




Guidelines for Accessible COVID-19 Testing & Vaccination Sites

Over 20% of individuals report a disability. These people often struggle with health inequities and poor health care access. Many of these barriers are addressable through simple steps. **Providing an avenue for patients to communicate accessibility challenges and request accommodations prior to their appointment** will help these individuals obtain their COVID-19 tests and vaccines equitably upon arrival.

Entrance

- At each site, locate and indicate wheelchair accessible entrances.
- A sign with the International Symbol of Accessibility  should be on display to indicate the following:
 - Entrances, exits and accessible restrooms
 - Entrance to indicate where/how to request accommodations

Accommodations Area

- Accessible waiting areas for those who are unable to stand in long lines and/or chairs (at least 6 feet apart)
- Wheelchair(s) should be available for those needing this mobility assistance
- People who use American Sign Language – Page 31019 to get assistance from a sign language interpreter
- Limited English Proficient Patients – Dial M-Terp (6-8377) or call 936-8377 and use a speaker phone to request language assistance from a spoken language interpreter

Greeters and Check-In

- Greeters should be present at entrances to assist patients with visual or cognitive disabilities.
- All required questions should be in written, large, high-contrast characters in plain English and/or understandable graphics. These should be laminated and displayed in highly visible areas.
- Patient handouts should be bulleted.
- Information about how to request accommodations should be in easy-to-read formats.
- Clipboards with pen and paper should be available to communicate with Deaf/Hard of hearing patients.
- Allow a support person to join individuals who need assistance to meet ADA requirements

Signage

Use of signage is an important accessibility tool that may lessen the communication impact of masks.

- Signs should be in large high-contrast characters to be accessible to people with visual impairment.
- Signs should be used at the clinic to indicate the following:
 - Location of the clinic and wheelchair accessible entrance
 - Where lines start/end and where patients should stand. Include which direction “traffic” goes
 - Location of waiting areas, including accessible waiting areas or to ask accessibility questions
 - Location of accessible bathrooms

Communication

Masks (Deaf/Hard of Hearing patients)

Clear masks should be the only masks to prevent communication challenges and improve safety. Deaf/Hard of Hearing (DHH) people rely on reading lips and facial cues.

- Two FDA approved clear masks are available through Michigan Medicine. Boxes of these should be at all vaccine administration sites to be used when a DHH person is present or when someone requests them:
 - ClearMask - <https://www.theclearmask.com/>
 - Safe N'Clear Communicator - <https://safenclear.com/>

American Sign Language

Some DHH persons communicate in American Sign Language. Sign language interpreter services are delivered in person or remotely via a mobile iPad using Zoom.

Staff interpreters can be reached at: **Interpreter Services - Main Office:** Phone: (734) 936-7021;

Fax: (734) 998-5368; InterpreterServices@med.umich.edu



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Mobility Impairments

Mobility impairments can cause access challenges for individuals with disabilities.

- *Wheelchair users* will not be able to access sites that require the use of stairs.
- *Those with reduced ability to walk* may need places to rest. Provide clearly marked resting places to sit.
- *Individuals with Upper Extremity Impairments* may struggle to move clothing to receive the vaccination.

It is important to be aware of these and ensure the physical accessibility of sites. Additional issues include:

- Ensuring that hallways/walkways are ≥ 4 feet wide for individuals using walkers or power chairs.
- Ensure patients are asked if they require assistance to receive the vaccine (e.g., clothing assistance).
- Consider a separate table at each site that accommodates the needs of individuals with disabilities.
- Provide designated “accessible” wheelchair seating in the post vaccine “waiting area”


Pulmonary Patients using supplemental Oxygen via nasal prongs

These persons may experience difficulties with mobility and with wearing a face mask. Offer (and provide) these persons face shields as an alternative to reduce risk of COVID-19 transmission.

Priorities for Physical Accessibility*

Four priorities are listed in the Department of Justice ADA Title 111 regulations (www.ADAchecklist.org). Key accessibility guidelines from the first three priorities are listed below.


Priority 1 - Accessible Approach and Entrance: *An accessible route from site arrival points and an accessible entrance should be provided for everyone.*

- Are the main entrance and exit areas accessible? If not, is there an alternative accessible entrance and exit?
- Can accessible entrances/exits be used independently, during the same hours as the main entrance/exit?
- Do all inaccessible main entrance/exits have signs indicating the location of the nearest accessible entrance?
- Is there a sign at all accessible entrances with the International Symbol of Accessibility? 

Priority 2 - Access to Goods and Services: *The layout of the building should allow people with disabilities to obtain goods and services and to participate in activities without assistance.*

- Does the accessible entrance provide direct access to the main floor, lobby and elevator?
- Are all public places on at least one accessible route?
- Is the route stable, firm and slip resistant and at least 36 inches wide (to accommodate wheelchairs)?
- Is there at least one space 36 inches wide by at least 48 inches long for a person in a wheelchair?

Priority 3 Access to Public Toilet Rooms: *When toilet rooms are open to public they should be accessible to people with disabilities.*

- If toilets are available to public, is at least one gender neutral, toilet accessible?
- Are there signs at inaccessible toilet rooms that give directions to accessible toilet rooms?
- If not all toilets are accessible, is there a sign at the accessible toilet room with the International Symbol of Accessibility? 

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Resources:

Department of Family Medicine MDisability: <https://medicine.umich.edu/dept/family-medicine/programs/mdisability>

Center for Disability Health and Wellness: <https://disabilityhealth.medicine.umich.edu/>

Services for Students with Disabilities: <https://ssd.umich.edu/>



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**This checklist was produced by the New England ADA Center, a project of the Institute for Human Centered Design and a member of the ADA National Network. For the full set of checklists, including the checklists for recreation facilities visit www.ADAchecklist.org. Copyright © 2016 ADA Checklist for Existing Materials. You can freely reproduce and distribute this content. Include proper attribution. But you must get permission before using this content as a fee-based product.*