://www.fema.gov/about/odc)

- Getting Real- Promising Practices in Inclusive Emergency Management

- [gettingreal-ii.webcaston.tv/home/homepage.php](http://gettingreal-ii.webcaston.tv/home/homepage.php)

- Guidance on Planning for Integration of Functional Needs Support Services in General

- Population Shelters [http://www.fema.gov/pdf/about/odc/fnss\\_guidance.pdf](http://www.fema.gov/pdf/about/odc/fnss_guidance.pdf)

- Planning for the Whole Community

- <http://terrorism.spcollege.edu/Broadcasts/LRBroadcast0611.aspx>

- First Responder Guide

- <http://terrorism.spcollege.edu/SPAWARAFN/index.html>

- CAL EMA Office for Access and Functional Needs

- <http://www.calema.ca.gov/ChiefofStaff/Pages/Access-and-Functional-Needs.aspx>

- Disaster Resources for People with Disabilities and Others with Access and

- Functional Needs <http://www.jjk.com/disaster.html>



FEMA

- **Helpful Links:**
- DOJ [www.ada.gov](http://www.ada.gov)
- Project Civic Access <http://www.ada.gov/civicac.htm>
- PCA Tool Kit:
  - Chapter 3- General Effective Communication Requirements Under Title II of the ADA
  - <http://www.ada.gov/pcatoolkit/chap3toolkit.htm>
  - Chapter 7- Emergency Management Under Title II of the ADA
  - <http://www.ada.gov/pcatoolkit/toolkitmain.htm#pcatoolkitch7>
- ADA Checklist for Emergency Shelters <http://www.ada.gov/shleterck.htm>
- An ADA Guide for Local Governments: Making Community Emergency Preparedness and Response Programs Accessible to People with Disabilities
- <http://www.ada.gov/emergencyprep.htm>
- DOJ Statement of Interest, CALIF, et al. v. City of Los Angeles, et al.
- [http://www.ada.gov/briefs/calif\\_interest\\_br.pdf](http://www.ada.gov/briefs/calif_interest_br.pdf)



FEMA

# Office of Disability Integration and Coordination

Marcie Roth, Director

[marcie.roth@dhs.gov](mailto:marcie.roth@dhs.gov)

202.212.1537

[www.fema.gov/about/odc](http://www.fema.gov/about/odc)



FEMA



FEMA