










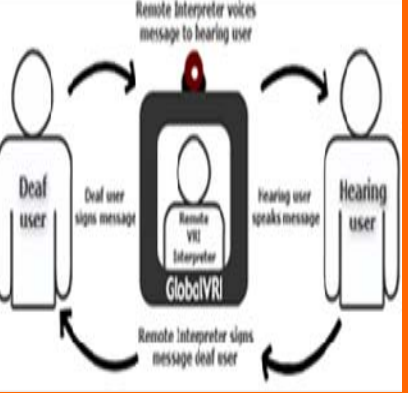


## Communications Access Options For Individuals Who Are Deaf, Hard of Hearing or Have Speech Difficulties

Interpreting Resource	Description	Use During Disaster/Emergency Situations	Vendor Information	Cost Range
<b>CapTel</b> 	Captioned Telephone (CapTel) phone users can listen to the caller, and can also read the written captions in the CapTel's bright display window.	Emergency Shelters Emergency Notifications Emergency Alerts	www.weitbrecht.com www.captel.com www.ultratec.com	Costs vary  In many states CapTel is provided for <b>FREE</b> or at a reduced rate for individuals with hearing loss.
<b>Closed Captioning</b> 	Closed captioning is the process of displaying text on a television, videoscreen or other visual display to provide additional or interpretive information to individuals who wish to access it.	Emergency Shelters Emergency Notifications Emergency Alerts	There is a difference between captions and real-time captions.  www.fcc.gov/guides/emergency-video-programming-accessibility-persons-hearing-and-visual-disabilities	<b>FREE</b>  Larger metro areas will have real-time access which dramatically impacts "breaking news" being available in Closed Captioning.
<b>Communication Boards</b> 	Communication boards are a cost-effective aid for emergency communication with people who are Deaf, Hard of Hearing or have speech difficulties. They also assist people with complex communication needs (little or no speech) or people who do not speak English.	Emergency Shelters Evacuations	www.disabiliites.temple.edu www.bindependent.com www.vidatak.com	<b>FREE</b>
<b>Communication Cards</b> 	Communications Cards for individuals who are Deaf or hard of hearing may be used in case of emergencies with Police, Hospitals, Hotels, and Transportation providers.	All Emergency Situations Evacuations	www.gachi.org	\$1.00 per card
<b>Pen, Pencil &amp; Paper</b> 	Short emergency messages can be written out. However, many people who use American Sign Language do not read English well and have very low understanding.	All Emergency Situations Emergency Shelters Disaster Recovery Centers	Always as a last resort, when all else fails. If pen/paper is used then it is important to let users know to keep messages "simple" on a 3rd grade reading level (don't write like you speak...).	Low cost
<b>Pre-recorded Messages/ Information in ASL</b> 	Some websites provide pre-recorded emergency preparedness messages in alternative formats, including American Sign Language, Braille and various languages.	Disaster Recovery Centers Emergency Shelters	www.accessibleemergencyinfo.com www.deafink.com www.youtube.com	<b>FREE</b>
<b>Sign Language Interpreters</b> 	American Sign Language (ASL) Interpreters provide complete and precise communications between Deaf, hard of hearing and hearing individuals. ASL is the communication method of choice for someone who uses ASL as their primary language.	All Emergency Situations Emergency Shelters Disaster Recovery Centers Field Operations Emergency Operation Center Press Conferences	http://garid.camp7.org www.gisn.org/ www.latn.com	Rates vary based on certification; they typically charge 2 hour minimums and have other costs that would be good to be aware of when contracting with them (such as cancellation fees, when they require using 2 interpreters, how much lead time they require, etc.)
<b>NOAA Weather Radio with Accessories</b> 	Weather Radio with a strobe light or pillow vibrator and accessories that alerts individuals who are deaf or hard of hearing about impending dangerous weather.	Weather Alerts Weather Warnings	www.silentcall.com www.harriscomm.com www.midlandradio.com	\$80.00- \$160.00
<b>TTY (Teletypewriter) TDD (Telecommunications Device for Deaf)</b> 	A telecommunications device for individuals who are deaf (TDD) is a teleprinter, an electronic device for text communication over a telephone line that is specialized for use for individuals with hearing or speech difficulties. The typical TDD is a device about the size of a typewriter or laptop computer with a QWERTY keyboard and small screen that uses LEDs or an LCD screen to display typed text electronically.	Emergency Shelters	www.harriscommunications.com www.weitbrecht.com/	Prices vary; check with the vendors.
<b>Video Phone</b> 	A videophone is a telephone with a video screen, and is capable of full duplex (bi-directional) video and audio transmissions for communication between people in real-time.	Emergency Shelters Disaster Recovery Centers	www.tandberg.com www.polycom.com	Prices vary; the 150 runs about \$1,500 per unit.
<b>Video Relay Service</b> 	Video Relay Service (VRS) is a form of Telecommunications Relay Service (TRS) that enables persons who are deaf or hard of hearing who use American Sign Language (ASL) to communicate with voice telephone users through video equipment, rather than through typed text.	FEMA Registration	Important to select a provider that has a telecom license with the FCC.	Typically no costs are involved for a customer who is deaf. All other customers should contact VRS vendors for cost information.
<b>Video Remote Interpreting</b> 	Video Remote Interpreting (VRI) uses video or web cameras and telephone lines to provide sign language interpreting services, for individuals who are deaf, hard-of-hearing or have speech difficulties through an offsite interpreter, in order to communicate with hearing persons.	Emergency Shelters Disaster Recovery Centers	www.bisvri.com www.deafink.com www.zvrs.com www.languageline.com	Typically in the \$3/per min. range; some VRS providers offer VRI but at a higher per min rate to commensurate what they get from the FCC for VRS minutes (roughly \$6/per minute)