

**HOUSE . . . . . No. 4080**

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The Commonwealth of Massachusetts

PRESENTED BY:

*Natalie M. Higgins*

*To the Honorable Senate and House of Representatives of the Commonwealth of Massachusetts in General Court assembled:*

The undersigned legislators and/or citizens respectfully petition for the adoption of the accompanying bill:

An Act relative to more accessible 911 disability indicator forms.

PETITION OF:

NAME:	DISTRICT/ADDRESS:	DATE ADDED:
<i>Natalie M. Higgins</i>	<i>4th Worcester</i>	<i>2/17/2021</i>

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By Ms. Higgins of Leominster, a petition (accompanied by bill, House, No. 4080) of Natalie M. Higgins that the State 911 Department publish on its website a statewide disability indicator form. Public Safety and Homeland Security.

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The Commonwealth of Massachusetts

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**In the One Hundred and Ninety-Second General Court  
(2021-2022)**  
\_\_\_\_\_

An Act relative to more accessible 911 disability indicator forms.

*Be it enacted by the Senate and House of Representatives in General Court assembled, and by the authority of the same, as follows:*

1           SECTION 1. Chapter 6A of the General Laws is hereby amended by inserting after  
2 section 18D the following section:-

3           Section 18D½. (a) The department shall create, in consultation with organizations  
4 representing the mobility, hearing, speech and sight impaired communities, and publish on its  
5 website a statewide disability indicator form which a person may complete and submit to the  
6 department to notify primary and regional PSAP of certain disabilities. The disability indicator  
7 form shall be available to subscribers of a wireless carrier, a wireline carrier or a prepaid wireless  
8 telephone service. The disability indicator form shall be written in clear language that is  
9 comprehensible to a person proficient in English at the fifth grade level and accessible to persons  
10 with visual disabilities. In any place, where 5 per cent of citizens of the commonwealth speak a  
11 language other than English as determined by the most recent American Community Survey of

12 the United States Census Bureau, the disability indicator form shall be translated into that  
13 language.

14 The disability indicator form shall include space for the person to identify any mental  
15 health needs, intellectual and developmental disabilities, complex medical needs or neurological  
16 impairments, including, but not limited to: (i) the person has equipment required to sustain the  
17 person's life; (ii) the person is bedridden, a wheelchair user or has another mobility impairment;  
18 (iii) the person is legally blind; (iv) the person is deaf or hard of hearing; (v) communication via  
19 the phone may be by TTY; (vi) the person has a speech impairment; (vii) the person is  
20 cognitively impaired; (viii) the person has a service animal; (ix) the person requires translation  
21 services; or (x) any potential triggers for first responders to be aware of. The disability indicator  
22 form shall also include a space for a person to remove or change any disability indicators.

23 (b) The department, in consultation with organizations representing the mobility, hearing,  
24 speech and sight impaired communities, shall annually review the contents of the disability  
25 indicator form and amend the disability indicator form when needed, as determined by the  
26 department.