

# Audio Conference Series

## **Access to COVID-19 Vaccines: Issues and Barriers for Persons with Disabilities**

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March 24, 2021

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## Vaccine Access

ADA Basics

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## The Basics

- Physical access to vaccination sites and facilities
- Effective communication
- Digital access (websites for information, appointments, etc.)
- Reasonable policy modifications
- Beyond the ADA – community access issues

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## Sites and Facilities: Title II

- **Program accessibility**
  - Not all vaccination sites need to be accessible, BUT if not all are accessible:
    - A reasonable number of comparable sites must be accessible
    - Information about which sites are accessible should be readily available to the public

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## Sites and Facilities: Title III

- Existing buildings are subject to requirements to **remove barriers when readily achievable**
  - All existing buildings may not be accessible



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## Sites and Facilities: Temporary Facilities

- Title II and Title III
  - Services provided in **temporary or mobile facilities** are covered



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## Effective Communication

- Auxiliary aids and services may be needed to ensure effective communication with individuals who have vision, hearing, or speech disabilities
  - For example, exchanging notes/using whiteboards, assistive listening devices, amplification or speech-to-text apps, printed materials, accessible digital information
- Telephone systems used to get information or make appointments must be effective for individuals using telecommunications relay services (TRS)

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## Digital Access

- Access to websites and mobile apps to find information, make appointments, etc.
  - Effective communication for people with hearing or vision disabilities (websites compatible with assistive technologies used by many people who are blind or have low vision, captioned videos, etc.)
  - Design features and compatibility with assistive technologies used by people with disabilities that affect mobility or dexterity (input other than mouse, time-out features, etc.)
  - Low flash rates (or no flashing elements)
  - Simple designs with plain language

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## Reasonable Modifications

- Examples:
  - Adjusting communication methods to accommodate individuals with intellectual, developmental, or cognitive disabilities
  - Admitting service animals
  - Providing seating to accommodate individuals who have difficulty standing for long periods of time

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## Connecting with Communities

- Things to consider:
  - How will people learn about vaccination options?
    - Use multiple methods, languages to reach out
  - How will people get to vaccination sites?
    - Consider proximity to public transit where available, as well as other options (collaborations, volunteer programs)
  - Will any sites be able to accommodate individuals who may need to lie down, or who cannot wear face masks?

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## Vaccine Barriers and Access Issues

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# QUESTIONS



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## Resources

- North Carolina Department of Health and Human Services
  - [Hearing Loss Communication Guides \(https://covid19.ncdhhs.gov/materials-resources/hearing-loss-communication-guides\)](https://covid19.ncdhhs.gov/materials-resources/hearing-loss-communication-guides)
- Johns Hopkins Medicine
  - Checklist for [effectively communicating with older adults with hearing loss \(www.hopkinsmedicine.org/news/newsroom/news-releases/covid-19-story-tip-effectively-communicating-with-older-adults-who-have-hearing-loss-during-covid-19\)](http://www.hopkinsmedicine.org/news/newsroom/news-releases/covid-19-story-tip-effectively-communicating-with-older-adults-who-have-hearing-loss-during-covid-19)

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## More Resources

- FEMA checklist: [Civil Rights Considerations During COVID-19 Vaccine Distribution \(www.fema.gov/sites/default/files/documents/fema\\_civil-rights-covid-19\\_vaccine\\_checklist\\_02-11-2021\\_0.pdf\)](http://www.fema.gov/sites/default/files/documents/fema_civil-rights-covid-19_vaccine_checklist_02-11-2021_0.pdf)
- [ADA National Network \(https://adata.org/\)](https://adata.org/)

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## Session Evaluation

Your feedback is important to us

You will receive an email following the session  
with a link to the on-line evaluation



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Next Session:

Tuesday, April 6, 2021

**Special Session: What You Need to Know about the  
Justice Department Settlement Agreement with  
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Special Session: Access to COVID-19 Vaccines: Issues and Barriers for  
Persons with Disabilities  
March 24, 2021





# Audio Conference Series

Next Session:  
Tuesday, April 20, 2021

## **Access to Federal Facilities and the Role of the General Services Administration (GSA)**

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