

Developing Deaf Inclusive Policy Initiatives During National Emergencies

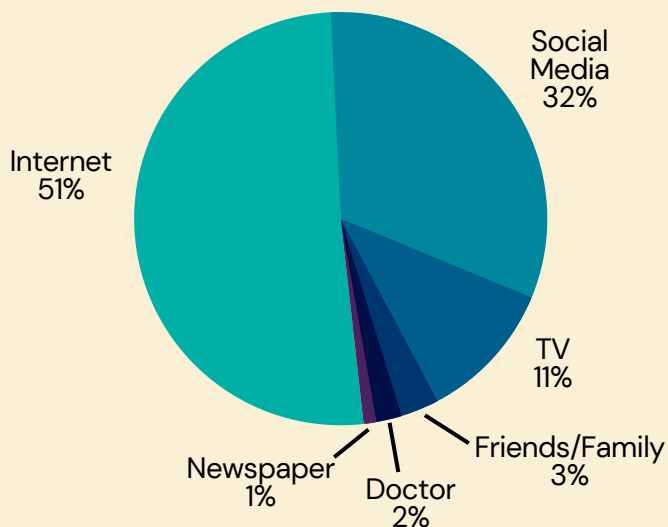


A COVID-19 National Survey by Health Signs Center

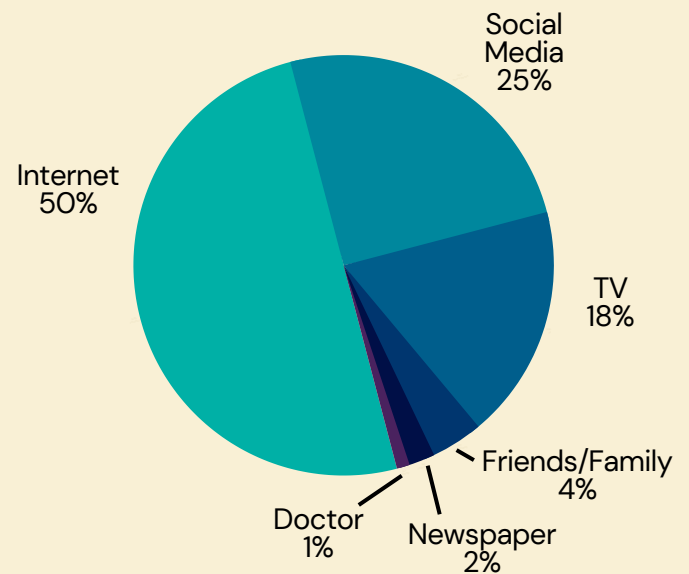
Researchers: TraciAnn Hoglind, MPH; Abbi Simons, MS; Alicia Wooten, Ph.D.

COVID-19 INFORMATION (N = 351)

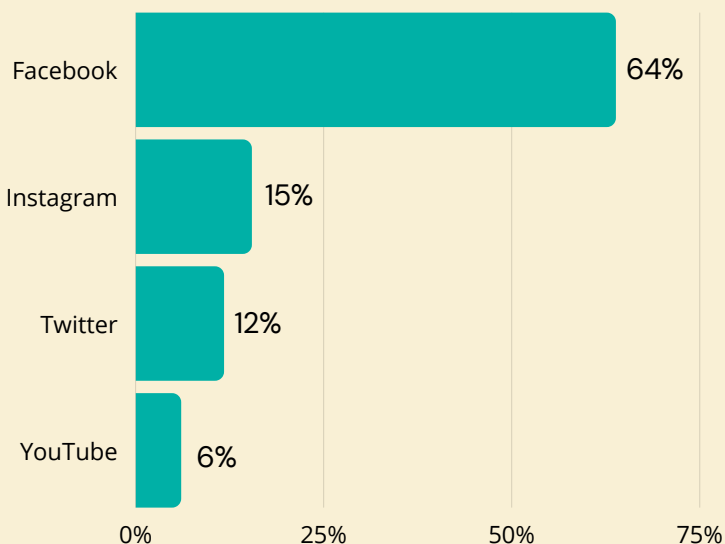
Where do you go to the MOST to get general COVID-19 information?



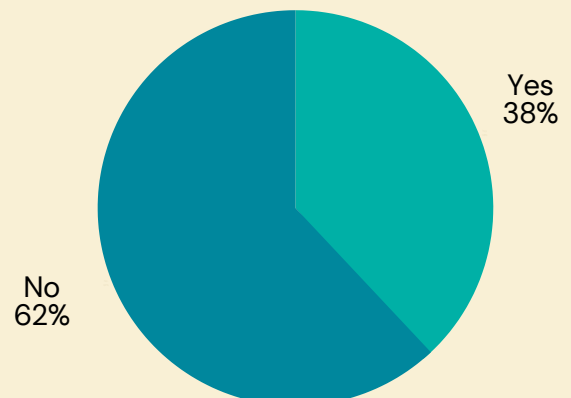
Where do you go to the MOST to get general COVID-19 information about the state you live in?



Which social media platform do you use the MOST to get information?



Did you experience internet issues accessing information online (can't connect to the internet, ASL videos won't load, etc.)?

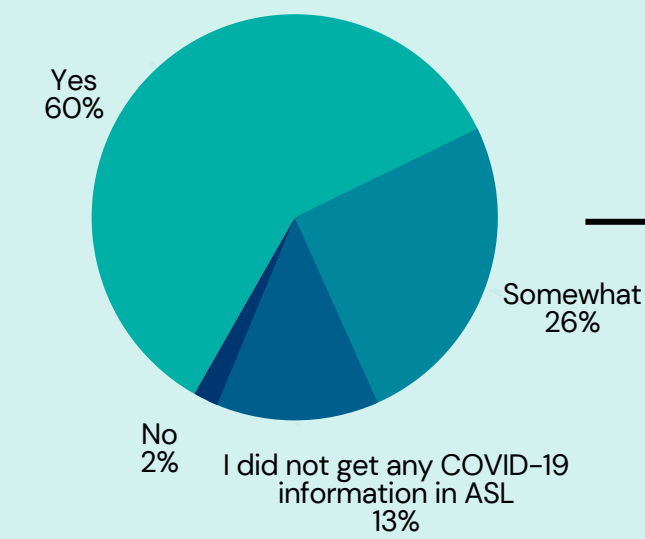


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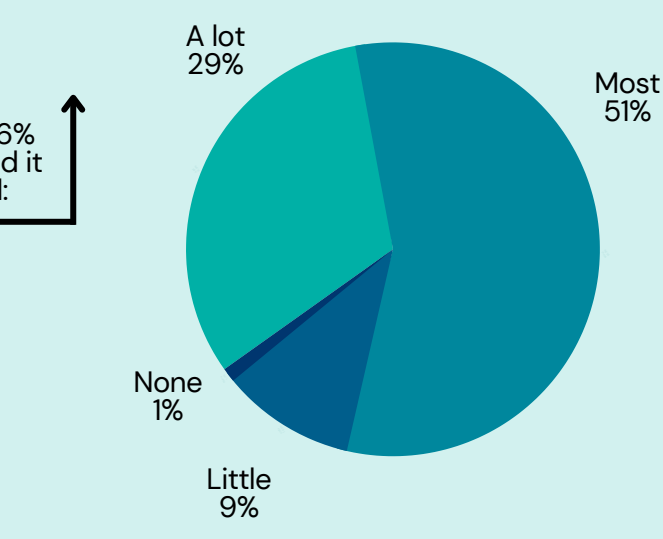
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ASL VIDEOS

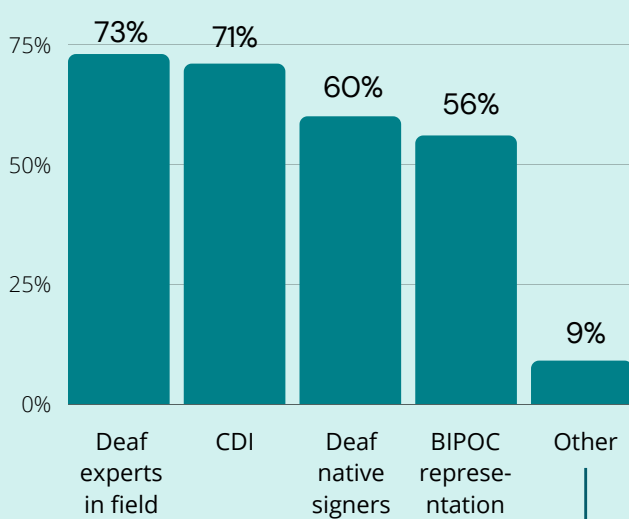
Did you find information about COVID-19 in ASL to be helpful?



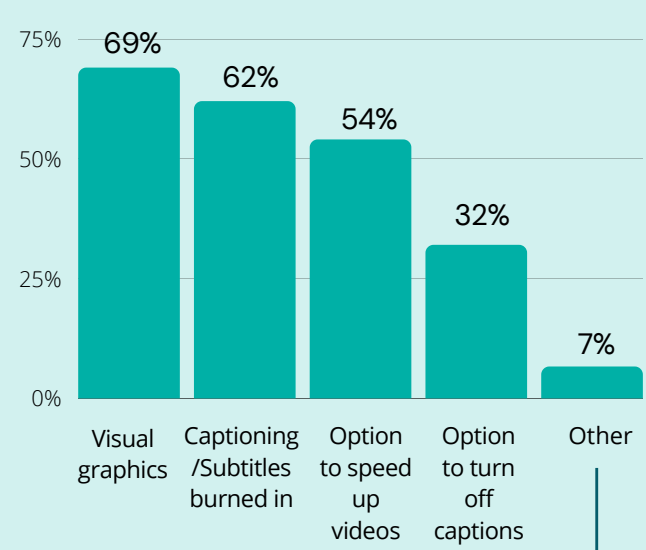
How much do you trust COVID-19 information explained in ASL?



What would encourage you to watch ASL videos?



What features would encourage you to watch ASL videos?



Other

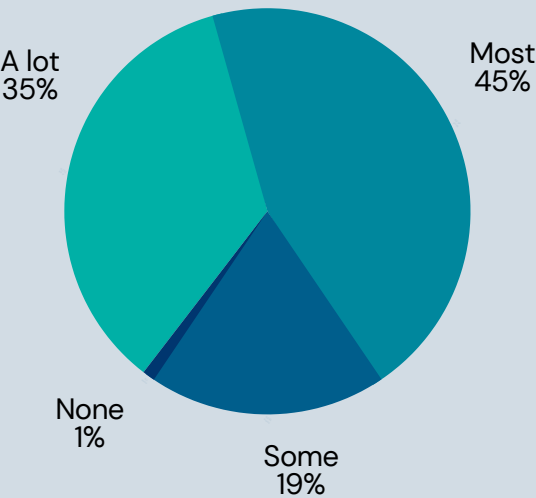
- Availability to adjust speed
- Use of credible sources
- Shorter videos
- Deaf organization leaders
- Well executed translations
- RID certified interpreter
- Captioned videos
- Description and transcript

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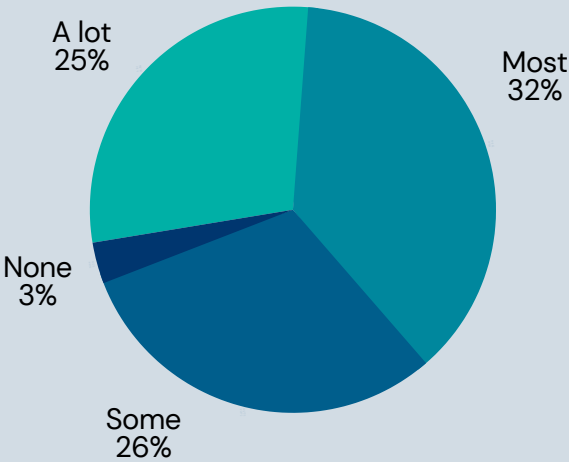
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STATE-SPECIFIC COVID-19 INFORMATION

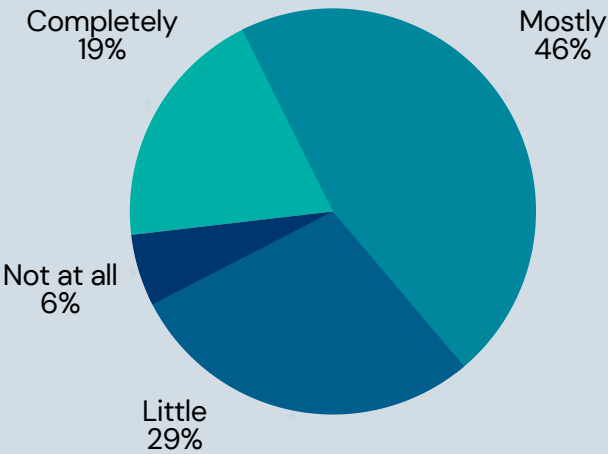
In the past several months, how much did you understand COVID-19 updates and information in your state?



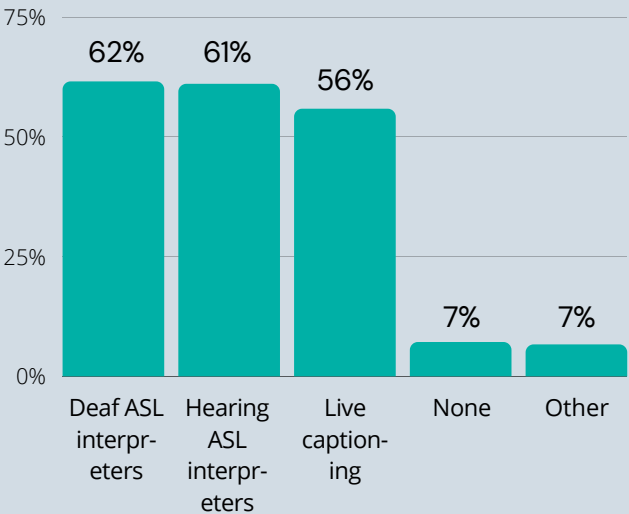
In the past several months, how much did you understand information provided from press conferences in your state?



In the past several months, how satisfied were you regarding accessibility of COVID-19 updates from your state government?



During live events (i.e. press conferences) by your state government, what kind of ASL resources were provided?

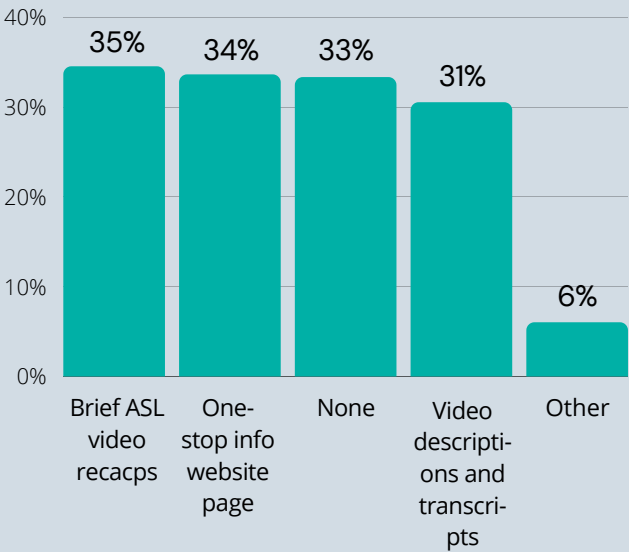


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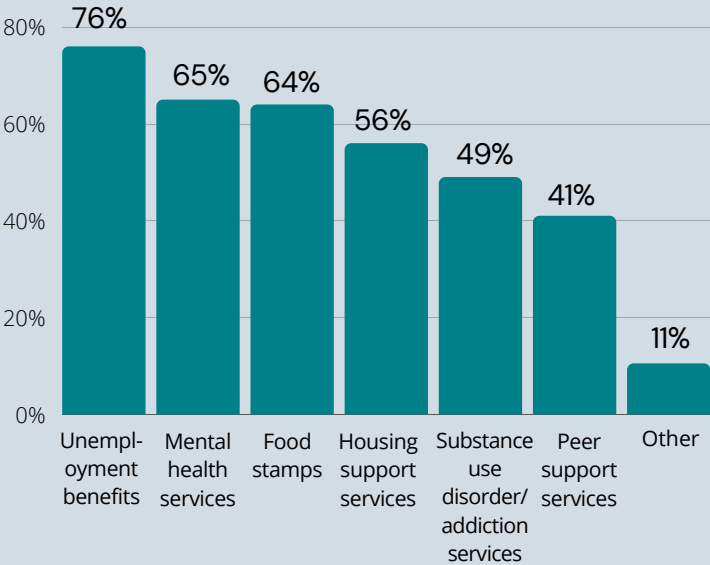
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STATE-SPECIFIC COVID-19 INFORMATION

Other than live events, what kind of ASL resources were provided by your state government and/or the Deaf and Hard of Hearing Office?

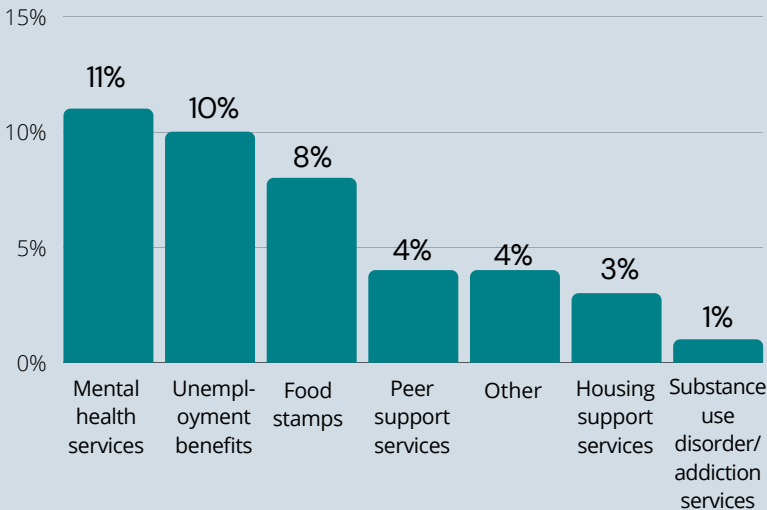


What kind of support services are available in your state?

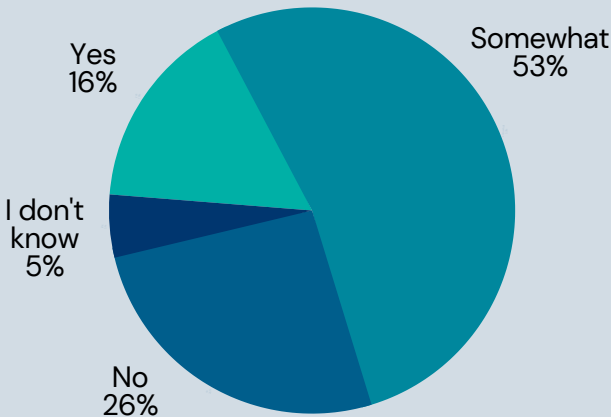


What kind of support services did you receive?

69% did not receive any support services.
Among those who did:



Do you feel that your state government's emergency preparedness and policies were inclusive of, or accessible to, the Deaf and hard of hearing community?

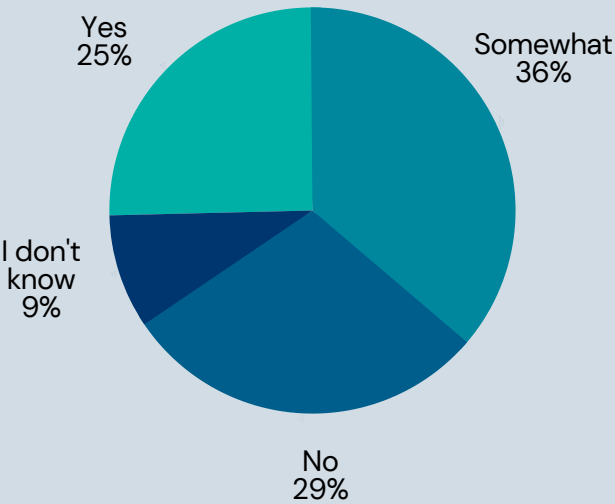


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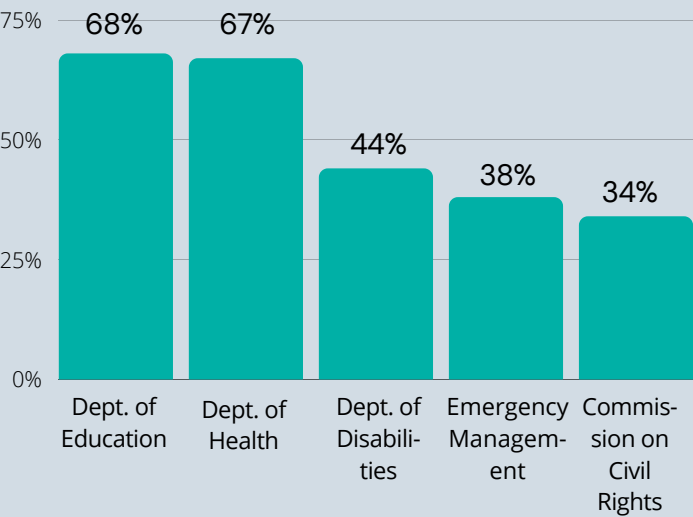
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STATE-SPECIFIC COVID-19 INFORMATION

Do you feel that your state's commission/office of the Deaf and Hard of Hearing represents your needs as a deaf, hard of hearing, deafblind, or deafdisabled person?



Which of the following state services/agencies are you familiar with?



Do you know where to file a complaint within your state if you experience discrimination?

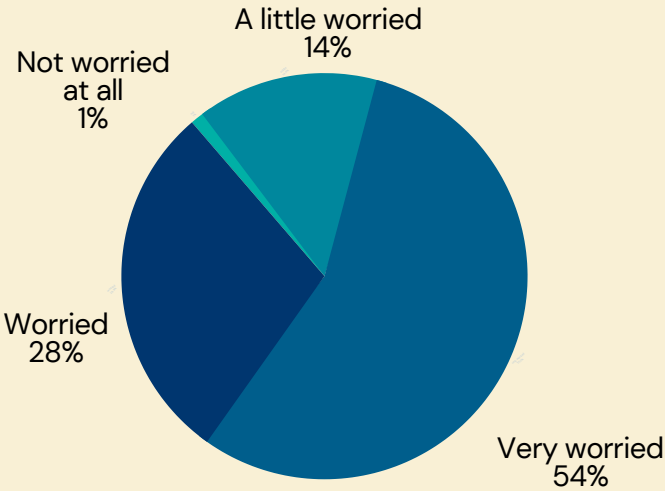


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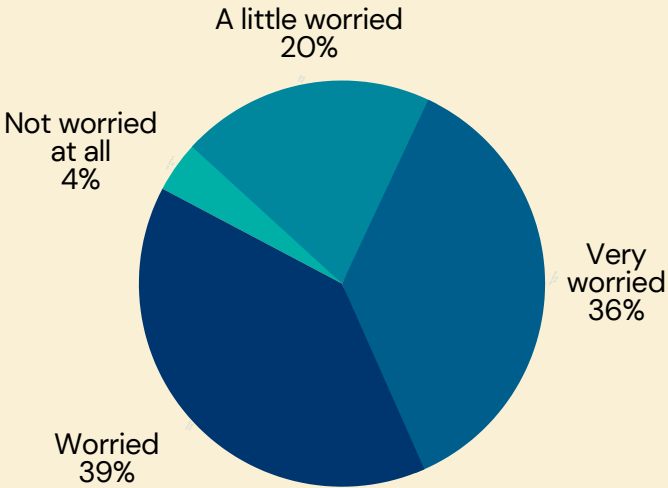
COVID-19 EXPERIENCES

When COVID-19 started to become widespread in March 2020, how worried were you that you would be impacted?

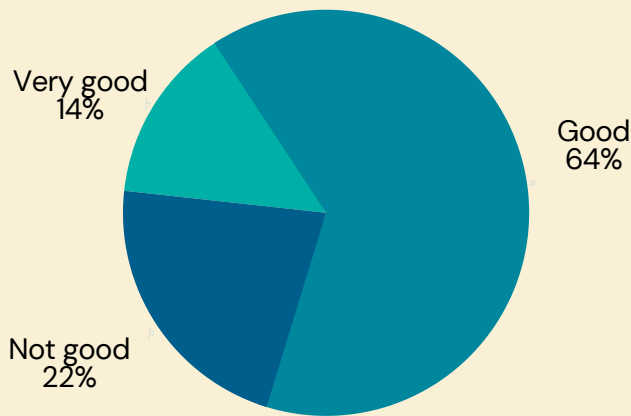


How worried are you now that you may be impacted by COVID-19?

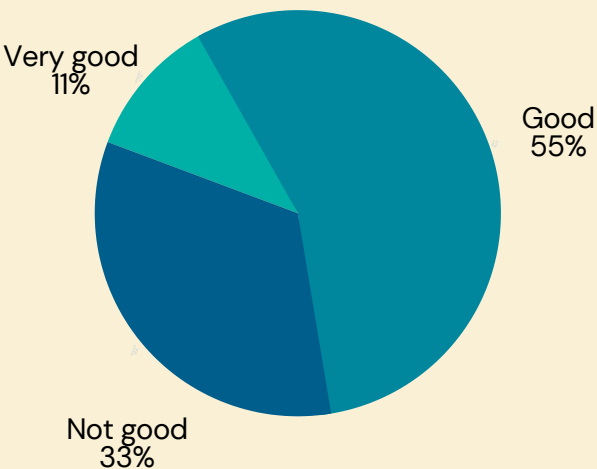
(Survey was disseminated July–September 2020)



How would you rate your quality of life during the COVID-19 pandemic?



How would you rate your mental health during the COVID-19 pandemic?



Did you lose your job due to COVID-19?



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COVID-19 EXPERIENCES

Do you know where to go for COVID-19 testing?

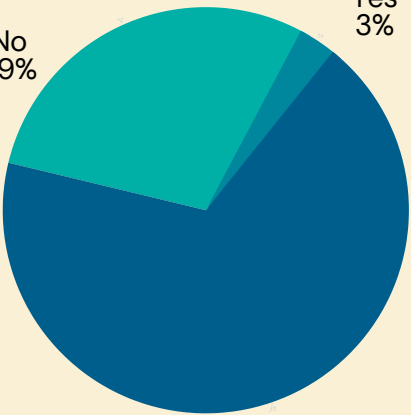
Yes
80%



No
20%

Have you ever been tested positive for COVID-19?

No
29%

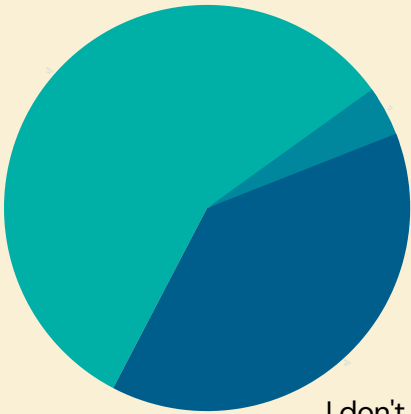


Yes
3%

I haven't taken a COVID-19 test
68%

Is COVID-19 testing free of charge?

Yes
58%

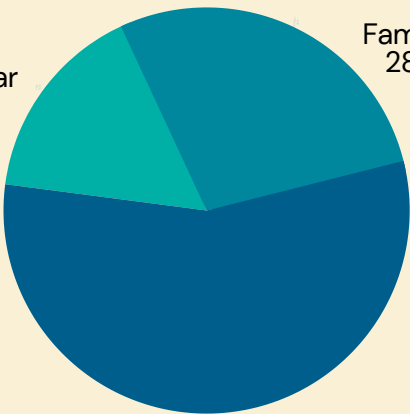


No
4%

I don't know
39%

How familiar are you with the accessibility requirements for COVID-19 testing?

Very familiar
16%

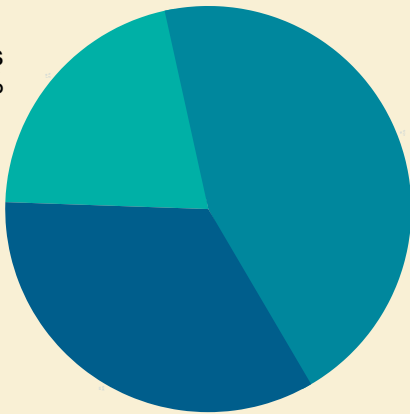


Familiar
28%

Not familiar
56%

Do you feel confident that you will receive full accessibility at COVID-19 testing locations?

Yes
21%



No
45%

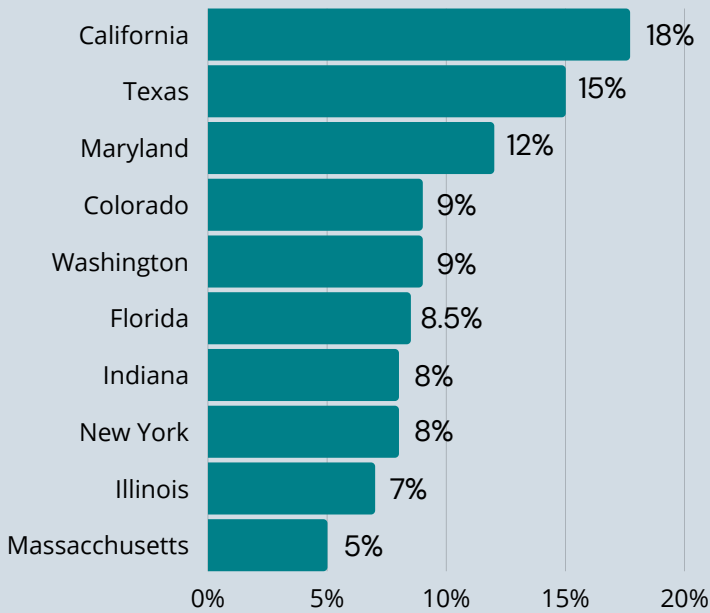
I don't know
34%

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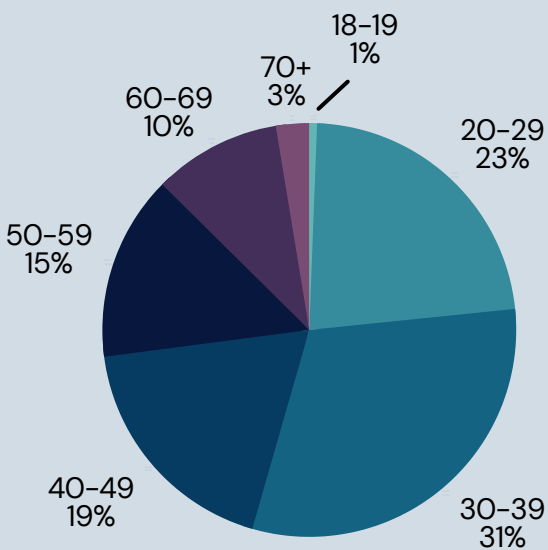
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DEMOGRAPHICS

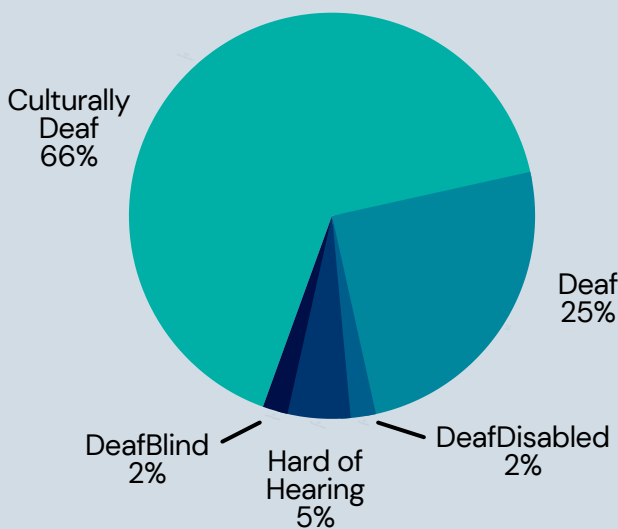
State



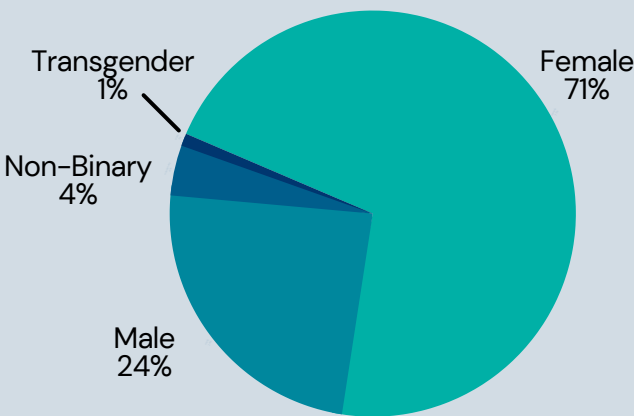
Age



Do you identify as:

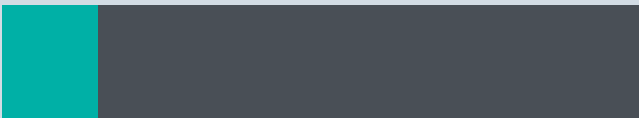


Are you currently:



Are you Hispanic, Latino/a/x, or Spanish?

Yes
15%



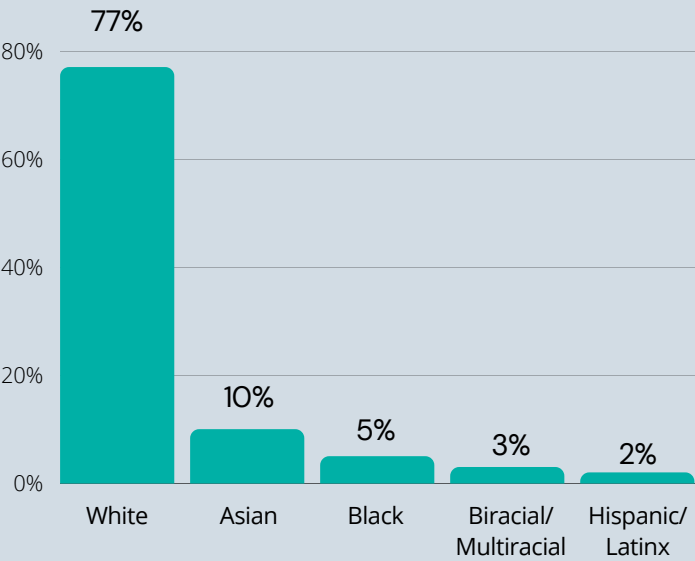
No
85%

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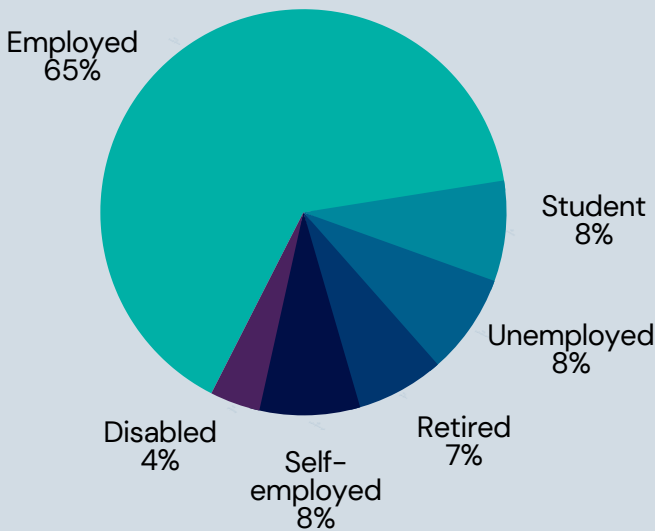
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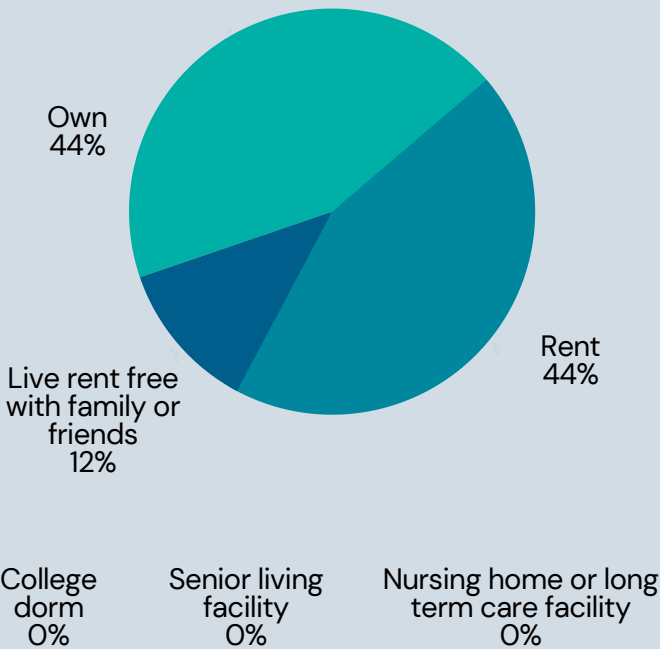
What is your race?



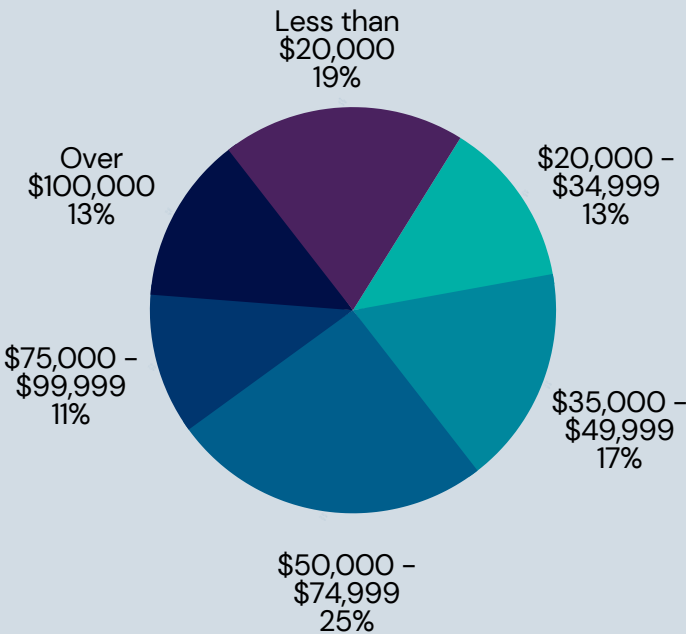
What is your occupation?



Do you currently...



What is your household income?

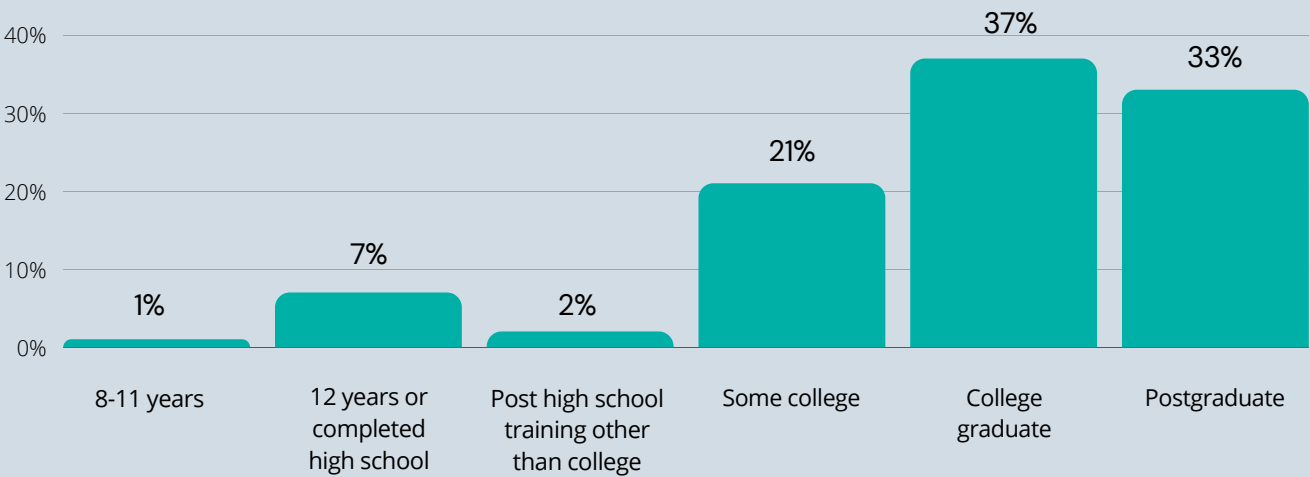


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DEMOGRAPHICS

What is the highest grade or level of schooling you completed?



ANNOUNCEMENTS

We thank the participants for sharing their experiences. At the end of the survey, participants voted for organizations Health Signs Center shall donate to. We are happy to say Health Signs Center has donated to the National Black Deaf Advocates, Deaf Queer Resource Center, and Deaf Women of Color. Thank you for your advocacy work!

While the data above presents univariate description statistics of our sample, we have state-specific data for the following states: California, Colorado, Florida, Illinois, Indiana, Maryland, Massachusetts, New York, Texas, and Washington. Deaf/Hard of Hearing State Commissions and/or Associations are welcome to request state-specific data and to collaborate for policy formulation and recommendations (please read the next page for the summary). If interested, please contact hello@healthsignscenter.org.

We thank the Communication Service for the Deaf for funding this project.

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SUMMARY

During the COVID-19 pandemic, Health Signs Center developed a survey to look into accessibility issues in order to guide the development of Deaf inclusive policies on the national and state level. 351 individuals completed the survey and we found that more than half rely on the internet to get information related to COVID-19. This means that news articles and websites were the main source of information. Approximately 30% use social media, particularly facebook as their main source of information.

For agencies with a goal to increase awareness and accessibility, sharing information on facebook would be an optimal approach to reach the Deaf and Hard of Hearing (DHH) population. How the information is provided in internet and social media outlets has shown to be critical in being deaf inclusive. 86% of people found information presented in ASL to be beneficial and trusted. Very few stated they did not want or trust information in ASL. For national and state agencies to improve inclusiveness, all english text should be presented with an ASL component that can be done using deaf experts in the field and CDIs. There is also high emphasis on Deaf native signers and consideration for BIPOC representation. Future videos created by agencies should consider reaching out to Deaf experts and CDIs to work together to create meaningful and clear content. In addition to ASL videos, additional accessibility content should be considered as the ability to speed up or slow down videos, captioning, and most importantly, increased use of visual graphics. As deaf individuals are often visual learners, increased use of graphics and animations help provide increased education and understanding for all, including those outside the DHH community.

During the pandemic, many live events were hosted and only about 60% of participants said they were given accessibility such as interpreters (both deaf and hearing) and captioning. 7% stated they did not receive any services during live events, thus rendering them unable to obtain important information on the spot. While deaf awareness and providing access are improving, only 16% of participants believed that the state emergency preparedness plans and policies were accessible to the DHH community. Around half (51%) of participants do not know how to file a complaint if they experience discrimination.

As state commissions, offices, and associations work to improve accessibility, please ensure the community, with appropriate representation, is at the table and involved. Outreach efforts are also highly critical to ensure the community stays informed and is aware of the services available for them.

RECOMMENDED APA CITATION

Hoglind, T., Simons, A., Wooten, A. (2021). *Developing Deaf Inclusive Policy Initiatives During National Emergencies*. Health Signs Center. [Data set.] Retrieved from www.healthsignscenter.org/covid19survey.