

7 Inclusive and Accessible Places of Service

Creating accessible vaccination programs, points of service delivery, or other public-facing disaster response actions involves understanding how to integrate a social model of disability. Accessibility is an ongoing commitment that should become routine. It is important to remember that an accessibility modification and checks are not done once; they are done on an ongoing basis.

Public Information

It is important that community members can easily obtain information about availability of services during a public health emergency or other disaster.

Checklist for Accessible Public Information

When advertising a public health event, include information about the following:

- Event time, hours, locations, scope of services
- Instructions for requesting accommodations
- Accessibility features or considerations that will be provided
- Information about transportation services, including accessible transportation services
- Websites, social media platforms, other websites to visit for additional information
- Phone number to call about specific accessibility questions

Appointment Scheduling

There is no “one way to reach all” method of scheduling appointments. Assume that individuals in your community use a variety of methods to learn about and carry out scheduling an appointment, including use of a cellular or landline phone, or through a home computer or smartphone.

Considerations for Scheduling

- Provide multiple opportunities to schedule an appointment, such as phone, email, website, smartphone app, etc.
- Include a list of locations and addresses in an accessible plain text document in addition to a map or other graphic.
- Ensure the website used by community members for appointment scheduling meets Website Content and Accessibility Guidelines (WCAG 2.0) as required by [Section 508 of the Rehabilitation Act](#).
- Post a phone number that community members may call with questions about accessible services and accommodations, including the appropriate telecommunications relay service number.
- Ensure staff who schedule appointments are trained and prepared to communicate effectively and give accurate information about accessible services.

Transportation Services

Lack of access to reliable, accessible transportation is a barrier commonly reported by individuals with disabilities. Depending on location, many people, including those with disabilities, do not have access to public transportation. Paratransit services are not widely available. Not everyone with a disability

qualifies for paratransit services, and for those who do, securing a ride may require advanced scheduling, substantial wait times, or restricted service areas.

Transportation considerations should include:

- Consider the proximity of the event site and nearby public transportation routes and transit routes.
- Inform the public about availability of transportation services, including accessible transportation services and how to access them.
- Publicize a phone number for individuals to call with questions about assistance accessing accessible transportation.
- Refer community members to alternate sources of transportation assistance if applicable.
- Ensure planning considerations include relying on qualified drivers who are trained and prepared to provide assistance to passengers with disabilities.
- Coordinate with community partners to expand scope of transportation services and opportunities if possible.

Facility Layout

Facility Accessibility Assessment Tool - See Mini-Workbook #6

Plans should include completing an accessibility assessment prior to opening a vaccine or other health service delivery site. The accessibility assessment presented in Mini-Workbook #6 and other references in that section are examples of assessments that could be included in your plan. The plan should include applying accessibility assessment to all operational areas including:

- Parking lot
- Sidewalks
- Drop off areas

- Doorways
- Pathways
- Restrooms
- Sign-in and waiting areas
- Clinic service and post-clinic waiting areas

Signage and Wayfinding

Develop plans to ensure that:

- Accessible entrances and exits are clearly marked.
- Navigational signage indicates location of service areas and restrooms.
- Service areas are clearly marked with accessible signage.
- Off-limit areas are clearly marked in accessible manner.

Operational Planning

Planning for inclusion and accessibility includes identifying resources necessary for implementation and ensuring staff are trained and prepared to carry out their responsibilities. Planning activities should include:

Safety-Related Features

Confirm the following safety-related considerations are addressed:

- Review safety procedures for disability inclusion, including evacuation routes and emergency communications.
- Designate personnel to ensure adequate assistance is provided to meeting attendees during an evacuation.
- Food, drink, and refreshments are accessibly located, labelled, and alternatives are available.

- Handouts are in accessible formats.

Consent

- Develop and have readily available consent forms in alternate and accessible formats.
- Require that personnel who are distributing, explaining, and collecting consent forms complete disability awareness trainings.
- Ensure there are clear policies regarding consent policies, forms used, and how to find additional information if there are questions.
- Equipment and Supplies - assistive technology for accommodations is available and staff are trained and prepared to use it.
- Accessible diagnostic equipment is available and staff are trained and prepared to use it.

Vendors

Ensure vendors are prepared to provide accessible services and make accommodations when necessary.

Referral Services

Ensure processes to issue referrals for follow-up that is vaccine-related, or other health or human service-related services are accessible and inclusive.

Tool – Local Transportation Partners

Who are the transportation providers in your area who can be contacted to assist with disability accessible transportation needs in a disaster. Include both disability focused transportation sources and transportation providers that include accessibility within their array of services.

Local Transportation Partners Tool

Local paratransit providers include:

Local disability inclusive transportation providers include:

Local community organizations include:

CDC Statement

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