EMERGENCY MANAGEMENT FOR PERSONS WHO ARE DEAF OR HARD OF HEARING

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WHEN DISASTER STRIKES
ARE YOU PREPARED?

WHEN NOTIFICATIONS FAIL
WHEN 911 CALLS

Not always effective when you are deaf or hard of hearing
Does not always work in general
Registry numbers are not always known/reliable
National Weather Service

TV NOTIFICATIONS

Most news stations will have a scroll and should be captioned BUT.....
SUGGESTIONS FOR DEAF & HARD OF HEARING

Extra hearing aid batteries
Telephone and equipment chargers
Pen and paper
Tablet or laptop computer
Food for service animal

SUGGESTIONS FOR DEAF & HARD OF HEARING

Medical documents
Smartphone
Eye-mask
Ear plugs
IF UNABLE TO SELF EVACUATE

Some circumstances can trap a person in their home.

COMMON COMMUNICATION BARRIERS

American Sign Language vs English
- Forms
- Websites
- Lengthy Conversations
Video Information
Unqualified Interpreters
No access to technology
CULTURALLY AFFIRMATIVE LANGUAGE

Disability?
Hearing Impaired?
Deaf
Hard of Hearing
Deaf-blind

CULTURALLY AFFIRMATIVE INTERACTION

Ask how to communicate
Lip reading
Lighting
Speech, tone, and pace
Working with interpreters or companions
THE AMERICANS WITH DISABILITIES ACT (ADA)

Civil rights - prohibits discrimination
Focus is on integration
The ADA is a minimum standard. Nothing prevents any entity from providing access beyond the minimum.
Most volunteers will not know the ADA so policy is a must!

EQUALLY EFFECTIVE COMMUNICATION

A public entity must ensure that its communications with hearing individuals are equally as effective as communications with others
Includes participant in program, companions and members of the general public
BEFORE DISASTER

Shelters are required to identify the needs of people who are deaf or hard of hearing and make advanced arrangements:
- Arrange accessible sites
- Contract with local sign language interpreting agencies
- Acquire medical equipment & devices

SHELTERING

Persons who are deaf/hard of hearing do not belong in a hospital or nursing home
Staff/Volunteers should be educated on communication methods
Policies exploring communication options should be in place & staff trained
QUALIFIED INTERPRETERS

Can interpret effectively accurately and impartially using specialized vocabulary
- Certified vs Qualified
- Family or Friends to interpret
- Minor children

AUXILIARY AIDS AND SERVICES- DEAF AND HARD OF HEARING

Assistive listening devices and systems
Communication Access Real time
  Transcription
Open and closed captioning
TTYs, videophones (VRS), relay services, captioned telephones
Amplifiers/compatible with hearing aids
ASSISTIVE LISTENING DEVICES/LOOP

COMMUNICATION ACCESS REAL TIME TRANSCRIPTION (CART)
VIDEO REMOTE INTERPRETING

The video interpreter hears everything spoken in the room in real time.

TTY
VIDEO PHONE

1. Deaf user signs to the interpreter
2. Interpreter speaks to the hearing user
3. Hearing user speaks to interpreter
4. Interpreter signs to deaf user

CAPTIONED PHONE
AMPLIFIED PHONE

SCROLL
RESOURCES

Colorado Commission for the Deaf & Hard of Hearing: www.ccdhh.org
Registry of Interpreters for the Deaf: www.rid.org
National Association of the Deaf: www.nad.org

RESOURCES

DOJ ADA Toolkit: http://www.ada.gov/pcatoolkit/chap7shelterprog.htm
DOJ Website: www.ada.gov
RESOURCES

ADA National Network: wwwadata.org
ADA Presentations: wwwadapresentationsorg
American Red Cross: wwwredcrossorg

The 1991 ADA Standards:
http://www.ada.gov/reg3a.html#Anchor-Appendix-52467

*If element was newly installed or modified after March 15th 2012, or needs to be modified please refer to the 2010 Standards for current technical requirements.
QUESTIONS

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