

Guidelines for organizations: accessible communications during COVID-19 and other emergencies

Effective communication during emergencies is key
to ensure public health and safety.

- Put measures in place to avoid communication barriers during emergencies.
- During emergencies, persons with disabilities must receive the same information as everyone else and at the same time.
- Train staff who interact with the public on:
 - communication barriers;
 - the ways in which persons with disabilities communicate;
 - the assistive devices they use; and
 - how to obtain assistive services such as sign language interpretation.



- Do not assume how a person prefers to communicate.
- General best practices
 - Be respectful when you refer to persons with disabilities.
 - Do audience testing to ensure that the communication is accessible and the message is clear.
 - Provide a point of contact and options for persons to seek help.
 - When asked for documentation in alternate formats, give them as soon as you can.



For more information, check our guide [Accessible communication during COVID-19 and other emergencies: A guideline for federal organizations.](#)