

IS YOUR ORGANIZATION A COVID-19

VACCINATION SITE?

(i.e., pharmacies, doctors' offices, pop-up sites, etc.)

The following recommendations will assist you in meeting ADA requirements for providing accessibility and accommodations for people with disabilities

(i.e. physical, developmental, intellectual, psychological, sensory, blind, deaf and hard of hearing, and invisible disabilities):

Site and Day of Vaccine Accessibility

- ✓ Use the ADA checklist below to ensure site accessibility.
- ✓ Ensure vaccination sites have ADA accessible bathrooms.
- ✓ Provide adequate ADA van-accessible parking.
- ✓ Provide a private room for individuals with sensory disabilities.
- ✓ Provide sensory items to reduce anxiety (stress balls, no music, disposable ear plugs).
- ✓ Keep extra wheelchairs and regular chairs on hand for people to sit while waiting.
- ✓ Have an option for individuals to request in-car vaccinations. Some individuals have disabilities which makes leaving their car difficult.
- ✓ Provide clear and easy-to-read external signage with photos/graphics indicating path to accessible entrances/exits, sign language interpreters etc.
- ✓ Have a clear, publicly posted policy recognizing that people with disabilities have the option to bring a support person with them at all stages of the process.

Effective Communication

- ✓ Provide fact sheets on vaccine ingredients, side effects, and other important information in the following formats: English, Spanish, Large Print English, Large Print Spanish, Plain Language (English) with Pictures, Plain Language (Spanish) with Pictures, and Braille.
- ✓ Have on hand communication Cards for Deaf and Hard of Hearing individuals.
- ✓ Wear clear masks or face shields to assist in communication access or have available for individuals who rely on reading lips.

Plan Ahead for Appointment Scheduling and Accommodation Requests

- ✓ Provide an accessible appointment registration process, including an accessible website for people who use screen-reading technology.
- ✓ Provide an alternative registration process for people who do not have access to a computer.
- ✓ Allow for "group" scheduling - for example, people from the same household or people with disabilities with their personal care assistants.
- ✓ Provide videos ahead of the vaccination appointment discussing what to expect. Ensure the videos are captioned and have ASL translations. (Note: auto-generated videos on YouTube and other social media are often inaccurate and contain misinformation.)
- ✓ Have a public facing phone number.
- ✓ Offer disability etiquette training for volunteers and vaccination site staff.
- ✓ Appointment process should include online accommodation request questions on the sign-up form: (i.e. Do you need an ADA reasonable accommodation?) Drop down list should include:
 - Speech to Text
 - ASL Interpreter
 - Braille
 - Materials in Large Print
 - Wheelchair Accessibility
 - Homebound
 - Other needs (leave open ended to allow for more details)



Helpful Resources

✓ **ADA checklist for existing facilities**

<https://www.adachecklist.org/doc/fullchecklist/ada-checklist.pdf>

✓ **Web Content Accessibility Guidelines (WCAG) for ensuring web accessibility**

<https://www.w3.org/WAI/standards-guidelines/wcag/>

✓ **HHS Guidance**

<https://www.hhs.gov/sites/default/files/federal-legal-standards-prohibiting-disability-discrimination-covid-19-vaccination.pdf>

✓ **Arizona Commission for the Deaf and the Hard of Hearing (ACDHH) resources**

<https://www.acdhh.org/get-involved/covid-19-resources/>

Meeting obligations under Title II and Title III of the Americans with Disabilities Act (ADA), as well as other federal and state civil rights laws will prevent disability discrimination and ensure equitable access to the vaccination process.

Please feel free to reach out to AZSILC at 602-262-2900 or info@azsilc.org with questions/concerns.

