



Special Session: COVID-19 and the Americans with Disabilities Act (ADA): Access to programs and services

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Access to Goods and Services

- Direct Threat
- Eligibility criteria.
- Modifications in policies, practices, and procedures.
- Auxiliary aids and services.

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Is it or Isn't it?

- Is the COVID-19 virus a disability?

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EDUCATIONAL SETTING

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Questions

- What are the requirements for online college/university and K-12 courses/lessons?
- What are the obligations of colleges/universities regarding academic adjustments, accommodations and modifications when courses are now being provided online?
- Note taking?
- Extended time for exams/quizzes?

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HEALTHCARE SETTING

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Questions

- May a business require patients/customers to have their temperatures taken?
- May health care providers deny access to service animals during the pandemic?
- May health care providers prohibit a person with a disability from having a companion with them?
- Do temporary medical facilities need to be accessible?

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CORRECTIONAL SETTING

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Questions

Do counties/states have obligations to release inmates/detainees with disabilities because of the virus?

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EMPLOYMENT SETTING

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Questions

Refer to EEOC Guidance provided on their website at: <https://www.eeoc.gov/coronavirus/>

- Webinar recording
- Guidance documents

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EFFECTIVE COMMUNICATION

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Questions

- What is the obligation of government officials doing briefings on the pandemic for persons that are deaf/hard of hearing?
- May health care providers use Video Remote Interpreters (VRI) in order to communicate with persons requesting an in person interpreter because of health concerns during the pandemic?

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RETAIL, HOSPITALITY OR SERVICES SETTING

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Questions

- What may a business do regarding a customer showing symptoms associated with the virus?
- May a business/public entity ask customers/clients if they have symptoms consistent with the virus?
- Do restaurants only providing drive-thru service need to serve persons using wheelchairs?
- Do businesses need to provide home Delivery?
- May a business place limits on the amount of certain products that may be purchased?
- Do businesses need to provide times for persons with disabilities to shop without other customers present?

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TRANSPORTATION SETTING

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Questions

- If someone indicates that they have the virus may a taxi driver refuse to transport the person?
- May transit agencies reduce ADA complimentary bus service because of concerns passengers may become infected or get drivers sick?

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National Network
Information, Guidance and Training on the
Americans with Disabilities Act

Questions should be directed to your
Regional ADA Center
Locate your center
on-line at www.adata.org or
call 800-949-4232 (V/TTY)

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