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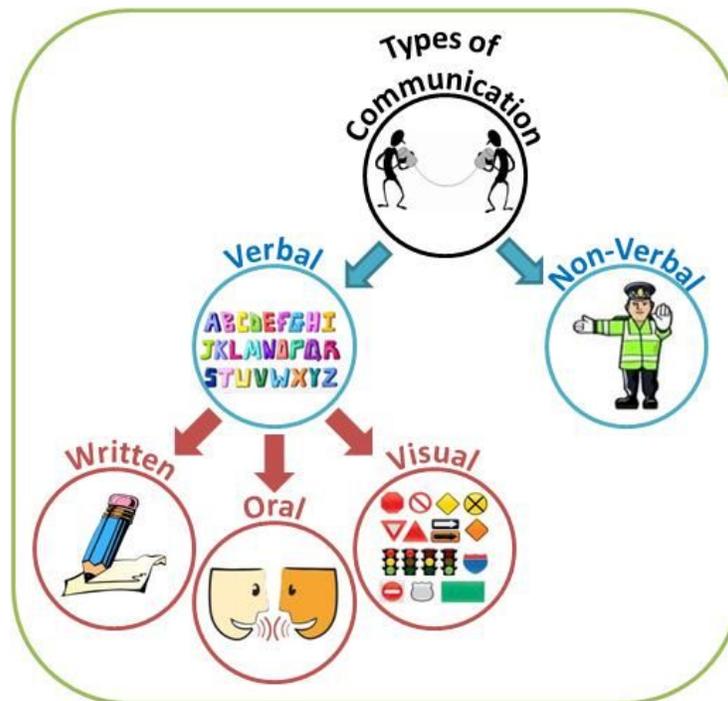
# Communication – “What’d you say?”

By Allan B. Fraser,  
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*This is the seventh in the ten part series on personal disaster planning.*

## Definition of COMMUNICATION

“A process by which information is exchanged between individuals through a common system of symbols, signs, or behavior.”



How often do we think about communication? Oh sure we may talk about it at work and how well we do it, but that tends to be more about the content of the message rather than the process of delivering or receiving it, especially for us as individuals.

A few years ago I had a chance to speak with a young man I met at a conference about his concerns with getting notification from the fire alarm in his building and he wanted to know why NFPA isn't working on the problem for him and many people like him. Although I'd worked on emergency evacuations related to people with disabilities for a long time this was a new "conversation" or more accurately a new "communication" for me that really made me stop and think.

You see, the young man I was talking to and learning from was deaf and blind. In order for us to communicate he had an interpreter. He would use sign language to communicate his words to her and she would verbalize his thoughts to me. As I responded, she would communicate my thoughts to him with a specialized method of sign language. Because he was blind and couldn't see her hands, he would lightly place his hands over hers so that he could feel the "signs" she was making. It was maybe the most incredible learning experience I've had in a long time. Both the content of what he was saying and about the method by which we were communicating.

When the fire alarm in his building goes off, he has to rely on neighbors to come and alert him as he can't hear the siren or see the flashing strobe light. He wanted me to relay his concerns to our technical committee on fire alarms to see what they might be able to come up with.

I'm sure that it's pretty clear by now that he would need to have an interpreter with him constantly during an evacuation. Then I started thinking about everyone else during evacuations. What would we do to

communicate our needs and receive communications from others about what we need to do, where to go, how to get there, etc.

What sort of communications do we need to have? How about contacting or being contacted by:

- Family
- Friends
- Transportation
- Shelter
- Pharmacy
- Doctor
- Bank

Getting information about:

- Events that might affect you or them
- Status of your home or theirs
- When, or if you can go home
- And any other information you may need.

How do you do you communicate if there is no land line phone where you are? Or if your cell phone is dead with no way to recharge it because the power is out? What if you don't speak the same language as those who staff the shelter?

What if you are deaf? Or what if you are like the young man I spoke of earlier and are deaf and blind? Either prior to the event or maybe because the event injured your sight or hearing?

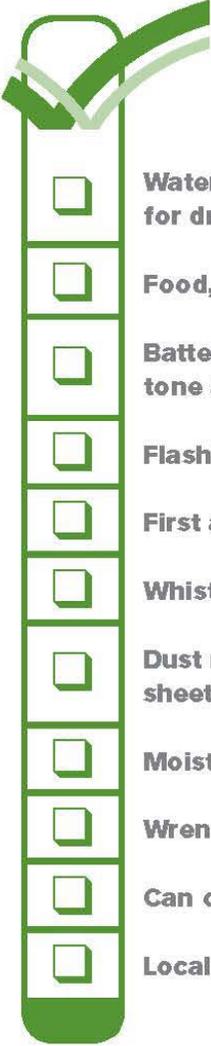
These are very frightening things to think about, but it would be far worse to have to wait until they happen to figure out a plan.

*Part eighth of the ten-part series will be in the next issue, December, 2017.*

**End of Part #7**

## **Abilities Expo Emergency Preparedness Workshop Provided Vital Disaster Strategies for Boston's Disability Community**

People with disabilities, their families, caregivers, seniors, wounded vets and healthcare professionals attended [Abilities Expo](#) September 8-10, 2017 at the Boston Convention and Exposition Center in eager anticipation of the “[Emergency Preparedness for People with Disabilities](#)” workshop on September 8th, as well as the opportunity to discover the latest products, education and fun for all ages.



### Recommended Items to Include in a Basic Emergency Supply Kit:

- Water, one gallon of water per person per day for at least three days, for drinking and sanitation
- Food, at least a three-day supply of non-perishable food
- Battery-powered or hand crank radio and a NOAA Weather Radio with tone alert and extra batteries for both
- Flashlight and extra batteries
- First aid kit
- Whistle to signal for help
- Dust mask, to help filter contaminated air and plastic sheeting and duct tape to shelter-in-place
- Moist towelettes, garbage bags and plastic ties for personal sanitation
- Wrench or pliers to turn off utilities
- Can opener for food (if kit contains canned food)
- Local maps

“It’s not just that we provide a forum that showcases essential technology to bridge the gap between ability and disability,” said David Korse, president and CEO of Abilities Expo. “The Expo is always new and exciting with a host of all-inclusive, adaptive activities.”

Admission to all Abilities Expo's is free. Complimentary loaner scooters, wheelchair repair and sign language interpreters were also provided during the show hours.

### **Abilities Meet Up Zone**

The **Abilities Meet Up Zone** was a dedicated area on the show floor where attendees could interact with both peers and experts. Many workshop and event presenters stopped by the Zone to engage one-on-one with attendees.

### **Relevant Workshops**

A series of **compelling workshops** were offered free-of-charge to all attendees with particular emphasis on emergency preparedness.

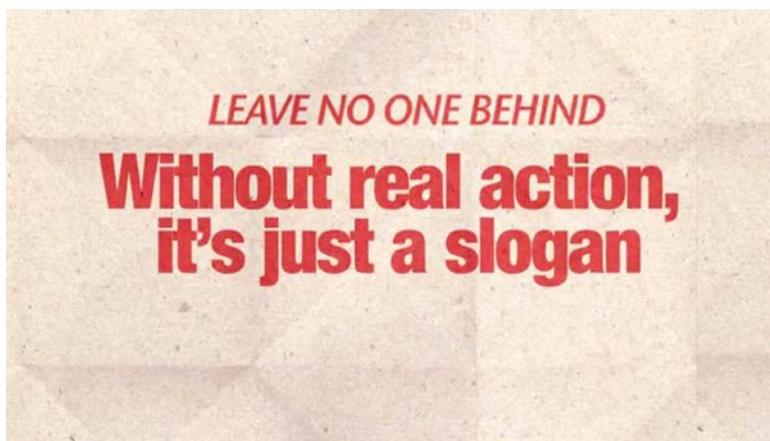
This was a wonderful conference. For more information on future expos, visit <http://www.abilities.com>



# **Leaving No One Behind – Achieving Disability-Inclusive Disaster Risk Management**

By Charlotte McClain-Nhlapo

Natural hazard events can occur in any country, at any time. At present, India, Bangladesh, and Nepal are dealing with the aftermath of some of the worst monsoon flooding in years, which has left more than 1,200 people dead and millions homeless. At the same time, North America and the Caribbean region are responding to some of the strongest hurricanes on record.



At such times of peril, individual and community resilience is at a premium, and we cannot afford to miss opportunities to bolster that resilience wherever possible. This is especially true with respect to certain groups – such as persons with disabilities – who have historically been disproportionately affected by natural hazards.

While some strides have been made in addressing the needs of persons with different disabilities in response and recovery efforts, fewer efforts are aimed at incorporating lessons into long-term disaster and climate risk management at a systemic and/or policy level.

More needs to be done to create disability inclusion for all – a topic that was discussed during a Facebook Live chat on September 19, 2017

Such approaches are necessary, not only to ensure that persons with disabilities are not disproportionately impacted by natural hazards, but because disability-inclusive disaster risk management (DRM) interventions have the potential to benefit all members of society. For this to happen though, there must be more coordination and cross-sector synergies between the DRM and disability communities.



On August 30, a group of experts met at the World Bank in Washington, D.C., to discuss the inclusion of persons with disabilities in disaster risk management (DRM). This consultation was the first of its kind for the [Global Facility for Disaster Reduction and Recovery \(GFDRR\)](#). Led by the [Disability Stakeholder Group](#), the impact and influence of bringing together hundreds of persons with disabilities, and representatives disability organizations worldwide resulted in the [Sendai Framework for Disaster Risk Reduction](#) leading as the most disability-inclusive international mainstream framework, which clearly sets out how implementers operationalize disability issues.

Aligning with the [Sendai Framework](#) priorities for disaster risk reduction, the participants to the experts' convening identified several issues on disability-inclusive DRM, including:

- Recognize the [UN Convention on the Rights of Persons with Disabilities](#) as one of the key instruments for DRM. In particular, Article 11 states that “parties shall take all necessary measures to ensure the protection and safety of persons with disabilities in situations of risk, including situations of armed conflict, humanitarian emergencies and the occurrence of natural disasters.”

- Effective and meaningful participation of persons with disabilities in all DRM initiatives, ensuring empowerment in becoming key implementation stakeholders, as defined in the [Sendai Framework Section V 36\(a\)\(iii\)](#). By coordinating efforts between disaster risk management experts and disability experts, we are supporting cross-learning and capacity development between the two sectors.
- Consider intersectionality between different at-risk groups, and avoid “one-size-fits-all” solutions as a recipe for inclusion. Disability does not form a homogenous group, but rather brings together a wide range of people that cuts across all other at-risk groups (gender, poor households, children, ethnic minorities etc.). This necessitates bringing a set of unique expertise and capacities that should be recognized and used to enhance community resilience.
- Consider the interrelationship between the different international and national policies that contribute to DRM, and strengthen the inclusion and capacity of persons with disabilities.
- Consider all risks, and take measures to mitigate structural, social and economic risks that directly affect persons with disabilities.
- Develop a data collection system that considers age, gender, and disability disaggregated data. (See, for example, the [Washington City Group short set of questions](#).) Additionally, identify a set of voluntary indicators that can be used by governments and other stakeholders to track their progress in including persons with disabilities in their disaster risk management programs.
- Ensure that recommendations address different levels of engagement, from community level up to larger systemic levels.

- Ensure that DRM actions across the Sendai Framework are undertaken with a comprehensive approach to accessibility and universal design. For example, community consultations to prepare disaster response plans, early warning systems, disaster response mechanisms, and recovery efforts, will all benefit from being accessible to persons with disabilities and others.

The World Bank Group, through the [Global Facility for Disaster Reduction and Recovery](#) (GDFRR), is committed to supporting country implementation of the [Sendai Framework for Disaster Risk Reduction](#). The rich discussion has provided a clear outline for the development of a report on disability-inclusive DRM as we shape the recommendations and actions for including persons with disabilities in the World Bank and GDFRR's disaster risk management investments.

*Charlotte V. McClain-Nhlapo is Global Disability Advisor in the Social, Urban, Rural and Resilience (GP SURR) Global Practice of the World Bank Group. As Disability Advisor, she focuses on working with and supporting operational teams across the institution to ensure that Bank policies, programs and projects take people with disabilities into consideration.*

*The World Bank Group authorizes the use of this material subject to the terms and conditions on its website, <http://www.worldbank.org/terms>*



By definition, a collection is a group of objects or works to be seen, studied, or kept together. The purpose of this column is to provide you with links to news items, stories, and general information that you may not be aware of but that may help you reduce the burden of fire and other hazards on the quality of your own life or that of family and friends.

- [Disabled woman suffers burns, smoke inhalation in Phoenix house fire](#)
- [Disabled niece rescues disabled aunt from fire](#)
- [Crews fight 2-alarm fire at Shoreline facility for disabled](#)
- [North Bay fire: Tragic end to search for missing Santa Rosa woman](#)
- [Disabled ex-builder, 67, died after setting himself on fire in front of horrified shoppers amid fears his benefits would be cut](#)
- [After fire kills 3 in Arvada host home, these photos show how they could have been saved](#)
- [65-year-old disabled woman dies in South Dallas house fire](#)
- [Father and son die after Robeson County fire](#)



## NFPA Coming Events

### December 2017

- [Electrical Training](#)
- [Health Care & Life Safety Code Training](#)
- [Fire Protection Systems Training](#)
- [Industrial Hazards Training](#)
- [Emergency Response Training](#)

Dec. 4 [NFPA 101 and NFPA 80](#) Fire Door Inspection for Health Care Facilities 1-Day Classroom Training, Quincy, MA

Dec. 4-6 Riskonet provides NFPA Training in Istanbul, Turkey - NFPA 72, National Fire Alarm and Signaling Code. [Register now.](#)

Dec. 4-8 NFPA Classroom Training Week, Orlando, FL

[NFPA 70](#), National Electrical Code (NEC) (2017) Essentials 3-Day Classroom Training

**New Edition!** [NFPA 70E](#), Electrical Safety in the Workplace (2018) 2-Day Classroom Training

[NFPA 72](#), National Fire Alarm and Signaling Code (2016) 3-Day Classroom Training

[NFPA 13](#), Installation of Sprinkler Systems (2016) 3-Day Classroom Training

[NFPA 101](#), Life Safety Code (2012) Essentials for Health Care Occupancies 3-Day Classroom Training

**New Edition!** [NFPA 101](#), Life Safety Code (2018) Essentials 3-Day Classroom Training

[Using NFPA 921](#) to Meet the Professional Qualifications for Fire Investigator in NFPA 1033 2-Day Classroom Training

[Certified Fire Protection Specialist Primer](#) 2-day Classroom Training

[Certified Fire Inspector I](#) 4-Day Classroom Training

[Certified Fire Plan Examiner 3-day Classroom Training](#)

Dec. 10-14 NFPA training provided by NAFFCO - 2008 CFPS – Certified Fire Protection Specialist, Dubai, UAE. For more information contact [Maria Paz](#), 971 4 815 1781 or [Ms. Zilal S.](#), 971 4 815 1782.

## February 2018

- [Electrical Training](#)
- [Health Care & Life Safety Code Training](#)
- [Fire Protection Systems Training](#)
- [Industrial Hazards Training](#)
- [Emergency Response Training](#)

Feb. 12-16 [NFPA Classroom Training Week](#), Houston, TX

NFPA 70, National Electrical Code (NEC) (2017) Essentials 3-Day Classroom Training

**New Edition!** NFPA 70E, Electrical Safety in the Workplace (2018) 2-Day Classroom Training

NFPA 72, National Fire Alarm and Signaling Code (2016) 3-Day Classroom Training

NFPA 13, Installation of Sprinkler Systems (2016) 3-Day Classroom Training

**New Edition!** NFPA 101, Life Safety Code (2018) Essentials 3-Day Classroom Training

NFPA 101, Life Safety Code (2012) Essentials for Health Care Occupancies 3-Day Classroom Training

Certified Fire Inspector I 4-Day Classroom Training

### **March 2018**

- [Electrical Training](#)
- [Health Care & Life Safety Code Training](#)
- [Fire Protection Systems Training](#)
- [Industrial Hazards Training](#)
- [Emergency Response Training](#)

Mar. 5-9      [NFPA Classroom Training Week](#), Baltimore, MD

NFPA 70, National Electrical Code (NEC) (2017) Essentials 3-Day Classroom Training

**New Edition!** NFPA 70E, Electrical Safety in the Workplace (2018) 2-Day Classroom Training

NFPA 72, National Fire Alarm and Signaling Code (2016) 3-Day Classroom Training

NFPA 13, Installation of Sprinkler Systems (2016) 3-Day Classroom Training

NFPA 25, Inspection, Testing, and Maintenance of Water-Based Fire Protection Systems (2017) 1-Day Classroom Training

**New Edition!** NFPA 101, Life Safety Code (2018) Essentials 3-Day Classroom Training

NFPA 101, Life Safety Code (2012) Essentials for Health Care Occupancies 3-Day Classroom Training

Certified Fire Protection Specialist Primer 2-Day Classroom Training

Mar. 5-9      [NFPA Classroom Training](#), Quincy, MA

- NFPA 70, National Electrical Code (NEC) (2017) Essentials 3-Day Classroom Training
- New Edition!** NFPA 70E, Electrical Safety in the Workplace (2018) 2-Day Classroom Training
- Mar. 12-13 [NFPA Classroom Training](#), Quincy, MA
- [Certified Fire Protection Specialist Primer](#) 2-Day Classroom Training
- Mar. 19-23 [NFPA Classroom Training Week](#), Las Vegas, NV
- NFPA 70, National Electrical Code (NEC) (2017) Essentials 3-Day Classroom Training
- New Edition!** NFPA 70E, Electrical Safety in the Workplace (2018) 2-Day Classroom Training
- NFPA 72, National Fire Alarm and Signaling Code (2016) 3-Day Classroom Training
- NFPA 13, Installation of Sprinkler Systems (2016) 3-Day Classroom Training
- New Edition!** NFPA 101, Life Safety Code (2018) Essentials 3-Day Classroom Training
- NFPA 101, Life Safety Code (2012) Essentials for Health Care Occupancies 3-Day Classroom Training
- Certified Fire Plan Examiner 3-Day Classroom Training

### Future NFPA Conference & Expodates

- **June 4–7, 2018**, [Mandalay Bay Convention Center](#), Las Vegas, NV
- **June 17-20, 2019**, Henry B. González Convention Center, San Antonio, TX
- **June 14-17, 2020**, Orange County Convention Center, Orlando, FL

**[See NFPA's complete online calendar.](#)**



## Do you have a story to tell or information to share?

Our readers are people with disabilities, and their relatives, caregivers, and friends.

Our goals are to:

- Provide specialized information about fire and life safety for people with disabilities directly to those with disabilities and to those who help them in order to reduce or eliminate death and injury from fire and other emergencies.
- Provide a forum for the collection and dissemination of information for people with disabilities in support of DARAC's mission.
- Provide personal stories about events, ideas, or solutions from our readers that can guide others in similar circumstances.
- Content for future editions will include:
  - NFPA-related news
  - DARAC news
  - NFPA codes- and standards-related information
  - Fire safety tips

- Emergency evacuation information
- Articles relating to the safety of people with disabilities from:
  - NFPA staff
  - DARAC members
  - Other national advocates
  - General news
  - Our readers
- News from other standards-developing organizations' news
  - [U.S. Access Board](#)
  - [ANSI/ICC A117, Standard for Accessible Buildings and Facilities](#)
  - [RESNA](#)
  - [U.S. Department of Justice](#)
  - Other

We'd love to hear your stories and opinions! If you'd like to contribute an article or information consistent with the outline above, please e-mail them to Allan B. Fraser, senior building code specialist and *e-ACCESS* coordinator, at [afraser@nfpa.org](mailto:afraser@nfpa.org).

### Did You Miss an Issue?



No problem! [You can read the back issues of \*e-ACCESS\* by clicking here.](#)