

Risk and Crisis Communication for People with Limited English Proficiency

Shelly Ichishita
Public Information Officer
Hawaii State Civil Defense

Role of State Civil Defense

- Respond to requests for State assistance
- Supplement local efforts
- Activate the SERT; request DSCA
- Apply the Gov's unique authority to:
 - Issue a State emergency declaration
 - Mobilize the Hawaii National Guard
 - Redirect State resources to emergency response
- Coordinate disaster relief operations & damage assessment
- Request Federal disaster assistance

Intra and Inter-Agency Coordination

- Aloha United Way 2-1-1
- Foreign Language Broadcasters
- Foreign Consulates

Multi-Lingual Resources

- FEMA Multilingual Support -
<http://www.fema.gov/media/resources/languages.shtm>
 - Written translations
 - Foreign Language support for post disaster registration

Communication Challenges

- No immediate foreign language capabilities at State EOC
- LEP community may not know which resources are available
- 2-1-1 is Monday-Friday operation

Next Steps

- Add information on where to find crisis communications in other languages on all news releases
- Attain multilingual resources for call center