

# Access and Inclusion Tips for People with Disabilities At Mobile and Pop-Up Vaccination Sites

This guidance provides tips on ensuring vaccination sites are prepared to accommodate the needs of people with disabilities and individuals with access and/or functional needs. The intent is to ensure the sites are accessible and inclusive for all Californians.

1.

## PLANNING

*Access works best when you prepare in advance and when there is accountability.*

- Collaborate or consult with Area Agencies for Aging, Independent Living Centers, Aging and Disability Resource Centers, and Community-Based Organizations.
- Designate a team member responsible for ensuring physical and communication accessibility and conducting orientation for staff and volunteers so they can respond to requests or questions about reasonable accommodations.
- Identify accessible public transportation to get to and from the site.

2.

## STAFF AND VOLUNTEER ORIENTATION

*Provide orientation to “public facing” staff and volunteers on communication etiquette and protocols for interactions.*

- Ask individuals with disabilities if they need assistance. Don't make assumptions about what someone needs or wants.
- Communicate directly with the individual you are assisting, not the person with them.
- Have pen and paper or digital device to communicate with Deaf and hard of hearing people for short written exchanges. More complex conversations require ASL interpreters.
- Allow support personnel or caregiving staff to accompany individuals during appointments.
- Allow individuals to bring service animals into all areas of the site.
- Allow additional time for people before and after receiving the vaccine.
- Designate a point of contact to address questions or concerns.

### 3.

## SITE SET-UP

*Consider how a person with a disability will navigate the location.*

- Is there clear, easy-to-read, visible signage directing people to the site? Is it in common languages or graphics?
- Are parking lots, walkways, and entrances completely flat and not a long distance from the site?
- Is there an entrance that does not require stairs?
- Are doors easily opened by someone who uses a wheelchair or who has limited mobility? If not, is there someone who can provide assistance?
- Are there chairs and shade for people waiting in lines and before and after getting the vaccine?
- Are registration tables and vaccination spaces physically accessible to wheelchair users?
- Is the area clear of furniture or other items (such as bags or extension cords) that would prevent ease of movement within the space by a blind person or wheelchair user?
- Is there a quiet or private space for people to use during the vaccination?
- Are there accessible bathrooms, washing stations, and service animal relief areas?

### 4.

## COMMUNICATION

*Provide accessible information and communication about the vaccination process, side effects, and appointments for second doses. Resources for additional tips:*

- California COVID-19 Vaccine Resources (includes Town Halls and Q&A Sessions) <https://bit.ly/3BldkWP>
- Find an Independent Living Center <https://bit.ly/3ets4ZP>
- Consider having a digital tablet on hand at your clinic with this link to the CDC's series of ASL videos about the Coronavirus, COVID-19, and the vaccines: <https://bit.ly/3re9v0N>