

Emergency Management and ADA Accessibility

S. Paige Butler

TW: Flashing colors and texts images; intense
emergency situations

What would you do?

What would be your first thoughts if a fire or another emergency situation were to happen?

What would you do?

What would be your first thoughts if a fire or another emergency situation were to happen?

Did you think to yourself about...

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Including the Deaf peoples who might be in your area, and other disabled peoples wherever you are, in that planning?

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The Impact of Disasters in the last 10 years

Disaster statistics

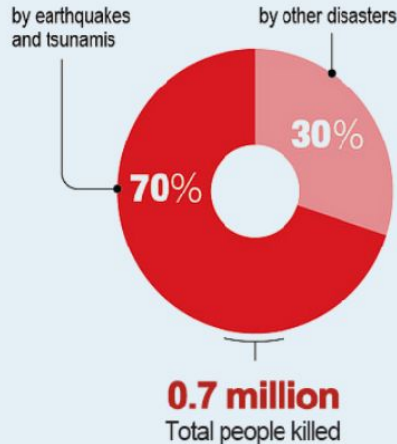
 **3455**
FLOODS

 **2689**
STORMS

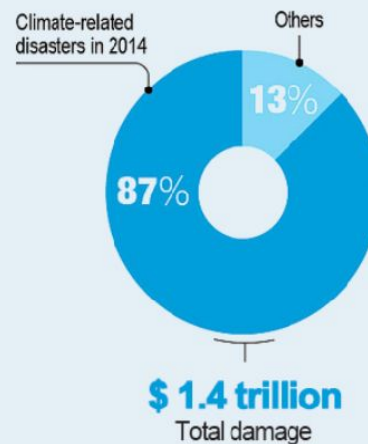
 **470**
DROUGHTS

 **395**
EXTREME TEMPS

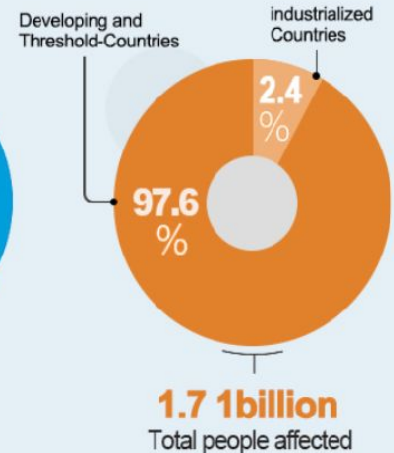
People killed



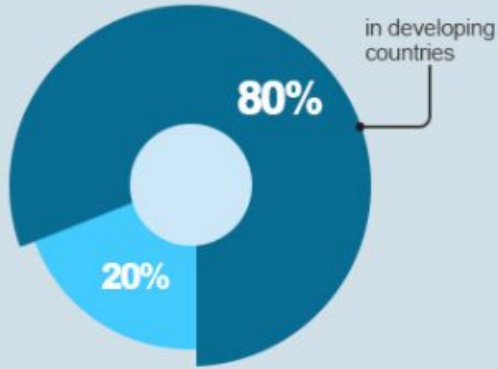
Damage (\$ billion)



People affected (million)

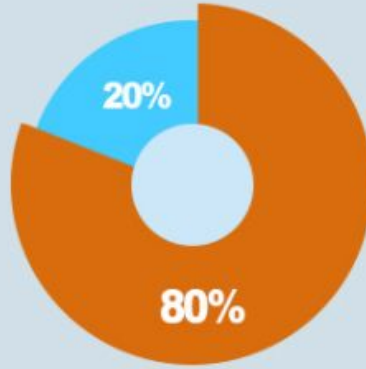


Deaf People



70 million deaf
people worldwide

Deaf Education



Don't have access
to education

Disaster Strikes

Rate of evacuation of people with disabilities



20%
Immediately



74%
Difficult



6%
Not able to
evacuate

People with disabilities
are 4 times more likely to **lose their lives**
when a disaster strikes than those without disabilities

UN and World Federation of the deaf sources

Deaf Communities=

EXTREME VULNERABILITY

Summer Scholar Project Overview

Project Goal:

- To see if and how all 100 North Carolina counties implement policies regarding the ADA and Deaf peoples.

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- Audism
- Ableism

Title II of the ADA requires that
“emergency programs, services, activities,
and facilities must be accessible to people
with disabilities.”

Americans with Disabilities Act of 1990

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Title II of the ADA requires that “emergency programs, services, activities, and facilities must be accessible to people with disabilities.”

- “requires reasonable modifications to policies, practices, and procedures” to avoid discrimination against a person with a disability.
- “Taking the steps necessary to ensure effective communication with people with disabilities”

Methodology

Online inquiry and research


nc macon county emergency operations

ALL WORK IMAGES VIDEOS MAPS NEWS SHOPPING

274,000 Results Any time ▾

Public Safety | Macon County North Carolina | Macon NC ...
<https://www.maconnc.org/emergency-management.html> ▾
Emergency Planning Committee are available for review by contacting the **Macon County Emergency Management office** at 828-349-2067. Macon County Emergency Management is continually striving to improve our County's Emergency Service and the level of preparedness in case of disaster.

Macon County Courthouse



COVID-19 Hours or services may vary

1 Macon County Emergency Service
★★★★★ Facebook (8)
104 E Main St, Franklin · (828) 349-2067
Closed · Opens Mon 8 AM
WEBSITE DIRECTIONS

2 Macon County
3030 W Old Murphy Rd, Franklin · (828) 349-2000
Closed · Opens Mon 8 AM
WEBSITE DIRECTIONS

[See more results >](#)

[PDF] **Welcome to Macon County North Carolina | Macon NC ...**

search

Methodology

Online inquiry and research

EOP Inquiry



Stephanie Butler
Tue 7/21/2020 9:02 AM
To: kvestal@yadkincountync.gov



Dear Keith Vestal;

I am writing to inquire about your county's Emergency Operations Plan and see what information you may be able to share with me.

I am Paige Butler, a senior at Gardner-Webb University, and a double major in American Sign Language and Political Science. For my senior capstone project, I am studying local governments' emergency management policies for the deaf and hard of hearing in North Carolina.

In an effort to further my data set, I was hope that you may be able to share with me Yadkin county's emergency operation plan for the deaf and hard of hearing or generally for the special needs individuals under the Americans with Disabilities Act. The goal of this project is to highlight the uniqueness of North Carolina as it is one of the few states that has regional centers that specialize in services for the deaf and hard of hearing communities.

My capstone project is for academic use solely and will not be published.

Thank you for your time. I look forward to hearing from you.

Best Regards,

S. Paige Butler

[Reply](#) | [Forward](#)

Macon **EOP**



Warren Cabe <wcabe@maconnc.org>

Tue 7/7/2020 8:32 AM

To: Stephanie Butler



CAUTION: This email originated from outside of the Gardner-Webb.edu domain. Do not click links or open attachments unless you verify that the links and/or attachments are safe.

<https://ncemplans.us/macon/webver/asp/eplanlogin.asp>

User: [REDACTED]

PW: [REDACTED]

It doesn't like Firefox so usually Explorer works better. We are preparing to transition to a different more user friendly site.


Warren

Macon County

[Reply](#)

[Forward](#)

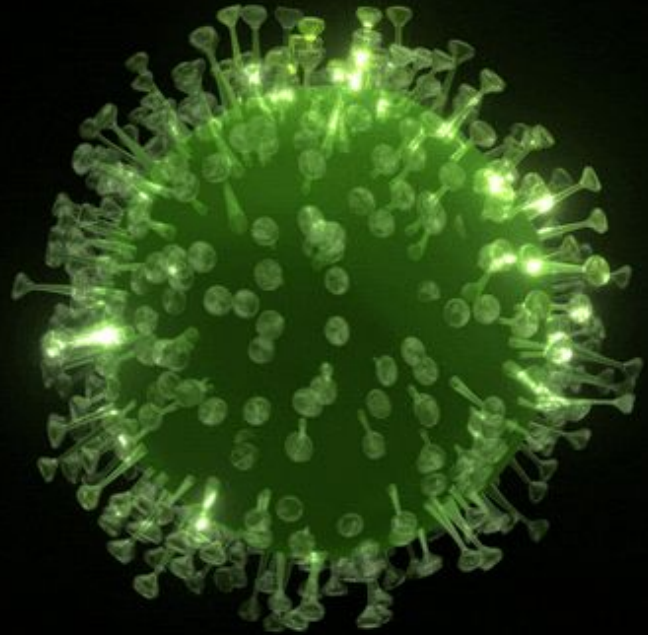
Methodology - Phone Interviews

A photograph of a road closure. In the foreground, a white rectangular sign with a black border and the words "ROAD BLOCKED" in large, bold, black capital letters is mounted on a wooden post. Below the sign are two horizontal orange and white striped barriers. In the background, another similar sign and barriers are visible, slightly out of focus. The scene is outdoors with green foliage in the background.

**ROAD
BLOCKED**

**ROAD
BLOCKED**

Challenges - Pandemic





Businesses and Government buildings shut down.

Challenges - NCGS 132-1.7

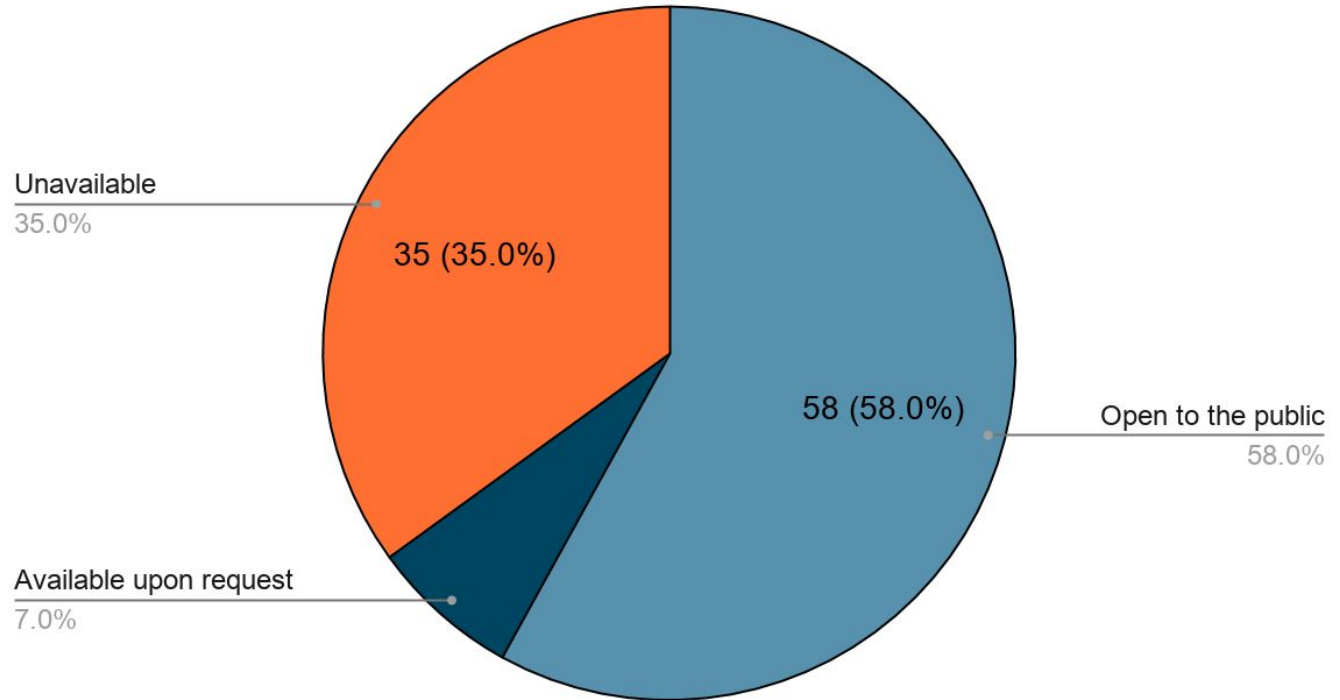
NCGS132-1.7 Sensitive Public Security Information

“ (a) Public records, as defined in G.S. 132-1, shall not include information containing specific details of public security plans and arrangements or the detailed plans and drawings of public buildings and infrastructure facilities or plans, schedules, or other documents that include information regarding patterns or practices associated with executive protection and security.”

Challenges - NCGS 132-1.7

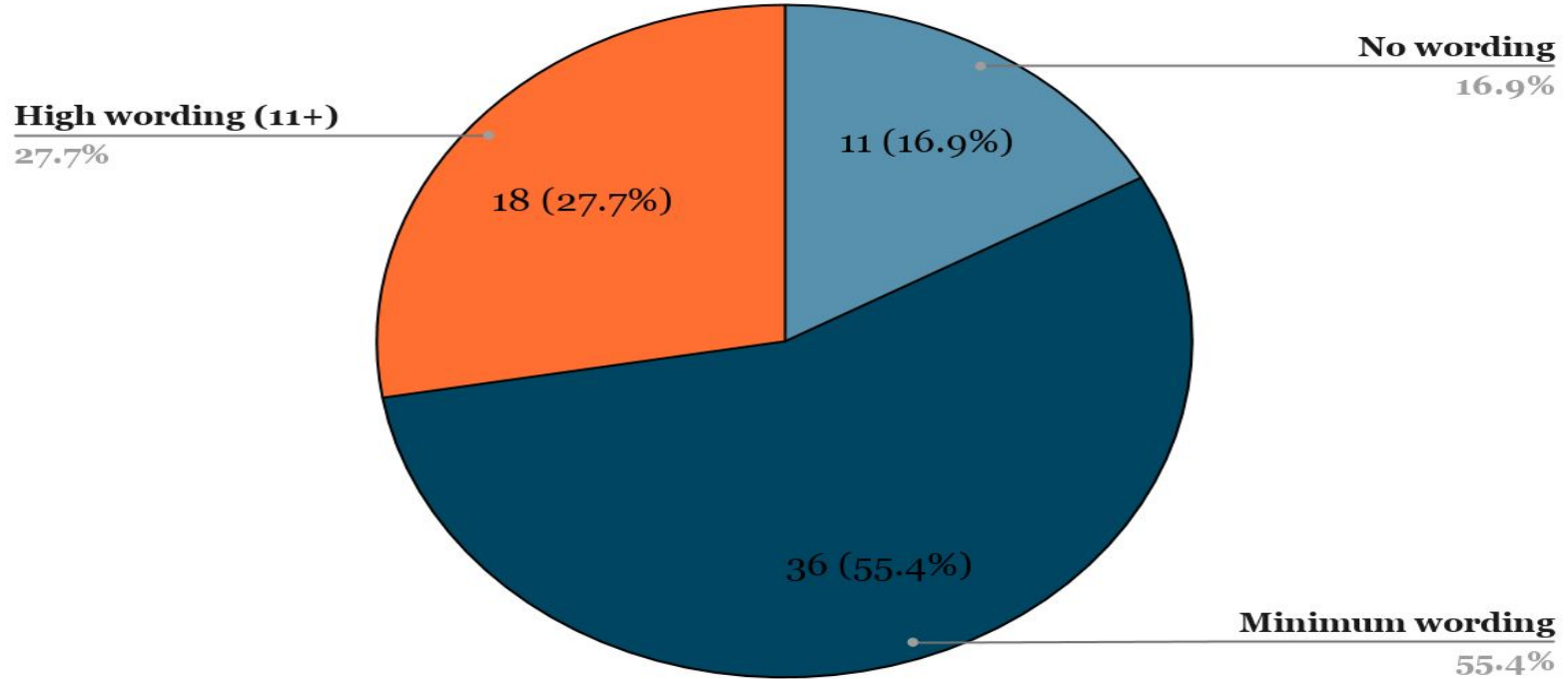
Results

NC Emergency Operation Plan Accessibility

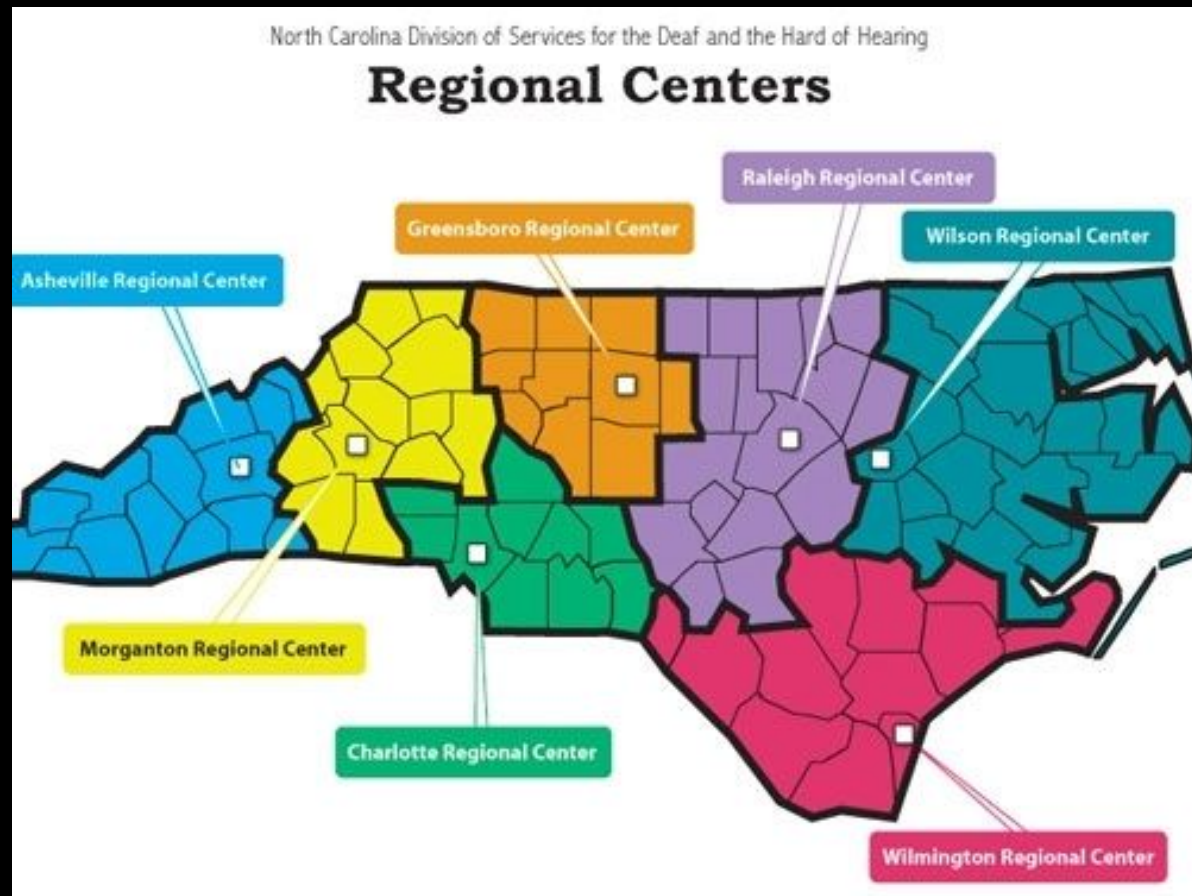


Diving Deeper into the Numbers

ADA Wording in NC EOP's



NC Resources



Still room to grow

The screenshot shows a web browser window with the URL <https://www.nc.gov/services/social-programs?page=1>. The page title is "Social Programs" and it indicates "1 services found". The left sidebar contains filters for "Category" and "Type". The "Category" filter lists: Child Services, Child Support, Disability Services, Nutrition, Older Adults, Protective Services, and Veterans. The "Type" filter lists: Data, Grant, Laws & Regulation, License & Permit, and Online Services. Below these filters is a "Keyword" search section with a text input field containing "Deaf", an "Apply" button, and a "Reset" button. The top navigation bar includes links for "NORTH CAROLINA", "Services", "Agencies", "Government", "Jobs", "About NC", and "Contact". A "Sign in" button is located in the top right corner. The Windows taskbar at the bottom shows the search bar and various application icons.

NC.gov: Services

← → ↻ 🔒 <https://www.nc.gov/services/social-programs?page=1> 🔍 ⭐ 🗄️ 🌐 📄 📁 📅 📆 📇 📈 📉 📊 📋 📌 📍 📎 📏 📐 📑 📔 📕 📖 📗 📙 📚 📛 📜 📝 📞 📟 📠 📡 📢 📣 📤 📥 📦 📧 📨 📩 📪 📫 📬 📭 📮 📯 📰 📱 📲 📳 📴 📵 📶 📷 📸 📹 📺 📻 📼 📽 📾 📿 📠 📡 📢 📣 📤 📥 📦 📧 📨 📩 📪 📫 📬 📭 📮 📯 📰 📱 📲 📳 📴 📵 📶 📷 📸 📹 📺 📻 📼 📽 📾 📿

NORTH CAROLINA Services Agencies Government Jobs About NC Contact

Social Programs Online service available

1 services found

Category

- ☐ Child Services
- ☐ Child Support
- ☐ Disability Services
- ☐ Nutrition
- ☐ Older Adults
- ☐ Protective Services
- ☐ Veterans

Type

- ☐ Data
- ☐ Grant
- ☐ Laws & Regulation
- ☐ License & Permit
- ☐ Online Services

Keyword

Contains:

Deaf

Apply

Reset

Type here to search

10:11 AM 3/19/2021

More Findings - NC EOPs

10) Certain parts of the Lenoir County population are identified as vulnerable populations. For purposes of this plan, as well as procedures and other documents supporting this plan, those vulnerable populations include, but are not necessarily limited to: the deaf and hard-of-hearing, non-English (mainly Spanish) speakers, and people in fragile health. Other vulnerable populations may be identified as circumstances require. All planning decisions and actions to implement this plan, particularly those relating to communications and warning, will be taken with appropriate consideration for identified vulnerable populations.

2. Hearing-impaired:

Captioned EAS messages on television, route alerting, door-to-door notification

Most EOPs had minimum wording with limited best practices

More Findings - NC EOPs High Wording

2. **This facility is equipped with a TDD machine for communicating with hearing-impaired persons, as required by the Americans with Disabilities Act. This center dispatches all volunteer fire departments and rescue squads within the County. Additionally, this facility can tone out all agencies on the local government frequency (Animal Control, Emergency Services Staff, and Public Workers). The communications center has the ability to text and alphanumeric page the essential personnel. The Communications Center can receive and transmit with all centers in Craven County and utilizes the DCI terminal when appropriate to receive and send warning information.**

• Beaufort County, during all operations including emergency and / or disaster operations, complies or attempts to comply with all applicable Federal law and the regulatory requirements of the various Federal agencies including but not limited to:

- The Robert T. Stafford Disaster Relief and Emergency Assistance Act
- Pets Evacuation and Transportation Standards Act
- Americans with Disabilities Act
- Occupational Safety and Health Administration

Disaster Preparedness and the Deaf Community

For the Deaf, Hard of Hearing and Latened Deaf



American Red Cross
Greater Rochester Chapter
Lifblood of our community.



NTID
Rochester Institute of Technology
National Technical Institute for the Deaf



Findings

NOAA Weather Radio/All Hazard Alert Radio



These special radios provide one of the earliest warnings of weather and other emergencies and are programmed to alert you to hazards in your specific area. Many models come with strobe attachments and limited text screen displays. Check individual models to see whether they meet your specific needs. Visit www.nws.noaa.gov for more information.

Reverse 911

Some communities have a reverse 911 system that can contact you in an emergency. Contact your local emergency management office to ask them whether this is available in your area, whether it can interface with a TTY and how it could possibly meet your needs.



Internet Sites

There are some websites that can provide you with breaking emergency alerts. However care should be taken to not use a computer during an electrical storm. Also consider how you would access the internet if phone lines are down and power is out (e.g. wireless internet connection).

www.weather.gov (NOAA)

www.fema.gov

www.weather.com (The Weather Channel)

Use of best practice = Deaf made

Local Neighborhood Emergency Teams

Connect with a group in your local neighborhood. Some of these could include CERT (Community Emergency Response Team), neighborhood watch, community block associations, churches, etc. Even if you feel you cannot become a member let them know your needs and ask them how they could assist with your disaster plan.

Local Volunteer Fire Depts



Connect with your local volunteer fire department or ambulance and let them know your needs (especially if you live in a less urban area). Discuss with them how they might be able to assist in your disaster plan.

Community Warning Systems



(How will you be notified?)

This is of concern to those of us who are Deaf or Hard of Hearing. Know how local authorities will warn you of a pending or current disaster situation and how they will provide information to you before, during and after a disaster.

Unfortunately your city or county government’s disaster communication plan may not fully address your needs. Remember that if their plan is not perfect then your personal plan will need to fill those gaps. Often one solution is not enough but a combination would provide for a sufficient plan. Here are some options:

Key Emergency Phrases:

- I use American Sign Language (ASL) and need an interpreter**
- I need announcements written or signed**
- I cannot hear sirens or alarms**

Findings

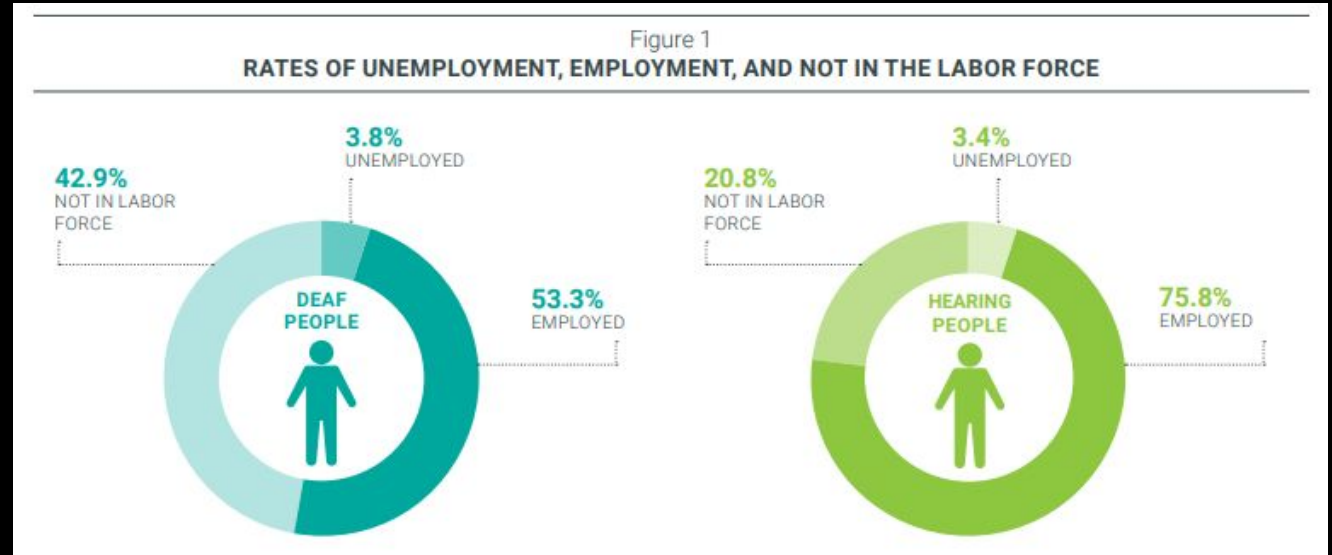


What can we do?

1. Involve the Deaf Community in the policy making process.

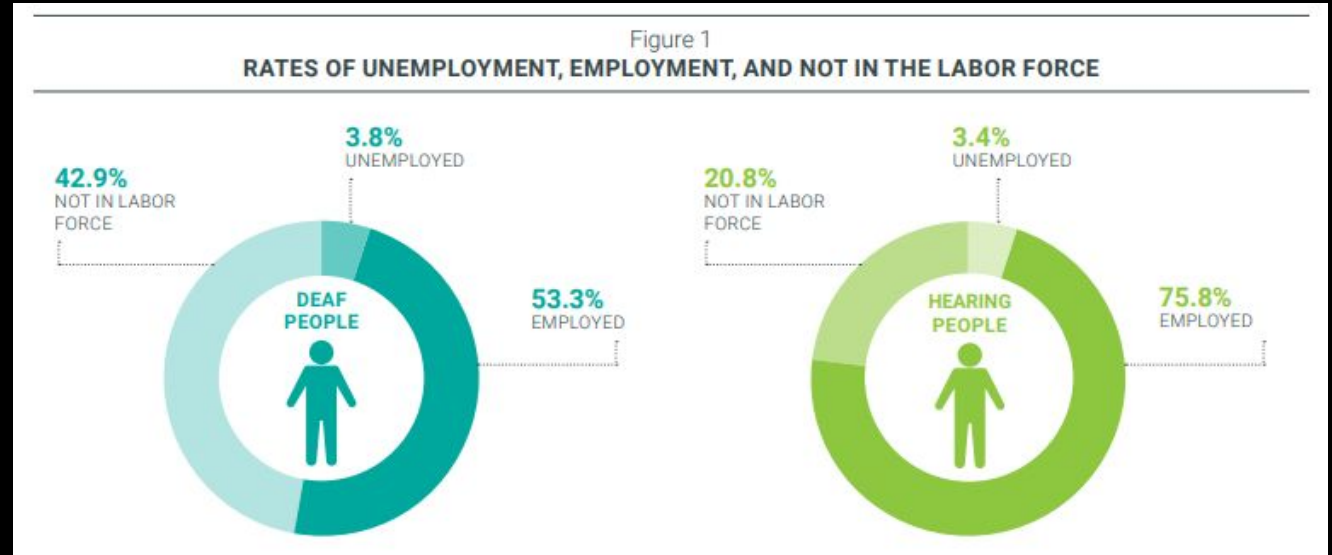
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What can we do?

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2. Become more knowledge about Deaf & Disabled peoples

Questions?

Comments?

THANKS
A BUNCH!

