Spotlight on Health Care Access:
ADA, Disability & COVID-19 Resources

About ADA National Network

› 10 regional ADA centers across the United States
› Information, guidance & training on Americans with Disabilities Act (ADA)

1-800-949-4232
adata.org
Our Purpose

- Facilitate **voluntary compliance** with the Americans with Disabilities Act of 1990 (ADA).
- Conduct **research** to reduce and eliminate barriers to employment and economic self-sufficiency and to increase the civic and social participation of Americans with disabilities.
- On the vital topic of Health Care Access and the ADA, established a **National ADA and Health Care Committee**.

A Word from Our Sponsors

- ADA National Network funded since 1991

**National Institute on Disability, Independent Living and Rehabilitative Research (NIDILRR)**
  - Part of the [Administration for Community Living (ACL)](https://www.acleadership.org/)

ADA National Network 30th Anniversary Spotlight Series
COVID and Healthcare Resources
February 23, 2021
Regional ADA Centers Hosting This Webinar

- Southeast ADA Center
  adasoutheast.org

- Northwest ADA Center
  nwadacenter.org

- Pacific ADA Center
  adapacific.org

- Rocky Mountain ADA Center
  rockymountainada.org

- Great Lakes ADA Center
  adagreatlakes.org

Presenters (1 of 3)

Pam Williamson
Assistant Project Director
Southeast ADA Center

Beth Harrison
Director of Knowledge Translation, Southeast ADA Center
Presenters (2 of 3)

Mell Toy
Interim Director
Northwest ADA Center

Emily Shuman
Director
Rocky Mountain ADA Center

Presenters (3 of 3)

Lewis Kraus
Co-Director
Pacific ADA Center
Health Care Access and the ADA

HOT TOPICS!

- Facility Access & Parking
- Effective Communication
- Accessible Medical Equipment
- Service Animals
- ADA, Disability and COVID-19
  - Drive-Thru Medical Sites
  - Face Coverings and the ADA

Health Care Facility Access

HOT TOPICS!
**Topic Question:**
Health Care Facility Access

- What are some of the key areas that have been identified to barriers for health care to people with disabilities?

**Resources:** Health Care Facility Access (slide 1 of 3)

- **Webinar Series:** Health Care & the ADA- Inclusion of Persons with Disabilities
  Source: Pacific ADA Center
  Web: adapresentations.org/healthcare/schedule.php

- **Fact Sheet:** Health Care and the ADA
  Source: Pacific ADA Center, ADA National Network
  Web: adata.org/factsheet/health-care-and-ada

- **Legal Brief:** Access to Healthcare and the ADA [PDF]
  Source: Pacific ADA Center
  Web: adapacific.org
**Resources: Health Care Facility Access (slide 2 of 3)**

- **Resources: Health Care and the ADA**  
  Source: Pacific ADA Center  
  Web: adapacific.org/healthcare

- **Blog Post: 5 Tips for Managing Sensory Needs in Healthcare Settings**  
  Source: Access Granted Blog – Rocky Mountain ADA Center  
  Web: rockymountainada.org/news/blog/

  Source: Great Lakes ADA Center, ADA National Network  
  Web: adata.org

  Source: Great Lakes ADA Center, ADA National Network  
  Web: adata.org

**Resources: Health Care Facility Access (slide 3 of 3)**

- **Fact Sheet: Accessible Health Care**  
  Source: Northwest ADA Center, ADA National Network  
  Web: adata.org/factsheet/accessible-health-care

- **Article: Access to Care for Patients with Disabilities 2018 - American Medical Association (AMA) – [PDF]**  
  Source: Pacific ADA Center  
  Web: adapacific.org

- **Fact Sheet: Accessible Health Care 2017 [PDF]**  
  Source: Northwest ADA Center, ADA National Network  
  Web: adata.org

- **Regional Success Story**  
  The Pendleton Project: Making Health Care Accessible to All  
  Source: Northwest ADA Center, ADA National Network  
  Web: adata.org
Accessible Medical Equipment & Health Care

Topic Questions: Accessible Medical Equipment & Health Care

- Why is this issue important?
- What are the accessible medical equipment requirements that healthcare providers have to follow?
Resources: Accessible Medical Equipment & Health Care

- **Fact Sheet**
  Accessible Medical Diagnostic Equipment [PDF]
  Source: Northwest ADA Center, ADA National Network
  Web: adata.org

- **Webinar Archive**
  Accessible Medical Diagnostic Equipment and Prescription Drug Container Labels
  Series: Health Care and the ADA – Inclusion of Persons with Disabilities
  Source: Pacific ADA Center
  Link: adapresentations.org

- **Fact Sheet**
  Accessible Medical Examination Tables and Chairs [PDF]
  Source: Northwest ADA Center, ADA National Network
  Web: adata.org
**Topic Questions:**
Effective Communication & Health Care Access

- What is meant by the phrase “effective communication” and how does it apply to healthcare?
- What are some things that healthcare providers must do to meet the effective communication requirement?

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**Resources:**
Effective Communication & Health Care Access

- **Fact Sheet**
  [Effective Communication: Healthcare](nwadacenter.org/factsheet/effective-communication-healthcare)
  Source: Northwest ADA Center
  Link: nwadacenter.org/factsheet/effective-communication-healthcare

- **Webinar Archive**
  [Effective Communication in Health Care](adapresentations.org/healthcare/webinar.php?id=7)
  Series: Health Care and the ADA – Inclusion of Persons with Disabilities
  Source: Pacific ADA Center, Northwest ADA Center
  Link: adapresentations.org/healthcare/webinar.php?id=7
Service Animals & Health Care

Topic Question: Service Animals & Health Care

- What if the individual with a disability who has a service animal is hospitalized suddenly?
Resources: Service Animals & Health Care

- **Web Portal**
  Service Animal Resource Hub  
  Source: ADA National Network  
  Web: adata.org

- **Webinar Archive**
  Who Let the Dogs (and Miniature Horses) In?  
  - Service Animals in Health Care Facilities  
  Series: Health Care and the ADA – Inclusion of Persons with Disabilities  
  Source: Pacific ADA Center, Southeast ADA Center  
  Web: adapresentations.org
**Topic Questions:**
Accessibility at COVID-19 Testing and Vaccination Sites

› Do drive-through testing sites have to be accessible for people with disabilities?

› What must staff at drive-through testing sites do to ensure effective communication with people who are D/deaf or hard of hearing?

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**Resources:**
Accessibility at COVID-19 Testing and Vaccination Sites

› **Fact Sheet**
  *Accessibility at Drive-Thru Medical Sites*
  Source: Northwest ADA Center, ADA National Network
  Web: adata.org/factsheet/accessibility-drive-thru-medical-sites

› **Webinar Archive**
  *Physical Access in Health Care*
  Series: Health Care and the ADA – Inclusion of Persons with Disabilities
  Source: Pacific ADA Center
  Web: adapresentations.org/healthcare/webinar.php?id=14
**Topic Question:**
**Face Mask Policies in State & Local Governments and Private Businesses**

- As a business owner, what are my ADA responsibilities to customers who cannot follow a face mask policy because of their disability?

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**Resources:** **ADA and Face Masks** (slide 1 of 2)

- **Fact Sheet**
  - *The ADA and Face Mask Policies*
  - Source: Southeast ADA Center
  - Web: adasoutheast.org

- **Fact Sheet**
  - *Face Coverings & Businesses: Balancing ADA with Public Health during COVID*
  - Source: Northwest ADA Center
  - Web: nwadacenter.org

- **Webinar Archive**
  - *Face Coverings and the ADA - Application of ADA Title III*
  - Series: ADA Audio Webinars
  - Source: Great Lakes, Northwest and Southwest ADA Centers
  - Web: accessibilityonline.org
Resources: ADA and Face Masks (slide 2 of 2)

- **Podcast**
  
  *ADA Today - COVID-19, Face Mask Policies and ADA Title II and III*
  
  Source: Mid-Atlantic ADA Center
  
  Web: adainfo.org

- **Frequently Asked Questions**
  
  *FAQs: The ADA, Small Business and Face Masks*
  
  Source: Great Plains ADA Center
  
  Web: gpadacenter.org

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**Topic Question:**

“No Visitor” Policies at Hospitals and Medical Facilities

- Can a hospital or medical facility deny a person with a disability the right to have a support person on-site when they have a “no visitor” policy due to COVID-19?
Resource:
"No Visitor" Policies at Hospitals and Medical Facilities

- **Webinar Archive** [59:19 min.]
  
  **Video Recording:** The ADA in a COVID World
  
  Series: 4th Thursday ADA Talks
  
  Source: University of Kentucky, Southeast ADA Center
  
  Web: youtu.be/FvekrzqQNnl

  **Note:** This topic addressed around 25:00 minute mark in the recording.

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**RESOURCES**

**ADA, Disability, & COVID-19**
Publications: ADA, Disability, and COVID-19

- **Moving Your Business Outside? [PDF]**
  - Accessibility requirements ensure access for customers with disabilities and aid in social distancing
  Source: Northeast ADA Center
  Web: northeastada.org/docs/COVIDBusinessReopening.pdf

Web Portal: ADA, Disability, and COVID-19

**ADA, Disability, and COVID-19 Portal**
Web: adacovid19.org

- News & Updates
- ADA Publications
- Virtual Events List
- Resources by Topics
- Information in Spanish, ASL, Plain Language
- Share Your Story
Webinars: ADA, Disability, and COVID-19
(slide 1 of 2)

› Webinar Archive
  COVID-19 and the Americans with Disabilities Act (ADA): Access to Programs and Services
  Series: ADA Audio Webinars
  Source: Great Lakes ADA Center
  Web: accessibilityonline.org/ada-audio/archives/110809

› Webinar Archive
  COVID-19, Health Care, and the ADA
  Series: Accessible Health Care Webinars
  Source: Pacific ADA Center
  Web: adapresentations.org/healthcare/archive-health.php

Webinars: ADA, Disability, and COVID-19
(slide 2 of 2)

› Webinar Archive
  Lessons Learned: ADA Coordinators Talk About COVID-19
  Source: Mid-Atlantic ADA Center
  Web: adainfo.org

› Webinar Archive
  A Closer Look: COVID-19 Accessible Materials for People With Disabilities Project
  Series: Emergency Preparedness
  Source: Pacific ADA Center
  Web: adapresentations.org
MORE Webinars: Health Care Access (slide 1 of 2)

Webinar: Health Care Disparities for People with Disabilities and Potential Role of Physician Bias
Thursday - February 25, 2021 2:30 PM - 4 PM [Eastern Time]

Webinar: How Crisis Standards of Care Can Ensure Equity for People with Disabilities During Times of Crisis
Thursday - March 25, 2021 2:30 PM - 4 PM [Eastern Time]

Register & Learn More:
WEBINAR SERIES:
Health Care and the ADA – Inclusion of Persons with Disabilities
Source: Pacific ADA Center
Web: adapresentations.org/healthcare/schedule.php

MORE Webinars: Health Care Access (slide 2 of 2)

Webinar: Health Care Access for Patients and Companions that are Blind or Experiencing Vision Loss
Tuesday - June 15, 2021
2:00 PM - 3:30 PM [Eastern Time]

Series: ADA Audio Webinars
Source: Great Lakes ADA Center
Web: accessibilityonline.org/ADA-Audio/
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◦ 1.5 – ACTCP (ADA Coordinator Training Certificate Program)
◦ 1.5 – Certificate of Attendance

› Certificates offered at no charge to any webinar participant whose attendance can be verified either by webinar sign-in or by phone number.
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- Your feedback is important to help determine the effectiveness of this webinar in meeting your needs and to guide planning for future webinars.

- Link to evaluation will be sent to you following the webinar.
  - Evaluation for Webinar
    Spotlight on Health Care Access: ADA, Disability and COVID-19 Resources

Archive

- This webinar will be archived with recording, transcript and relative resources - please share.

  - Archive for Webinar
    Spotlight on Health Care Access: ADA, Disability and COVID-19 Resources
    Web: accessibilityonline.org/ADA-Audio/archives/
Next Webinar in Series

**Webinar: Spotlight on the National ADA Symposium**
Thursday – March 11, 2021
2:00 PM - 3:30 PM [Eastern Time]

**Register & More:**
accessibilityonline.org/ADA-Audio/schedule/

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**Disclaimer**

The contents of this presentation were developed under a grant from the National Institute on Disability, Independent Living, and Rehabilitation Research (NIDILRR). NIDILRR is a Center within the Administration for Community Living (ACL), Department of Health and Human Services (HHS). The contents of this publication do not necessarily represent the policy of NIDILRR, ACL, HHS, and you should not assume endorsement by the Federal Government.

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