Emergency Access for All: Policy Framework

Team 10

Ethical AI Hackathon

April 27, 2025

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1   Purpose and Mission

Emergency Access for All is a virtual emergency assistant designed to provide critical information during crisis situations for all users, with special attention to historically underserved populations including non-English speakers, elderly individuals, and people with disabilities. Our mission is to ensure that life-saving information is accessible to everyone, regardless of language, ability, or technical literacy.

This policy framework outlines our commitments to ethical, accessible, and responsible AI deployment in emergency contexts. It represents our public pledge to users and stakeholders regarding how our chatbot operates, protects privacy, and serves diverse communities.

2   Ethical Principles Commitment

2.1   Accessibility

We commit to making emergency information available in multiple formats (text, audio descriptions, visual guides) to accommodate diverse physical, cognitive, and sensory needs. Our chatbot removes barriers by supporting multiple languages and offering options for users with varying abilities and technical familiarity.

2.2   Inclusivity

We recognize that marginalized populations are often left behind during emergencies. Our chatbot is specifically designed to serve refugees, non-English speakers, elderly individuals, and people with disabilities, ensuring equitable access to critical information during crisis situations.

2.3   Fairness

All users receive equal treatment regardless of language, disability, age, nationality, or socioeconomic background. Our responses are continuously evaluated to eliminate bias, ensuring that emergency guidance is delivered with consistent quality and respect across all demographic groups.

2.4   Emotional Safety

We acknowledge the stress and anxiety that users face during emergencies. Our chatbot employs a calm, supportive tone that prioritizes user dignity and provides clear guidance without causing additional distress. We avoid overwhelming users with complex instructions or unnecessary information requests.

2.5   Transparency

Our chatbot clearly identifies itself as an AI system at the beginning of each interaction and explains that it provides information but does not replace official emergency services. We are transparent about when and why minimal personal data may be collected and always offer pathways to human emergency assistance.

2.6   Language Equity

We are committed to language justice in emergency contexts. Users can interact with our chatbot in their preferred language, ensuring that language barriers never prevent access to critical safety information. We prioritize supporting Spanish, Chinese, Arabic, Vietnamese, and Tagalog.

3   Data Privacy and Consent Policy

3.1   Minimal Data Collection

- We collect only information that is essential for providing emergency guidance.
- Location information is only requested when necessary for relevant emergency instructions.
- Personal identifiers are never required to access emergency information.

3.2   Clear Consent

- Users are informed in simple language when any information is being collected.
- We explain specifically why certain information may be helpful in emergency contexts.
- All data collection is optional and clearly marked as such.

3.3   Data Protection

- Any personal information collected is automatically deleted after the emergency session.
- No user interaction logs containing personal information are permanently stored.
- We employ strong security measures to protect any temporarily held information.

3.4   Third-Party Sharing

- We do not share user information with third parties except when explicitly requested to facilitate emergency service connection.
- If information must be shared to assist with emergency services, users are informed in advance.

4   User Rights and Protections

4.1   Accessibility Rights

- Users have the right to receive emergency information in their preferred language.
- Users with disabilities have the right to accessible formats appropriate to their needs.
- All users have the right to simplified instructions that can be understood regardless of literacy level or technical familiarity.

4.2   Privacy Rights

- Users have the right to access emergency information without providing personal data.
- Users have the right to know when information is collected and why.
- Users have the right to have all personal data deleted after their emergency session.

4.3   Escalation Rights

- All users have the right to be connected with human emergency services at any point.
- Users have the right to clear information about the limitations of AI assistance.
- Users have access to phone numbers and alternative contact methods for official emergency services.

4.4   Protection from Harm

- We protect users from misinformation by verifying emergency guidance against official sources.
- We safeguard vulnerable users by prioritizing official emergency protocols.
- We prevent exploitation by never collecting unnecessary information during crisis situations.

5   Communication Channels

5.1   Feedback Mechanisms

- A dedicated feedback form is accessible from the chatbot interface.
- A 24/7 emergency support email is monitored by our Ethics and Technical teams.
- Users can report concerns about chatbot performance or ethical issues at any time.

5.2   Transparency Reports

- Quarterly public ethics reports summarize user concerns, incidents, and improvements.
- Regular stakeholder meetings with advocacy organizations review performance and gather feedback.
- Public disclosure of any significant changes to our data practices or emergency protocols.

6   Closing Affirmation

Emergency Access for All is committed to the principle that emergency information is a human right. We pledge to continuously improve our accessibility, accuracy, and ethical standards to ensure that all people—regardless of language, ability, age, or technical literacy—can access life-saving information during crisis situations.

We acknowledge the serious responsibility of providing emergency guidance through AI and commit to maintaining rigorous ethical standards, transparent practices, and clear

pathways to human emergency services. Our primary commitment is to user safety, dignity, and well-being.

Last updated: April 2025