2020

Pierce County Inclusive Emergency Communication Plan

JANUARY 2020

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Inclusive Emergency Communications Plan

I. INTRODUCITON

A. Purpose

This document serves as Pierce County Department of Emergency Management's (DEM) plan for communicating with limited English proficient (LEP) individuals and individuals with communication disabilities during emergency response and disaster recovery operations. This plan is compliant with federal and state requirements. The requirements are found in guidance for federal financial recipients from the U.S. Department of Homeland Security[1] as well as in Substitute Senate Bill (SSB) 5046,[2] passed by the Washington Legislature, signed by the Governor, and effective July 23, 2017.

This plan is an attachment to Emergency Support Function 15 – External Affairs of the Pierce County Comprehensive Emergency Management Plan (CEMP).

This plan does not relieve local jurisdictions with independent emergency management services or other county agencies of their responsibilities to communicate with limited English proficient populations and disability populations before, during or after disasters.

B. Planning Process

Pierce County DEM will take reasonable steps to ensure meaningful access to DEM programs and services by LEP individuals.

In 2015, Pierce County DEM established a multi-jurisdictional, multi-discipline planning team to assess existing communication barriers between emergency management agencies and individuals within the community who have limited English proficiency.

As a dedicated agency who strives for continuous improvement through innovative and passionate public service, Pierce County Department of Emergency Management has worked collaboratively with community partners and stakeholders to address barriers to communication.

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[1] Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons, https://www.lep.gov/guidance/guidance_Fed_Guidance.html#DHS, U.S. Department of Homeland Security, April 18, 2011. Also see page 19.

[2] http://lawfilesext.leg.wa.gov/biennium/2017-18/Pdf/Bills/Session%20Laws/Senate/5046-S.SL.pdf, Washington State Legislature, July 23, 2017. Also see Page 20.

> "Effective Communication ensures that the person with a vision, hearing, or speech disability can communicate with, receive information from, and convey information to"[3] service providers such as Pierce County. We further apply this principle of effective communication to interacting with limited English proficient populations.

This plan is developed to ensure equal access to programs and services for persons with limited English proficiency and individuals who are deaf or hard of hearing. Deaf and hard of hearing individuals are included in this strategy as they are covered entity under the Americans with Disabilities Act (ADA) as well as Title VI of the Civil Rights Act.

The objective is to provide meaningful access to information, programs, and services to people with limited English proficiency, as well as those who rely on American Sign Language to communicate during all phases of emergency management. While recognizing that vital emergency information should be provided to LEP populations in languages they understand.

C. Assumptions

- Dissemination of life-safety notifications in languages other than English may not always be possible or may be delayed depending on the nature of the incident, technology limitations, resource capacity, impact to communication infrastructure, and a community's ability to reach its own members.
- Pierce County Department of Emergency Management interacts most frequently with LEP populations at community events and fairs, during public preparedness presentations, and other outreach events. Most interactions between LEP language groups and County departments are through the court systems, public health facilities, human services, transit, and elections workers, and Sheriff's Department.
- Emergency management life-safety information and services during a non-emergency incident is centered primarily on preventing and/or reducing risk.
- During an emergency incident, life-safety information and related services are time-sensitive and may require extra staffing resources to produce critical messages that drives LEP to take meaningful actions to keep themselves safe.
- Trusted sources are more efficient in communicating critical messages to LEP individuals and families. Establishing strong relationships with community and faith-based leaders is key to building a network of information-sharing partners that can disseminate time-sensitive, official messages with

[3] Americans with Disability Act of 1990 Title II.

community members. The trusted community leaders can also provide situational awareness and community resource needs to emergency response organizations. Regular engagement and inclusion in planning, training, and exercise activities strengthen these relationships.

- Many cultural groups have a fear or mistrust of government entities. Trusted community leaders are able to reach some groups far better than government agencies.
- Emergency managers in Pierce County will decide on the appropriate mix of language services – translations and interpretations – on a case-by-case basis based on impacted populations and operational needs. Pierce County Department of Emergency Management and local city partners will use the services of certified translators and interpreters to the extent possible and practical during emergencies and disaster recovery operations. We will also utilize pre-scripted and pre-translated messages for a variety of hazards that threaten our region (e.g. earthquakes, flooding, landslides, fire, etc.).
- Interpretation and translation services during normal working conditions (steady state) can take up to three days or longer. Resources are limited and often service providers contract with out-of-area individuals to provider translation services. Real-time translation and interpretation services during a catastrophic incident may be significantly delayed. Even larger service providers cannot guarantee real-time services during disasters. At best, a four-hour minimum exists for the provision of services and this is most likely to be only in Spanish. Due to the complexity of messaging that may need to be disseminated, pre-translated messages can only provide so much information.
- Auto-translation programs are inadequate. Based on feedback from stakeholders in lieu of properly translated materials, it is preferable for emergency messaging to be sent in English rather than relying on auto-translation. Whenever possible, trusted community voices prefer translated materials to be provided. Trusted community leaders should not be used as a translation substitute or service, but as a force multiplier.
- When available, using certified translators is a recognized “best practice”.
- The use of certified ASL interpreters for press conferences is recognized as a “best practice”.
- Mass notification systems do not recognize characters other than from Latin based languages, making dissemination of messages in languages other than English or Spanish difficult.
- Current mass notification systems rely on auto-translation services. Notification systems do not allow for individuals to select the language in which they would like to receive messages. Furthermore, the more detailed or

lengthy the message is, the longer it takes to disseminate to the entire community.

II. POLICIES

Pierce County Department of Emergency Management will take reasonable steps to ensure information is accessible before, during, and after an emergency or disaster and is provided in multiple ways and formats to meeting the needs of individuals with limited English proficiency, people with disabilities, and others with access and functional needs.

III. SITUATION

A. Pierce County Limited English Proficiency Language Groups

Pierce is the second most populous county in Washington State with over 888,300[4] residents and 77 different languages spoken.

Many data sources exist to determine the number and location of limited English proficient populations in the County. SSB 5046 requires that the State Office of Financial Management data be the primary source to help identity LEP groups in the impacted area.

2016 Estimates of Population with Limited English Proficiency (LEP) for Counties (Ordered by County)
Washington State Office of Financial Management, Forecasting Division

County	Primary Language	Number of Students	% of All Students in County	Race/Ethnicity of Applied Household Size	Household Size Used in Estimation	Estimate of Language Speakers
Pierce	Cambodian	692	0.56%	Cambodian	3.76	2,602
	Korean	602	0.49%	Korean	2.59	1,559
	Russian	960	0.78%	White (not Hispanic)	2.37	2,275
	Samoan	541	0.44%	Native Hawaiian/Other Pacific Islander	3.76	2,034
	Spanish	8,565	6.99%	County Specific Hispanic	3.4	29,121
	Tagalog	483	0.39%	Filipino	3.08	1,488
	Ukrainian	391	0.32%	White (not Hispanic)	2.37	927
	Vietnamese	1,020	0.83%	Vietnamese	3.39	3,458

Pierce County Department of Emergency Management recognized that multiple sources would be necessary to truly validate and select the top spoken languages in the County. For information on how language sets were chosen,

[4] Population estimate as of April 1, 2019 from the Washington State Office of Financial Management.

and for a list of data sources see *Attachment B: Pierce County Language Groups*.

After evaluating the data sets, the selected top languages for Pierce County are:

- **Spanish**
- **Vietnamese**
- **Russian**
- **Cambodian (Khmer)**
- **Korean**
- **Samoan**
- **Tagalog**
- **Ukrainian**
- German
- Chinese (traditional and simplified)
- American Sign language

Languages identified in bold meet the DHS threshold and/or are considered required by SB 4056 as languages in which critical life safety information should be translated or interpreted for LEP communities during emergencies or disasters.

Pierce County Department of Emergency Management will take reasonable steps to ensure meaningful access to DEM programs and services by LEP individuals speaking the above languages. Top languages for the county should be assessed regularly using multiple data sets and stakeholder collaboration on most requested language service data.

B. Providing Interpreter or Translation Services During Emergencies

Pierce County Department of Emergency Management will take reasonable steps to ensure meaningful access to identified critical life safety information and services to LEP populations during emergencies and disasters. Pierce County Department of Emergency Management and/or the Emergency Operations Center will evaluate the following criteria when deciding which language services to provide during emergency response and recovery activities:

- The number or proportion of LEP persons eligible to be served or likely to be served or encountered by the emergency management organization, including those likely to receive notifications of life-safety information during an emergency.

- The frequency with which LEP individuals encounter the emergency management organization and its program(s), including notifications of life-safety information during an emergency.
- The nature and importance of the local emergency management organization's program, service, or life-safety notifications to people's lives.
- Resources available to the emergency management organization and the costs of providing life-safety notifications in languages understood by the LEP language groups within the jurisdiction.

The appropriate mix of language services – translations and interpretations – will be decided on a case-by-case basis based on LEP populations in the impacted areas and operational needs and available resources.

Pierce County DEM uses services of certified translators and interpreters to the extent possible and practical during emergency response and disaster recovery operations. Acknowledging that a time gap may exist following disasters, Pierce County DEM will also use trusted community leaders and the media to assist in message dissemination. The criticality of information to be shared and the availability of certified translators or interpreters may impact when and how certified individuals will be used.

Pierce County DEM will take reasonable steps to ensure that certified interpreters are provided at public meetings, press conferences and other in-person engagements with the public that involve emergency officials.

C. Messaging Strategies / Methods for Communicating Life-safety Information

Pierce County Department of Emergency Management will use a variety of methods to disseminate life-safety notifications and other emergency messages. Some system capabilities are limited in support to LEP individuals, and these constraints are outside the purview of the department. Specific methods for dissemination will be situationally dependent.

Communications with LEP populations may occur through the use of:

- The Emergency Alert System (EAS)
- The Wireless Emergency Alert System (WEA)
- Pierce County ALERT (Everbridge Mass Notification System)
- Traditional News Media
- Ethnic News Media
- Pierce County Social Media Platforms

- In-Person and Door-to-door notifications
- Traplines
- Trusted Community Partners

Pierce County Department of Emergency Management may engage and request assistance from one or more of the following entities to support communications with LEP populations and message dissemination. Partner agencies may include:

- Government Organizations (Bi-lingual staff and Interpreters)
- Community and Culturally Based Organizations
- Trusted Community Voices
- Faith-Based Organizations
- Non-Profits
- Community Service Providers
- Other Organizations

For a list of potential partner agencies see *Attachment D: Partner Agencies*.

IV. Concept of Operations

A. Overview

Several communication tools and channels will be used for oral and written LEP emergency communications by Pierce County Department of Emergency Management. These include mass notification systems, translated written materials, ethnic media (TV, radio, social media), in-person and telephone-based interpretation services, and community-based social media networks (e.g. Facebook).

Contracts are in place to access certified interpreters, qualified bilingual staff, and certified translators.

B. Critical Messages

The objective is to provide meaningful access to information, programs, and services to people with limited English proficiency, as well as those who rely on American Sign Language to communicate. Vital emergency information should be provided to LEP populations in languages they understand.

Life-safety notifications include:

- Evacuation notices

  - To include information on available transportation, if available.
- Shelter / Shelter-in-place notifications.
- Notices where individuals can obtain care or assistance (e.g., food, water, showers, medical care; and shelter and food / water for pets and large animals, etc.).
  - SSB 5046 requirement is communicating availability of food and water.
  - Include information on available transportation, if known.
- Lockdown notifications
- Food safety notifications
- Notices of curfew and curfew-related restrictions.
- Other public health and safety information (translated by partner agencies) such as the Tacoma-Pierce County Health Department.

Pierce County Department of Emergency Management in partnership with other agencies and organizations (see *Attachment B: Pierce County Language Groups*) have identified a series of critical messages which are pre-translated for immediate release. These messages include short, specific, actionable information on the most frequently issued messages or incidents with the highest potential for loss of life. These messages have been pre-translated in the top ten languages for the county.

Additionally, Pierce County Department of Emergency Management has developed a series of dark webpages with critical messages translated into ten languages, with audio files, and including ASL videos. These webpages may be made live during emergencies or disasters to support LEP communications. Links would be disseminated through a variety of platforms.

See *Attachment F: Life Safety Messages for more information.*

C. Methods and Strategy

A variety of systems, community networks, and communication methodologies will be leveraged to relay critical, life-safety messages to individuals in Pierce County including those with limited English proficiency (LEP). These include mass notification systems (e.g. PCALERT and Emergency Alert System), translated written materials, media (traditional, ethnic, and social), in-person and telephone-based interpretation services, and community networks (trusted voices). Community-based resources may be used for urgent and non-urgent life-safety information dissemination and consist of community centers, churches, libraries, schools, grocery stores, and senior centers.

The Everbridge system maintained by PCDEM contains internal and external contact lists and has the capability of launching emergency alerts through PCALERT (alerts to the public) or to internal groups through PC WARN.

Pierce County Department of Emergency Management will use certified interpreters and translators to disseminate messages, whenever possible. However, with the time constraints associated with using certified language services, DEM will rely on trusted community leaders to help disseminate critical life safety messages when translated messages are not readily available for real time dissemination. When local resources are depleted or unavailable, DEM will look to the Washington State Emergency Management Division and State Enterprise Services contracts for language assistance support.

For a list of partner agencies with LEP capabilities see *Attachment D: Partner Agencies.*

For a list of interpreter and translation service providers see *Attachment E: Translation and Interpreter Service Providers.*

Limitations of Mass Notification System:

- Does not recognize language characters other than English.
- Does not have other language keyboards for entering messages.
- Emergency messages longer than a few sentences delay delivery when issued county wide.
- Does not allow for registration of language preference for receiving messages (i.e. press one to receive message in English).
- Everbridge system for mass notification does not recognize characters in other languages. Therefore, the messages that have been pre-translated by DEM cannot be disseminated through PCALERT during emergencies, unless sent as a photograph or PDF.
- Cannot load the audio files to disseminate with written messages.

V. Roles and Responsibilities

- PCDEM / Duty Officer (24/7 on call) / Emergency Operations Center
    - Mass notification systems to launch emergency alerts via voice, email, and/or text message to mobile devices and landlines.
- Pierce County Communications
    - Primary for social media accounts, websites, coordination with news media, news releases, and communications with county employees.
- Pierce County Joint Information Center (JIC)

    - Hub for information sharing and county-wide message coordination.
    - Responsible for activation of the Pierce County Emergency Blog.
- Pierce County Departments
    - Provide subject matter experts and bi-lingual staff to help support message dissemination, message development, and JIC operations, when able.
- Partner Agencies
    - Share situational awareness, provide support, and coordinate with PCDEM, EOC, and JIC.

VI. Logistical and Support Requirements

Pre-scripted and translated emergency messages are available for timely dissemination through traditional, mass notification, and social media channels. Additional public communications will rely on internal and external translation service availability.

Everbridge system maintenance is a responsibility of PCDEM. DEM tests the system regularly. Contact lists are routinely updated.

Public Information Officer (PIO) and media contact lists will be maintained by Pierce County Communications and PCDEM.

VII. Plan Maintenance

This plan is the product of a collaborative partnership of emergency management stakeholders. It will be reviewed and updated, along with the County's CEMP, following emergency activation After Action Reviews (AARs), or when otherwise deemed necessary.

VIII. Definition LEP

A limited English proficient (LEP) individual is one who does not speak English as his/her primary language and who has a limited ability to read, write, speak or understand English. Not all individuals whose primary language is not English should be considered as having limited English proficiency.

The State Office of Financial Management developed estimates on LEP population groups[5] by county that meets the primary safe harbor threshold of the Department of Homeland Security's guidance. DHS "safe harbor" provisions

[5] Special subject estimates, Estimate of population with limited English proficiency (LEP) for the state and counties, http://ofm.wa.gov/pop/subject/default.asp. See also Page 8.

recommend the translation of vital information when a language group constitutes five percent or 1,000 people, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered.

The 2016 American Community Survey[6] estimates that about 20 percent of Washington's population speaks a language other than English at home. Of that number, 40 percent speaks English less than "very well." Those that speak English less than very well are more likely than not to have limited proficiency in English.

IX. References

A. Background on LEP Communications
B. Pierce County LEP Language Groups
C. Data Sources
D. Partner Agencies
E. Translation and Interpreter Service Providers
F. Life Safety Messages
G. Media Contacts

[6] https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_16_1YR_B16001&prodType=table, U.S. Census Bureau, accessed November 28, 2017. County numerical estimates are available by selecting Washington and "state-county" under the "Add-Remove Geographies" tab.

Attachment A: Background on LEP Communications

Background on LEP Communications

Title VI of the Civil Rights Act of 1964, 44 U.S.C. 2000d prohibits recipients of federal funds from discriminating based on race, color, and national origin when providing service to the public. The U.S. Supreme Court ruled in 1974 that organizations discriminate based on national origin when they do not provide meaningful access to LEP persons to the federally funded programs they operate (Lau v. Nichols, 414 U.S. 563). Meaningful access includes communicating with LEP persons in a language they understand about the availability of emergency management programs, services, and life-safety notifications made during emergencies and disasters.

Most emergency management organizations in Washington state receive federal funds to help operate or maintain their programs. Funding may come from federal sources such as the Emergency Management Performance Grant, Homeland Security Grant Program, or grant programs that help their communities recover from a declared disaster. The source of grant programs such as these is the U.S. Department of Homeland Security (DHS); funding is passed through to local, state and tribal emergency management organizations by the Washington Military Department's Emergency Management Division.

The Department of Homeland Security (DHS) guidance states that recipients of Federal financial assistance (e.g., state, local, tribal governments) have an obligation to reduce language barriers that can preclude meaningful access by LEP persons to important government services and programs.

This means recipients of Federal financial assistance must *take reasonable steps to ensure meaningful access* to their programs and activities by LEP persons. Providing services to and communication with LEP populations should be equivalent to that provided to the English-speaking population in terms of content, availability, distribution and timeliness.

In 2017, the Washington Legislature approved, and the Governor signed into law, Substitute Senate Bill 5046. This bill, effective July 23, 2017, amended the Washington Emergency Management Act by adding communicating life-safety notifications to LEP language groups to the requirements of state and local emergency management organizations. It also added reporting requirements on communications plans and actual communications with LEP groups.

Attachment B: Pierce County Limited English Proficiency Language Groups

Pierce County Limited English Proficiency Language Groups

I. Process

Pierce County Department of Emergency Management will utilize a number of data sources, as well as input from county service providers (community, social, and human services) to validate and determine the top languages spoken in the County.

II. Stakeholder Involvement

The determination of the selected languages was a collaborative effort that was vetted by various stakeholders and several County departments based on requests for services, most utilized bi-lingual staff, most requested translated materials, and population estimates.

Participating stakeholders included:

- The Assigned Council,
- County Communications Department,
- Human Services,
- The Family Justice Center,
- Human Resources,
- Interpreter Services Office (representing the courts),
- Tacoma/Pierce County Health Department,
- The City of Tacoma Emergency Management,
- The Washington State Emergency Management Division,
- Community Based Organizations (serving diverse languages),
- and Dynamic Language.

Consideration in selecting the top languages in Pierce County included assessment of a language group which speaks English less than well. Some languages groups in Pierce County which consisted of a significant portion of the population were given a lower priority based on their ability to understand English. Priority was given to those groups in which English was spoken less than well.

III. Analysis

For a comparative analysis, the table below is a composition of the most frequently used languages that speak English less than very well in the County.

Attachment B: Pierce County Limited English Proficiency Language Groups

Rank	US Census Data 2010	Pierce County Courts Language Assistance Plan[7]	Washington State Office of Financial Management, Forecasting Division	DSHS Maps (uses Census data and American Community Survey)
1	Spanish	Spanish	Spanish	Spanish
2	Korean	Russian	Vietnamese	Korean
3	Tagalog	Korean	Cambodian	Vietnamese
4	German	American Sign Language	Russian	Russian
5	Russian	Vietnamese	Samoan	MonKhmer Cambodian
6	Vietnamese	Cambodian (Khmer)	Korean	
7		Samoan	Tagalog	
8		Punjabi	Ukrainian	
9		Somali		
10		Chinese (Mandarin/Cantonese)		

[7] The following list shows languages that are most frequently used in Pierce County Courts (in descending order of frequency).

Attachment B: Pierce County Limited English Proficiency Language Groups

The population needs assessment gives emphasis to the variation in determining the selected languages and the ranking order of frequency depending on the source it derives from.

To make certain that the languages selected for this program were accurate and verifiably representative of the limited English proficient populations in the County, the determination of the selected languages was a collaborative effort vetted by key stakeholders and several County departments that provide services to LEP populations on a regular basis.

After evaluating the data sets, the selected top languages for Pierce County are:

- Spanish
- Vietnamese
- Russian
- Cambodian (Khmer)
- Korean
- Samoan
- Tagalog
- Ukrainian
- German
- Chinese (traditional and simplified)
- American Sign language

Attachment C: Data Sources

Data Sources

Pierce County Department of Emergency Management uses multiple data sources to identify the diverse needs of the community.

A. Primary Source:

- WA State Office of Financial Management data http://ofm.wa.gov/pop/subject/default.asp)

B. Secondary Sources:

- Washington State Department of Health Washington Tracking Network www.doh.wa.gov/wtn
- Statistical Atlas http://statisticalatlas.com/county/Washington/Pierce-County/Languages
- DSHS Maps https://www.dshs.wa.gov/sesa/research-and-data-analysis/maps
- U.S. Department of Education Civil Rights Data collection http://ocrdata.ed.gov
- National Center for Education Statistics http://nces.ed.gov/fastfacts/display.asp?id=96
- Federal Interagency Working Group on LEP website http://www.lep.gov/demog_data.html
- WA State Commission on Asian Pacific American Affairs http://capaa.wa.gov/data/population
- WA State Commission on Hispanic Affairs https://www.cha.wa.gov/

C. Local Sources:

- Community Based Organizations
- Local Law Enforcement
- Pierce County Auditor's Office
- Pierce County Courts Language Access Plan (2018)
- Pierce County Human Services (Bi-lingual Case Manager positions)
- Pierce County School Districts
- Tacoma-Pierce County Health Department

Attachment D: Partner Agencies

Partner Agencies

Pierce County Department of Emergency Management may engage and request assistance from one or more of the following entities to support communications with LEP populations and message dissemination. Partner agencies may also be engaged to assist in communications between LEP populations and disaster preparedness, response and recovery operations.

D. Government Organizations (Bi-lingual Staff and Interpreters):

- Tacoma-Pierce County Health Department
- Pierce County Auditor's Office
- Pierce County Assessor-Treasurer's Office
- Pierce County Human Services – Case Managers
- Pierce County Courts – Interpreters
- Pierce County Planning and Public Works
- State Agencies

E. Community and Culturally Based Organizations:

- Asia Pacific Cultural Center
- Korean Women's Association
- Tacoma Community House
- Centro Latino
- SeaMar
- Center for Independence
- Hearing, Speech, and Deaf Center

F. Trusted Community Voices (Leaders from Diverse Language Groups)

- Pierce County Communications Outreach Group (COG)
- King County Community Communications Network (CCN)
- Washington State Coalition for Inclusive Emergency Preparedness (CIEP)

G. Faith Based Organizations

H. Non-Profits

- South Sound 211
- American Red Cross

Attachment D: Partner Agencies

I. Community Service Providers

- Metropolitan Development Council (MDC) Healthcare for the Homeless

J. Other Organizations

- Pierce County School Districts
- Embassies

Attachment E: Translation and Interpreter Service Providers

Translation and Interpreter Service Providers

I. Pierce County Department Language Interpreters

A. Bi-lingual staff from county departments available for support:

- Planning and Public Works (German, Persian, Farsi, and Spanish)
- Auditor's Office (Cambodian/Khmer, Spanish)
- Assessor-Treasurer's Office (Tagalog, Korean, Russian, Ukrainian)
- Human Services (all top ten languages)
- Courts (all top ten languages)

II. Local Service Providers (Pierce County Contracts)

A. Translations (written):

- Dynamic Language

B. Interpretations (oral) In Person:

- Dynamic Language
- Pierce County Superior Court Interpreter Services
- Cross Cultural Communications
- NWI Global

C. Interpretation (virtual):

- Language Line Solutions – Phone interpreter service (primarily for use in EOC call center and reception)
- Video Remote Interpreting (VRI) – may be used one on one with individuals in service locations
  - Sorenson
  - Purple

D. Interpretations (ASL):

- All Hands Community Interpreting Services
- Hearing, Speech, and Deaf Center / SignOn Interpreter Services
- Alternative Communication Services (ACS)
- Washington State Office of Deaf and Hard of Hearing (ODHH)
- ZI Interpreting (ZI)
- ASL Network
- NWI Global

E. CART (Computer Aided Real-Time Transcription)

- Caption Northwest, Inc
- Alternative Communication Services (ACS)
- LNS Captioning
- Contracts with Individual CART Captioners

III. State Service Providers

A. State Master Contracts

Vendors available through State Master Contracts (fee involved).

- Written translation services – Contract #04312.
  https://fortress.wa.gov/ga/apps/ContractSearch/ContractSummary.aspx?c=04312

  Category 6: General Use. Note – Not all vendors provide service after normal business hours (M-F, 8a-5p); those that do may require additional set up in advance. Contact vendors for additional information.

  Category 9: Disaster Preparedness. Note – All vendors agree to provide service within a four-hour window on a 24 hour a day basis once a job is accepted; see notes on pricing sheet for exceptions. Be aware that using services under this category of work will cost more than under Category 6 of the contract.

- In-person interpretation services – Contact #03514.
  https://fortress.wa.gov/ga/apps/ContractSearch/ContractSummary.aspx?c=03514

- Telephone-based interpretations. Contract #05614.
  https://fortress.wa.gov/ga/apps/ContractSearch/ContractSummary.aspx?c=05614

  Note: Vendors on this contract are available on a 24-hour, 7-days-a-week basis.

- Sign-language interpretation – Contract #08114.
  https://fortress.wa.gov/ga/apps/ContractSearch/ContractSummary.aspx?c=08114

Attachment E: Translation and Interpreter Service Providers

B. The Department of Social and Health Services

DSHS's Office of the Deaf and Hard of Hearing administers state-wide contracts for sign language interpreter services. Some available 24-hours, 7 days-a-week basis (fee involved).

- DSHS list of independent sign language contractors for state agencies https://www.dshs.wa.gov/altsa/odhh/contractor-wa-state.
- DSHS list of Certified/Authorized Interpreters and Translators (fee involved)
- https://fortress.wa.gov/dshs/dshsltc/FindInterpreter
  Contact *individual* translator / interpreter on availability after normal business hours.
- *Washington* State Courts Interpreter Program (fee involved)
  http://www.courts.wa.gov/programs_orgs/pos_interpret/
  Contact individual interpreter on availability after normal business hours.
- Washington State Coalition for Language Access
  http://www.wascla.org/directory/ (fee involved).
  Contact individual translator / interpreter on availability after normal business hours.

C. Federal Emergency Management Agency (FEMA)

Translation and interpretation resources available through Federal Emergency Management Agency.

Note: FEMA resources are available only after a Presidential declaration of emergency or major disaster. Contact assigned FEMA public affairs officer or FEMA RX Public Affairs Officer Ryan Ike, (425) 487-4767 / (425) 213-9496, to determine availability.

- I Speak language identification cards, US Census Bureau
  https://www.lep.gov/ISpeakCards2004.pdf

Attachment F: Life Safety Messages

Life-Safety Messages

Pre-scripted, hazard-specific messaging has been created and translated in the most commonly spoken languages in Pierce County – English, Spanish, Vietnamese, Russian, Cambodian (Khmer), Korean, Samoan, Tagalog, Ukrainian, German, Chinese (traditional and simplified), and American Sign language.

Pierce County Department of Emergency Management, in conjunction with county departments and partner agencies, developed a series of messages that were pre-translated so that it could be quickly disseminated to give individuals immediate lifesaving information. The messages fall into two categories, short immediate messages (such as “Evacuate Now”) and longer more detailed messages. The intent is that these messages would be followed up with more detailed information as provided by translation services (4-hour contract window). These messages were vetted by community partners and bi-lingual partners in July of 2018 at the Multilingual Emergency Communication Workshop.

Both message types (short and long) were translated into the top ten languages and are available in written form, audio clip, and ASL video formats.

A. Short Critical Messages

Series of 37 short of pre-translated messages for immediate life-safety notification dissemination. These messages are short (usually two sentences or less), concise and action oriented.

Topics include:

- National Weather Service (advisory, watch, warning) announcements
- Mount Rainier lahar detection and lahar warning
- Lahar siren testing
- Hazardous situations
- Health messages and alerts
- Law enforcement activity
- Shelter in place notice
- Evacuation notice

Example:

Attachment F: Life Safety Messages

Critical Messages (Tagalog)	Critical Messages (Ukrainian)
Tumutok sa lokal na media para sa higit pang impormasyon.	Для одержання додаткової інформації настройтеся на місцеві ЗМІ.
Isa itong Mensahe ng Emergency mula sa _____	Це екстрене повідомлення від _____
HUWAG tumawag sa 911.	НЕ телефонуйте 911.
Para sa mga tanong, tumawag sa:	З питаннями звертайтеся за тел.:
Para sa higit pang impormasyon: ____.	Для одержання додаткової інформації: ____.
Para sa higit pang impormasyon, makipag-ugnayan sa _____.	Для одержання додаткової інформації зв'яжіться з _____.
Subaybayan ang lokal na media.	Стежте за місцевими ЗМІ.
May available na tulong sa wika.	Надається допомога з перекладом.
May mga available na interpreter kapag hiniling.	На прохання надаються послуги перекладача.
Mangyaring huwag ibaba ang telepono habang nakikipag-ugnayan kami sa isang interpreter.	Будь ласка, залишайтеся на лінії, поки ми зв'яжемося з перекладачем.

Tagalog

Tune to local media for more information.	Tumutok sa lokal na media para sa higit pang impormasyon.
This is an Emergency Message from _____	Isa itong Mensahe ng Emergency mula sa _____
Do NOT call 911.	HUWAG tumawag sa 911.
For more information contact _____.	Para sa higit pang impormasyon, makipag-ugnayan sa _____.
Monitor local media.	Subaybayan ang lokal na media.
Interpreters are available upon request.	May mga available na interpreter kapag hiniling.
Please stay on the line while we contact an interpreter.	Mangyaring huwag ibaba ang telepono habang nakikipag-ugnayan kami sa isang interpreter.
Evacuate now.	Lumikas na.
Leave immediately.	Umalis kaagad.
Move to higher ground.	Lumipat sa mataas na lugar.
Evacuate now and move to higher ground.	Lumikas na at lumipat sa mataas na lugar.
Authorities in your area have requested residents stay indoors until further notice.	Hiniling ng mga awtoridad sa mga residente sa iyong lugar na manatili sa loob ng bahay hanggang sa susunod na abiso.
Law Enforcement in your area has requested residents stay indoors until further notice.	Hiniling ng Mga Tagapagpatupad ng Batas sa mga residente sa iyong lugar na manatili sa loob ng bahay hanggang sa susunod na abiso.
Authorities have requested residents stay indoors due to law enforcement activity in your area. Stay inside until further notice.	Hiniling ng mga awtoridad sa mga residente na manatili sa loob ng bahay dahil sa isang aktibidad sa pagpapatupad ng batas sa iyong lugar. Manatili sa loob ng bahay hanggang sa susunod na abiso.
Authorities have requested residents stay indoors due to explosive device in your area. Stay inside until further notice.	Hiniling ng mga awtoridad sa mga residente na manatili sa loob ng bahay dahil sa isang pampasabog sa iyong lugar. Manatili sa loob ng bahay hanggang sa susunod na abiso.
Authorities have requested residents stay indoors hazardous incident/situation in your area. Stay inside until further notice.	Hiniling ng mga awtoridad sa mga residente na manatili sa loob ng bahay dahil sa isang mapanganib na insidente/sitwasyon sa iyong lugar. Manatili sa loob ng bahay hanggang sa susunod na abiso.
Emergency Message. Stay inside. Lock doors and windows.	Mensahe ng Emergency. Manatili sa loob ng bahay. Isara ang mga pinto at bintana.
The request to stay indoors has been canceled.	Nakansela na ang kahilingang manatili sa loob ng bahay.

B. Longer Critical Messages

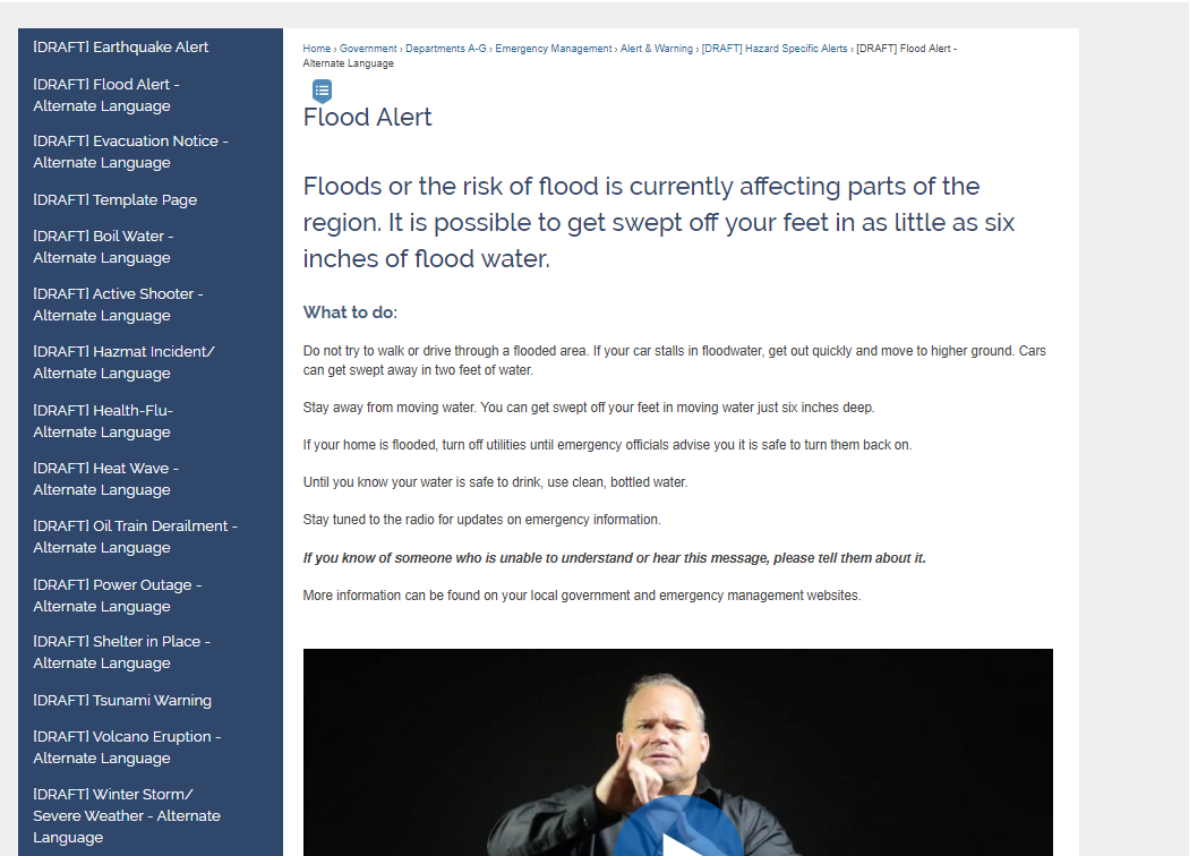
Press release messages intended to provide additional information for individuals. These messages are loaded on to dark webpages to go live as needed depending on emergencies or disasters.

Attachment F: Life Safety Messages

Longer Pre-translated Critical Messages Topics Include:

- Active Shooter
- Boil Water Notices
- Earthquake
- Evacuation
- Flood
- Hazmat
- Health
- Heat
- Oil Train
- Power Outage
- Shelter in Place
- Tsunami
- Volcano
- Winter Storm

Example: Dark Hazard Webpages



[DRAFT] Earthquake Alert
[DRAFT] Flood Alert - Alternate Language
[DRAFT] Evacuation Notice - Alternate Language
[DRAFT] Template Page
[DRAFT] Boil Water - Alternate Language
[DRAFT] Active Shooter - Alternate Language
[DRAFT] Hazmat Incident/ Alternate Language
[DRAFT] Health-Flu- Alternate Language
[DRAFT] Heat Wave - Alternate Language
[DRAFT] Oil Train Derailment - Alternate Language
[DRAFT] Power Outage - Alternate Language
[DRAFT] Shelter in Place - Alternate Language
[DRAFT] Tsunami Warning
[DRAFT] Volcano Eruption - Alternate Language
[DRAFT] Winter Storm/ Severe Weather - Alternate Language

Home › Government › Departments A-G › Emergency Management › Alert & Warning › [DRAFT] Hazard Specific Alerts › [DRAFT] Flood Alert - Alternate Language

Flood Alert

Floods or the risk of flood is currently affecting parts of the region. It is possible to get swept off your feet in as little as six inches of flood water.

What to do:

Do not try to walk or drive through a flooded area. If your car stalls in floodwater, get out quickly and move to higher ground. Cars can get swept away in two feet of water.

Stay away from moving water. You can get swept off your feet in moving water just six inches deep.

If your home is flooded, turn off utilities until emergency officials advise you it is safe to turn them back on.

Until you know your water is safe to drink, use clean, bottled water.

Stay tuned to the radio for updates on emergency information.

If you know of someone who is unable to understand or hear this message, please tell them about it.

More information can be found on your local government and emergency management websites.

Attachment F: Life Safety Messages

Example: Flood Alert in Multiple Languages

Flood Alert

Floods or the risk of flood is currently affecting parts of the region. It is possible to get swept off your feet in as little as six inches of flood water.

What to do:

Do not try to walk or drive through a flooded area. If your car stalls in floodwater, get out quickly and move to higher ground. Cars can get swept away in two feet of water.

Stay away from moving water. You can get swept off your feet in moving water just six inches deep.

If your home is flooded, turn off utilities until emergency officials advise you it is safe to turn them back on.

Until you know your water is safe to drink, use clean, bottled water.

Stay tuned to the radio for updates on emergency information.

If you know of someone who is unable to understand or hear this message, please tell them about it.

More information can be found on your local government and emergency management websites.

Attachment F: Life Safety Messages

Chinese (Simplified):

Chinese (Simplified) Audio Alert

洪水

部分区域正受到洪水或洪水风险的影响。只要六英寸的洪水深度，就可能将您冲走。

该做什么：

不要尝试走过或开车通过洪水淹没地区。如果您的车在洪水中抛锚，快速从车内出来，然后将车移至地势较高的地方。在两英尺深的水中，车辆可被冲走。

远离流动的水。只要六英寸的洪水深度，就可能将您冲走。

如果您的住宅被水淹没，关闭公共事业设备，直至应急官员建议您可将它们安全打开。

在您知晓水可安全饮用前，饮用干净的瓶装水。

收听收音机，了解更新的紧急信息。

如果您知道有人无法理解或获得此信息，请告诉他们信息内容。

更多信息可在您的当地政府和紧急事件管理网站找到。

Chinese (Traditional):

Chinese (Traditional) Audio Alert

洪水

部分區域正受到洪水或洪水風險的影響。只要六英寸的洪水深度，就可能將您沖走。

該做什麼：

不要嘗試走過或開車通過洪水淹沒地區。如果您的車在洪水中拋錨，快速離開車內，前往地勢較高的地方。兩英尺深的水就有可能沖走車輛。

遠離流動的水。只要六英寸深的水流，就可能將您沖走。

如果您的住宅被水淹沒，請關閉水電設施，直到應急官員認為可以安全打開。

在您確認自來水可以安全飲用前，請飲用乾淨的瓶裝水。

收聽收音機，瞭解最新的緊急資訊。

如果您知道有人無法理解或取得此訊息，請告訴他們訊息內容。

更多資訊可在您的當地政府和緊急事件管理網站中找到。

German:

German Audio Alert

Hochwasser

Teile der Region sind derzeit von Hochwasser bzw. einem Hochwasserrisiko betroffen. Es ist möglich, in nur 6-inch tiefem Hochwasser das Gleichgewicht zu verlieren.

Verhaltensmaßnahmen:

Versuchen Sie nicht, durch ein überschwemmtes Gebiet zu laufen oder zu fahren. Wenn Ihr Fahrzeug im Hochwasser stecken bleibt, steigen Sie schnell aus und finden Sie einen höhergelegenen Standort. Fahrzeuge können von zwei Fuß Hochwasser weggeschwemmt werden.

Halten Sie sich von fließendem Wasser fern. Sie können Ihr Gleichgewicht in fließendem Wasser verlieren, das nur 6 Inches tief ist.

Wenn Ihre Wohnung überschwemmt ist, stellen Sie alle Hauptschalter (Wasser, Gas, Elektrizität) aus, bis Ihnen von den Notfallbehörden mitgeteilt wird, dass sie wieder gefahrlos eingeschaltet werden können.

Verwenden Sie in Flaschen abgefülltes Wasser, bis Sie sicher sein können, dass das Leitungswasser getrunken werden kann.

Verfolgen Sie weiterhin die Radioansagen, um aktuelle Notfallinformationen zu erhalten.

Bitte informieren Sie alle Personen, die diese Mitteilung nicht verstehen oder hören können.

Weitere Informationen finden Sie auf den Websites Ihrer Kommunalverwaltung und Ihres Katastrophenschutzes.

Attachment G: Media Contacts

Media Contacts

I. News Media:

News media may be contacted to support the dissemination of critical messages during emergencies or disasters. Media partners may share and translate (some media) public safety messages and situation updates provided by Pierce County DEM or Pierce County Communications.

Pierce County Communications Department maintains a list of media contacts.

Other media contacts include:

- Seattle Office of Immigrant and Refugee Affair's maintains a list of current ethnic media.
- Washington State Commission on Hispanic Affairs