



# FEMA

# Fact Sheet

## ACCESSIBLE COMMUNICATION TECHNOLOGY FOR DISASTER SURVIVORS

FEMA Disaster Recovery Centers (DRCs) provide assistive devices for people with disabilities and others with access and functional needs that help them to receive information in their preferred method of communication. The devices are available for people who are deaf; hard of hearing; blind; or have low vision, intellectual disabilities, or other communication disabilities. DRCs have magnifying readers, tablets, captioned phones, remote video interpreting (VRI), and assistive listening devices. FEMA has accessible communication technology to supply up to 175 DRCs, if needed. DRCs are one-stop centers established in communities where disaster survivors can obtain information and assistance with applying for available disaster recovery resources.



### Tablet

Various applications offer video relay interpreters (VRI), video relay service (VRS), enlarged text, and other tools.

DRCs accommodate people with disabilities and others with access and functional needs so they have access to FEMA programs and services. People with disabilities have a legal right to equal physical, programmatic and effective communication access.



### Magnifying Reader

Enlarges text and pictures for people with low vision.

At a DRC, a person who is deaf and uses sign language as their primary means of communication will have access to a qualified sign language interpreter onsite or via VRI by using tablet devices. We also provide access to video relay service allowing deaf or hard-of-hearing people to make phone calls for DRC business and communicate through a qualified sign language interpreter.



### Amplified Personal Listener

Amplifies and provides clarity one-on-one for people with mild to severe hearing loss in noisy environments.

Disaster survivors also have access to: the traditional TTY; caption amplified phones with a screen that displays a word-for-word translation of the words spoken by the person to whom the caller is speaking; and, phones that provide amplification, clarity, and large dial buttons with Braille markings. An amplified personal listening system helps someone with a hearing loss to hear conversations with a DRC representative. A small receiver unit amplifies and transmits what is being said to the disaster survivor.



### Live Video Interpreting

Provides immediate access to sign language interpreters via Internet and cellular connections.

A person with low vision is able to receive vital information in large print materials or by using a lighted magnifier that enlarges print material. For people who are blind, DRCs have disaster information in Braille, or on compact disc (CD) or audio tape.



### Captioned Phone

Real-time voice-to-text for people who can speak on the phone but cannot hear the caller on the other end.

*FEMA's mission is to support our citizens and first responders to ensure that as a nation we work together to build, sustain, and improve our capability to prepare for, protect against, respond to, recover from, and mitigate all hazards*

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