



Accessible Vaccinations in Idaho:

What Providers Need to Know

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 - Ex. “slow down please”
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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 only 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!!!



Today's Goals

For you to have a better understanding of:

- Accommodations that may be needed by people with disabilities
- Strategies for positive interactions with people with disabilities



Laws that Protect Disabled People's Rights in the Vaccine Process

The entire vaccination process must be accessible to disabled people under:

- The Rehabilitation Act when federal dollars are involved
- The Americans with Disabilities Act (ADA)



Vaccination Process Must be 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



Goal

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



What is NOT a Goal

A vaccine-seeker leaves a vaccination site because they were afraid, intimidated, confused or overwhelmed.

OR

Authorities being called unnecessarily resulting in a vaccine-seeker ending up in-jail or in an institution.





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Supporting People with Disabilities During the Vaccination Process

Triggering environments

Vaccine sites that are crowded, noisy, unpredictable, and confusing

Ways to accommodate

Triggering behaviors

Using a raised voice (even it is only meant to provide instruction)

Expecting people to be able to move and speak quickly



Perceived Inappropriate Behavior

What to do:

- Approach the person and calmly talk/interact with them
- Ask how you can help
- Brainstorm solutions together
- De-escalate



De-Escalation Tips

1. Be Empathic and Nonjudgmental

Do not judge or be dismissive of the feelings of the person in distress. Remember that the person's feelings are real, whether or not you think those feelings are justified. Respect those feelings, keeping in mind that whatever the person is going through could be the most important event in their life at the moment.



De-Escalation Tips

2. Respect Personal Space

Be aware of your position, posture, and proximity when interacting with a person in distress. Allowing personal space shows respect, keeps you safer, and tends to decrease a person's anxiety. If you must enter someone's personal space to provide care, explain what you're doing so the person feels less confused and frightened.



De-Escalation Tips

3. Use Non-threatening Nonverbals

The more a person is in distress, the less they hear your words - and the more they react to your nonverbal communication. Be mindful of your gestures, facial expressions, movements, and tone of voice. Keeping your tone and body language neutral will go a long way toward defusing a situation.



De-Escalation Tips

4. Keep Your Emotional Brain in-Check

Remain calm, rational, and professional. While you can't control the person's behavior, how you respond to their behavior will have a direct effect on whether the situation escalates or defuses.



De-Escalation Tips

5. Ignore Challenging Questions

Engaging with people who ask challenging questions is rarely productive. When a person challenges your authority, redirect their attention to the issue at hand. Ignore the challenge, but not the person. Bring their focus back to how you can work together to solve the problem.



De-Escalation Tips

6. Set Limits

As a person progresses through a crisis, give them respectful, simple, and reasonable limits. Offer concise and respectful choices and consequences. A person who's upset may not be able to focus on everything you say. Be clear, speak simply, and offer the positive choice first.



De-Escalation Tips

7. Choose Wisely What You Insist Upon

It's important to be thoughtful in deciding which rules are negotiable and which are not... If you can offer a person options and flexibility, you may be able to avoid unnecessary altercations.



De-Escalation Tips

8. Allow Silence for Reflection

We've all experienced awkward silences. While it may seem counterintuitive to let moments of silence occur, sometimes it's the best choice. It can give a person a chance to reflect on what's happening, and how they need to proceed. Silence can be a powerful communication tool.



De-Escalation Tips

9. Allow Time for Decisions

When a person is upset, they may not be able to think clearly. Give them a few moments to think through what you've said. A person's stress rises when they feel rushed. Allowing time brings calm.



Other De-Escalation Strategies

- Move to a quieter area such as quiet space in the vaccine site
- Get the support of a peer specialist
- Call the crisis line



What to Do:

- Ask what they need.
- Invite them to the quiet low stimulation area.
- Invite them to move to the front of the line and explain what will happen next, if this is your protocol.



What not to do

- Do not call 911!
 - Unless the person is threatening to physically hurt themselves or others.





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Scenario:

You are administering a vaccine in someone's home. You enter the home and find hoarding conditions that the individual didn't disclose.

What do you do?



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Scenario:

While waiting in line, a person sits down, covers his ears and starts rocking back and forth.

What do you do?



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Scenario:

A person with Down 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?



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Scenario:

A person is talking loudly to themselves in line. They begin gesturing expansively. They appear to be getting agitated.

What do you do?



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Scenario:

A person is waiting in line quietly talking to themselves.

What do you do?



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Disability Vaccine Etiquette



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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?



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Scenario:

A person with Down 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?

Strategies for Interacting with People with Speech Disabilities

Try:

- Asking the person to repeat themselves.
 - They know that they have a speech disability.
- Asking them if they can write or type.
- Ask the disabled person's permission to invite a third person to assist.



Strategies for Interacting with People with Speech Disabilities

Never:

- Pretend to understand
- Assume the person has an intellectual or other disabilities
- Speak in a tone that you might use with a child



Strategies for Interacting with People with Speech Disabilities

Never:

- Rush the person through the line without answering their question(s)
 - This is always disrespectful and could be dangerous.
- Walk away without telling the person that you will return / when you will return



Strategies for Interacting with People with Speech Disabilities

Always:

- Communicate to the person with the speech disability that you will figure this out.
- Seek out members of your team who may be able to help.





Scenario:

A blind person enters the vaccination site.

What, if anything, do you do?



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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?



Scenario:

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

How do you interact with the interpreter?



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Scenario:

A person sets their cane in the middle of the pathway.

What do you do?



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Scenario:

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

What do you do?



Questions?

Resources

The state's [COVID Help Now Line](#) staffed from 8am to 8pm Mountain Time, 7 days a week, can provide a collection of resources to help you through hardships caused by COVID-19. People in Idaho may call or text 986-867-1073 or call 866-947-5186 toll-free.

The [Vaccinate Idaho Page](#) can provide more information, such as vaccine providers.

National [Suicide Prevention Lifeline](#): 1-800-273-8255





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Thank you!

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