



**THE PARTNERSHIP**  
FOR INCLUSIVE DISASTER STRATEGIES

Mitigating Disability Bias in Vaccine Distribution for  
Washington State:

# What On-Site Staff, Vaccinators, and Volunteers Need to Know about Disability Bias

[www.disasterstrategies.org](http://www.disasterstrategies.org)

112 N. 8th Street, Suite 600, Philadelphia PA 19107

# Accessibility for this Presentation

## **Sign Language Interpreters:**

Drag the frame separating the interpreters from the slides.

- Drag it right or left to adjust the size of the slides and interpreters.

## **Closed Captions:**

Click the button at the bottom of the screen labeled “CC” to start captions.



# Accessibility for this Presentation

## To Participate:

- To ask questions on the presentation: Use the Q&A feature
- To respond to questions: “raise your hand” button OR type in chat
- To ask other questions, or alert us to an issue, type in chat/raise hand
  - Ex. “slow down please”
- If the chat/Q&A is not accessible you, please submit your questions to [p.penner@disasterstrategies.org](mailto:p.penner@disasterstrategies.org).





# Welcome & About Us

# Disclaimer

Material presented does not constitute legal advice and is for informational purposes only. If you are seeking legal advice, please contact a qualified attorney.



# This Presentation is an Overview

This presentation is a summary of obligations of vaccine sites, and a few of many scenarios surrounding people with disabilities receiving vaccines.



# Ground Rules

- Maintain confidentiality
- Ask questions
- Have fun!!!



# Overview of the Modules

- **May 5:** Supporting People to Register and Receive Vaccinations
- **May 19: What On-Site Staff, Vaccinators, and Volunteers Need to Know about Disability Bias**
- **June 2:** Strategies for Reducing Trauma at Vaccine Sites
- **June 16:** Navigating the Vaccination Process as a Disabled and Multiply-Marginalized Disabled Person
- **June 30:** Peer Support: Ensuring Disabled and Multiply-Marginalized Disabled People Who Want Vaccines get Vaccinated





# Today's Objectives

For you to be able to:

- Recognize implicit and unconscious disability bias and ableism
- Interrupt disability bias at vaccination sites
- Use most appropriate disability etiquette at vaccination sites



# Individual Learning Objectives

What are your individual goals?



# Making Vaccination Accessible to People with Disabilities

## **Includes:**

- Making an appointment online, by phone, and in person
- **Checking in for the vaccine**
- **Waiting in line for the vaccine**
- **Receiving the vaccine**
- **Waiting after vaccination**



# Making Vaccination Accessible to People with Disabilities

In order to make vaccination sites truly accessible, disability bias must be addressed.



# Module 1 Review

We are reviewing Module 1 because:

- Disability bias may be a new concept
- The principles of bias and bias mitigation during registration also apply at vaccination sites



# Outcome Goals of Vaccination Sites

## **Question:**

What is the goal of a vaccination site?

## **Answer:**

Getting vaccinations to everyone with a disability who wants one in a way that is accessible.



# Outcome Goals of Vaccination Sites

## **Question:**

What is not an outcome goal?

## **Answer:**

A vaccine-seeker not vaccinated because they were afraid, intimidated, confused or overwhelmed at the vaccine site.



# Review of Key Terms and Principles

What is **bias**?

**Bias** is:

- Prejudice in favor of or against one thing, person, or group compared with another, usually in a way considered to be unfair.
- Often bias is unconscious or implicit





# Review of Key Terms and Principles

What is **intersectionality**?

**Intersectionality** is the concept that people with multiple marginalized identities experience compounded bias and discrimination.

Black, Indigenous, People of Color (BIPOC) and other multiply marginalized people with disabilities experience disproportionate bias, ableism, and discrimination.



# Review of Key Terms and Principles

What is **ableism**?



# Review of Key Terms and Principles

**Ableism** (noun)

Able·ism | \ 'ā-bə-,li-zəm \

Discrimination or prejudice against individuals with disabilities

- Merriam-Webster

Oppression based on physical, mental, intellectual, cognitive, sensory or other ability or perceived ability.

- Melissa Marshall



# Review of Key Terms and Principles

What is **institutional bias**?

**Institutional bias** is the unconscious or conscious belief that people with disabilities belong, or are better off, in institutions including nursing homes.

- Ageism is often, but not always, a factor.



# Review of Key Terms and Principles

What is **implicit or unconscious bias**?

**Implicit or unconscious bias** is prejudice of which one is unaware.

- It communicates that the person the bias is directed toward is less valuable than others.
- People toward whom unintentional bias is directed may or may not be consciously aware of its existence and its effects.



# Review of Key Terms and Principles

What are **microaggressions**?

“**Microaggressions** are the everyday slight, put down, indignity, or invalidation unintentionally directed toward a marginalized group.”

– Dr. Derald Sue, Professor of Psychology and Education



# Review of Key Terms and Principles

Examples of disability microaggressions:

- Pulling back slightly when a mental health condition is disclosed
- Touching someone's durable medical equipment/assistive technology without their permission
- Assuming a disabled person can't consent to the process
- Inaccessible architecture
- Patronizing tones



# Review of Key Terms and Principles

## **Microaggression Equation:**

Microaggression + Microaggression + Microaggression =

- Alienation
- Frustration
- Low self-esteem
- Ableism
- Discrimination





# Review: Language

**Refer to people with disabilities or disabled people**

Avoid language that presupposes the negative:

- Victim of...
- Suffering from...

Avoid language that groups people:

- The mentally ill
- The disabled



# Review: Language

Avoid “endearing” terms, such as:

- Honey
- Sweetie
- Dear

Avoid infantilizing terms, such as:

- Mamma
- Baby





**Questions?**



# Consequences of Disability Bias

# Some of the Unintentional Bias' Consequences

- Low self-esteem
- High unemployment rates for people with disabilities
- Not fulfilling potential
- Low expectations



# Bias Can Lead to Death



Michael Hickson and family, Washington Post, June 5, 2020





**Questions?**



# Reducing Disability Bias



# Behavior with Less Bias

Let's go over some scenarios to help us strategize ways to interact with people with disabilities without bias.



# Strategies for Mitigating Disability Bias

- Be open to acknowledging your conscious and implicit bias
- Acknowledge your privilege(s)
- Interrupt bias when you can
- Defer to people with disabilities



# Provide accommodations as required

They may need accommodations at site including:

- Sign language interpreters / Video Remote Interpreting (VRI)
- Material in accessible format(s)
- Peer support
- Material(s) in plain language
- A low stimulation environment
- To advance in line





**THE PARTNERSHIP**  
FOR INCLUSIVE DISASTER STRATEGIES

# Disability Etiquette Scenarios



**THE PARTNERSHIP**  
FOR INCLUSIVE DISASTER STRATEGIES

# Scenario:

A person with Down's Syndrome comes to register for a vaccine. They are accompanied by someone who may be their support staff.

Who do you ask to sign the consent form?



# Scenario:

A blind person enters the vaccination site.

What, if anything, do you do?



# Scenario:

A Deaf person approaches the check-in area. They write a note that they have requested an interpreter and you're not aware that an interpreter is on-site.

What do you do?



**THE PARTNERSHIP**  
FOR INCLUSIVE DISASTER STRATEGIES

# Scenario:

A Deaf person is using an ASL interpreter on-site.

How do you interact with the interpreter?





# Scenario:

A Deafblind person is using an interpreter on-site.

How do you interact with the interpreter?



**THE PARTNERSHIP**  
FOR INCLUSIVE DISASTER STRATEGIES

# Scenario:

A person with a speech disability appears to have a question about a consent form. You can't understand a word that they are saying.

What do you do?



**THE PARTNERSHIP**  
FOR INCLUSIVE DISASTER STRATEGIES

# Scenario:

A person without an apparent disability tells you that they are uncomfortable being in line near people with intellectual disabilities who they assume live in a group home because they heard that “these people” are more highly contagious.

What do you do?



**THE PARTNERSHIP**  
FOR INCLUSIVE DISASTER STRATEGIES

# Scenario:

A person sets their forearm crutches in the middle of the pathway.

What do you do?



**THE PARTNERSHIP**  
FOR INCLUSIVE DISASTER STRATEGIES

# Scenario:

A manual wheelchair user enters the vaccine site, pushing their chair very slowly and with what appears to be great effort.

What do you do?



**THE PARTNERSHIP**  
FOR INCLUSIVE DISASTER STRATEGIES

# Scenario:

You are vaccines site staff and a person with a disability is very rude to you and uses profanity.

What do you do?



**Questions?**

“I'm not your inspiration, thank you very much”







**Questions?**



**THE PARTNERSHIP**  
FOR INCLUSIVE DISASTER STRATEGIES

# Thank you!

**Melissa Marshall, J.D.**

[m.marshall@disasterstrategies.org](mailto:m.marshall@disasterstrategies.org)

(860) 916-6786

[www.disasterstrategies.org](http://www.disasterstrategies.org)

112 N. 8th Street, Suite 600, Philadelphia PA 19107