



## Community Resilience Initiative: Vaccine Access Consumer Fact Sheet

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### Vaccination Process Must be Accessible to People with Disabilities

#### Why are we talking about vaccines?

- Many people are not yet vaccinated.
- There will likely be boosters in the foreseeable future.
- CILs can make a huge difference in the vaccination rate of people with disabilities.

Under the ADA and the Rehabilitation Act People with disabilities have the right to have vaccines at accessible vaccination sites.

#### Vaccination process must be accessible to people with disabilities when:

- 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 the vaccination

#### This means:

- Vaccine sites must be physically accessible (unless there is another accessible site nearby with the same transportation access and open for the same hours.)
- Vaccine sites must provide accommodations such as sign language interpreters, Video Relay Interpreting, material in alternate accessible formats and extra time for people with speech disabilities.
- Vaccine sites must allow service animals at the vaccine site, not charge for accommodations and make reasonable modifications to policies and practices so that disabled people can have equal access to the vaccine.



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Centers for Independent Living can help you get vaccines and make sure that your rights are protected. You can contact:

- [Independent Resources, Inc.](#) - Phone: (302) 376-4399
- [The Freedom Center for Independent Living](#) - Phone (302) 376-4399

Delaware has lots of important information about people with disabilities and vaccines on its website:

- The Delaware Division of Public Health created the following resource, [“COVID-19 Vaccine Information for Persons With Disabilities or Access and Functional Needs.”](#)
- Contact the DPH Vaccine Call Center at 1 (833) 643-1715 (press option 3) or email [vaccine@delaware.gov](mailto:vaccine@delaware.gov) to request accommodations at a state-coordinated vaccination site

If you believe you are being discriminated against, you can contact your local CIL.

- The Freedom Center for Independent Living (FCIL),
- Independent Resources, Inc., and/or
- [Disability Law Program](#)

You can also file a [Vaccine Provider Complaint](#) with the Delaware State Department of Public Health.