



## FAQ - Emergency Management During Pandemic

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**Question 1: When we had the Waldo Canyon and Black Forest Fire. The Deaf folks using ASL did not know where to go for counseling or guidance. What posting or marketing do we have to ensure they are informed?**

**Answer 1:** There is a lot of work that still needs to be done around accessibility and full inclusion in alerts, notifications, evacuations, and recovery. This is especially true regarding monitoring and enforcement of these obligations throughout disasters. Below are some FEMA resources in American Sign Language.

- [Disaster Recovery Centers](#) (ASL)
- [Just ask](#) (ASL)
- [FEMA assistance does not impact government benefits](#) (ASL)
- [Requesting an interpreter](#) (ASL)
- [Every Disaster Survivor Has Equal Access to Registration, Information and Assistance Order](#) to administer the test/vaccine.

**Question 2: If a testing/vaccination site is advertised as a "drive-thru" site, and a person uses public transportation to get to the site, I'm assuming the site has to make some type of accommodation.**

**Answer 2:** It is unclear if there is an obligation on the part of the site. There is an obligation on behalf of the government when viewed on their entirety to be accessible to people with disabilities. This means that not all sites must be accessible but there must be accessible sites within a reasonable geographic proximity.