




**NC**  
Nothing Compares  
**NORTH CAROLINA**

Emergency Communications  
Approaches During and After an  
Emergency

**Donna Platt**  
Division of Services for the Deaf and  
the Hard of Hearing, March 9, 2017

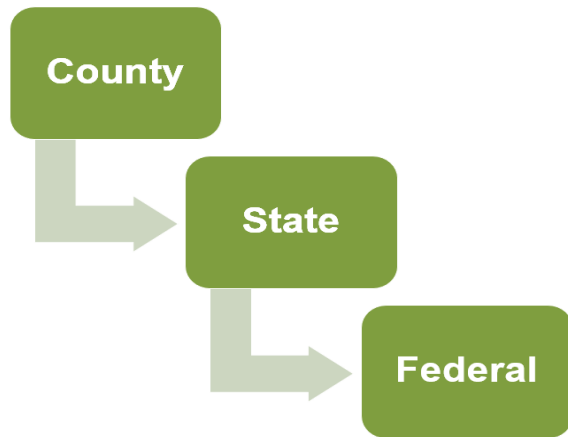


## State of North Carolina DR 4285- Hurricane Matthew



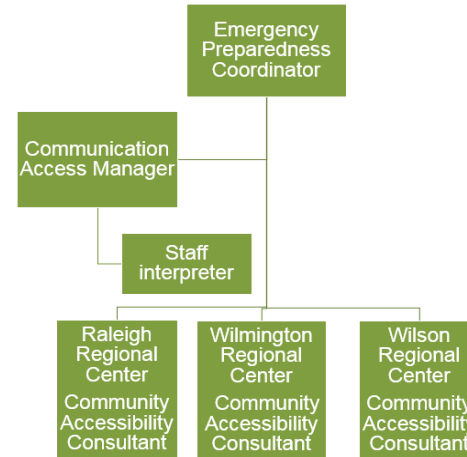
2

### How N.C. responds to a disaster



3

### Division of Services for the Deaf and the Hard of Hearing (DSDHH)



4

## DSDHH Mission Statement

The Division of Services for the Deaf and the Hard of Hearing works to ensure that all Deaf, Hard of Hearing, or Deaf-Blind North Carolinians have the ability to communicate their needs, and to receive information easily and effectively in all aspects of their lives, especially their health and well-being.



5

## Examples of Announcements



6

### Examples of Announcements (continued)

- DSDHH Regional Center E-blasts
- Word of mouth or “signs”
- Local Emergency Notification Services



### Examples of Announcements (continued)



### Examples of Announcements (continued)



9



### Partnering with FEMA

- FEMA Disability Integration Advisors
- Teleconferencing and e-blast with agencies serving disabilities

10



## Local Community Meetings

- Hosted by local (city/county) government or emergency management for residents. FEMA was invited to give overview of their services.
- Announcement to public in a short notice
- Communication accommodations (interpreters and real time captioning) provided by FEMA. Sometimes not available.
- Transportation to event may be limited
- Limited opportunity for Q&A



11

## Examples of Community Announcements

An email sent from FEMA:

Hi, Donna. We will have interpreters at the Robeson County Commissioner's meeting tonight (6 p.m. at 710 N Elm in Lumberton, NC). This is not a FEMA hosted meeting, FEMA staff were just asked to attend to provide an overview of the FEMA process. Because it is not our meeting, I do not have an invitation or anything like that. However, because we have FEMA staff speaking, we will have our interpreters and CART reporters available



12

### Example of DSDHH Regional Center's E-blast

FYI to Robeson Co.:

**Subject: Community Meeting Information**

We will have interpreters at the Robeson County Commissioner's meeting tonight (6 p.m. at 710 N Elm in Lumberton, NC). This is not a FEMA hosted meeting, FEMA staff were just asked to attend to provide an overview of the FEMA process. However, because we have FEMA staff speaking, we will have our interpreters and CART reporters available.

Hope you can plan to attend and provide input as deemed appropriate. Feel free to contact us at the Wilmington RC if you have questions.



13

### FEMA Request for Assistance

Hi Donna,

We are trying to identify if there is a greater need for ASL in any of the following communities to better coordinate our interpreters. Thanks so much

Generation Church – 6 p.m.  
Goldsboro, NC 27534

West Pender Middle School – 5:30 p.m.  
Burgaw, NC

Tarboro High School – 7 p.m.  
Tarboro, NC 27886

Benson Elementary School  
Benson, NC 27504



14

### Setting up Events for Individuals with Hearing Loss

- Set up date, time and length of event – preferably where Deaf, Deaf-Blind and Hard of Hearing individuals meet on a regular basis
- Separate event from local community meetings provides personal interaction & attention – more opportunity for Q&A
- Reserve a meeting room
- Develop rough agenda for that event



15

### Setting up Events for Individuals with Hearing Loss (continued)

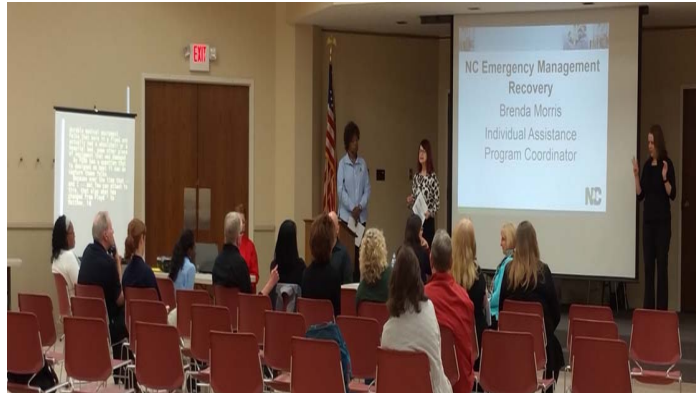
- Invite FEMA and collaborate on meeting expectations
- Work with FEMA Disability Integration Advisor from the Joint Field Office in preparation
- Compromise on communication accommodations (interpreters, real time captioning and assistive listening equipment) with FEMA



16



## Example of Communication Accommodations



17

## Setting up Events for Individuals with Hearing Loss (continued)

- Attraction from public to an event that includes refreshment
- Develop announcement (flyer, vlog, Facebook) for public
- Ask the contact person in charge of meeting place for internet access (FEMA registration and/or remote captioning)
- Find out which wireless carrier has strong signal at the event location



18

## Event Announcements

- Event provided in southern N.C. during Regional Center's regular gathering
- Joint event with another Regional Center
- FEMA Disaster Survivor Assistance workers
- Information on how emergency agencies responded to the disaster, as well as resources for receiving were included

N.C. Division of Services for the Deaf and the Hard of Hearing

**Wilmington and Raleigh Regional Centers present**

**Hurricane Matthew Discussion**

*How did you find out about Hurricane Matthew?  
Did your home or possessions get damaged?  
Do you know what kind of help might be available for you?*

**Meet local DSDHH staff:**  
Deaf Services Specialist: Cary Riverbark & Jeff Gray  
Community Accessibility Consultants: Cristina Baum & Marina Moore-Ross  
Emergency Preparedness Coordinator: Corina Platt  
Wilmington Regional Center Manager: David Schutz  
ASL Interpreters and Assistive Listening Devices provided

**Date:** November 19, 2016  
**Time:** 1:30 - 3:30 p.m.  
**Location:** Robeson County Co-Op Extension  
O.P. Owens Agricultural Center  
455 Catton Road  
Lumberton, NC 28360

**Hurricane Matthew**

- Overview of what happened during the storm
- How to stay informed during emergencies and now
- Resources available through government service
- Share your experiences during and after the storm
- Meet and work with FEMA Disaster Survivor Assistance workers

*For accommodations or questions, please contact Christina Bauman at 919-253-5762, or email Christina.Bauman@dshh.nc.gov*



## Event Announcements (continued)

- Event provided in northern N.C.
- Types of assistance FEMA and N.C. provided at the event
- Real-time captioning was provided
- Longer hours

N.C. Division of Services for the Deaf and the Hard of Hearing

**Wilson Regional Center presents**

**Hurricane Matthew: Learning from Experience**

**Date:** Saturday, Jan. 21, 2017  
**Time:** 1 - 4 p.m.  
**Location:** Wilson County Agricultural Center Auditorium  
1806 South Goldsboro Street  
Wilson, NC 27893

**ASL Interpreters, Captioning and Assistive Listening Devices provided**

**Did your home get damaged?**  
Federal Emergency Management Agency (FEMA) and N.C. Emergency Management are here to help you with:

- Home (inside and outside)
- Roof
- Electricity
- Job lost
- Food assistance
- Temporary housing
- Medical expenses
- More

• Get overview of what happened during the storm.  
• Find out what resources are available through FEMA and N.C. government.  
• Share your experiences during and after the storm.  
• Meet and ask FEMA workers about assistance.

Please see ASL vlog on DSDHH Facebook

**For accommodations or questions, please contact Rhonda Hamilton at (252) 243-3181 or email Rhonda.Hamilton@dshh.nc.gov**




## Vlogs in American Sign Language

### DSDHH/FEMA Event Announcements

- Wilson RC/FEMA Event Rescheduled to 1-21-17  
<https://www.youtube.com/watch?v=5AXu5BnqjRQ>
- Wilson RC/FEMA 1-7-17 Event Cancellation  
<https://www.youtube.com/watch?v=DCIU7M7E0PU>
- Wilson RC/ FEMA Event 1-7-17  
<https://www.youtube.com/watch?v=gLFtPXNUIU>
- Wilmington RC/FEMA Event 11-19-16  
<https://www.youtube.com/watch?v=D3nk6iNEpEY&list=PLT2CoXvAw8Lky-L2U2nsBaXYICUZkrxXW&index=2>



21

## Vlogs in American Sign Language (continued)

### FEMA-Related Information

- FEMA Deadline Extended  
<https://www.youtube.com/watch?v=xjO7L6viaGk>
- Options for Registering with FEMA  
<https://www.youtube.com/watch?v=Lp8UrwDYoOg>
- Information to Provide When Registering With FEMA  
<https://youtu.be/bU-pppEfENw>
- Denial Letter from FEMA? - What To Do Next  
<https://youtu.be/8WtADQtenb8>



22

## FEMA Representatives

- Disaster Survivor Assistance (Fill out form to receive assistance)
- Individual Assistance (IA)
- Small Business Administration (SBA) (not just for business but for individual receiving loan)
- Mitigation
- National Flood Insurance Program
- Exit Interview (N.C. Emergency Management Recovery)



23

# Questions?



24

## **Contact Information**

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N.C. Division of Services for the Deaf  
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