



Vaccination Processes for Ensuring Effective Communication under the ADA for those who are Deaf, Hard of Hearing, DeafBlind and speech disorders.

Registration/Scheduling

- Internet Registration: Question that clearly asks clients to self-identify access, functional, and communication needs.
 - Option #1- Will you need an accommodation such as an ASL interpreter or other accommodations for your vaccination appointment? Choose option: CART, Speech to Text, Arizona licensed ASL Interpreter (onsite or VRI).

If needed, there should be a system in place that connects the individuals accommodation needs to scheduling any accommodations if needed (i.e. ASL interpreters, either onsite or on demand VRI) for appointment slot.
 - Option #2- provide a number that an individual can call to request accommodations for their scheduled appointment. I.e. To request a reasonable accommodation such as an American Sign Language Interpreter or other accommodations, please contact XXX-XXXX.
- Either of these options will provide for most cost effective manner of providing ADA effective communication, as the interpreter will not be “waiting for someone to show up”.
- Call Centers:
 - Staff answering should be familiar with how to handle calls received from D/HH individuals utilizing Relay Services.
 - Sorenson Wavello and Sivo by Purple is a Video Relay Service (VRS) call supported with video. It is a group call service that shows the Deaf person, hearing person and the interpreter on the call.
 - If call center utilizes a smartphone or iPad for communication, the center can download either of the apps and register their number.
 - This a great resource for both parties on a relay call. For more information: <https://www.sorenson.com/wavello/> or <https://sivo.me/faq/>
 - Call center staff shall ask questions that clearly asks clients to self-identify access, functional, and communication needs.
 - Instructions to call center staff for forwarding accommodation requests for onsite vaccination appointments.

Clear, simple language of what is expected to bring to vaccination site shall be emailed to individuals (I.e. confirmation code/number, ID, etc.).



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Accommodations equipment and/or interpreters should be requested in advanced and available the day of client visits.

Drive Thru Vaccination Sites (can be easily modified for pedestrian sites as well)

- Create a code system that allows to be placed on person's car (starting with greeter) that allows for awareness to volunteers as individual proceeds through site, know and understand the person in vehicle is D/HH. Code should not identify an individual's disability (i.e. do not state Deaf).
 - This code should prompt volunteers and site staff to know to pull out iPad and/or Communication Card and direct to appropriate lane.
 - Also important for directing D/HH to areas that are well light for any night time hours. Good lighting aids in communication as D/HH rely on visual cues and facial expressions.
- Direct to a specific lane/s where accommodations will be provided. Allowing for a specific lane will provide time to be given to allow for effective communication to occur without backing up traffic.
- Utilize vaccination communication card access for quick communication as proceeding through site.
- Waiting area: have a volunteer (and if applicable) with onsite interpreter wait near individual car in case of reaction to vaccine.
- Clear face masks should be available for interacting with D/HH individuals who rely on facial expressions and lip reading for communication.
- Follow-up instructions and descriptions should be in plain, simple language, using symbols and icons when possible to convey information.
- When utilizing an interpreter either onsite or through Video Remote Interpreting (VRI), the interpreter **must** be an AZ Licensed interpreter. There are multiple interpreting agencies on state contracts.

Communication On-Site Toolkits

Encourage use of communication kits at vaccination sites. Kits should include:

- Clear Masks
- Paper/Pen or Dry Erase boards/Erasers



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- Vaccination Communication Card (for registration, moving through site; to be used as a supplement)
- Good Lighting
- Pre-installed communication apps on iPads, laptops, or phones.
 - Speech to Text apps:
 - iPad/iPhone Notes
 - Otter
 - Live Transcribe (only available on Android)
 - VRI Apps:
 - Zoom (not a specific VRI app, but can be used for scheduled appointments with AZ interpreter agencies)
 - Purple/ZVRS
 - Sorenson

An additional accessibility option is UbiDuo3. In addition to communication access for Deaf and Hard of Hearing individuals, this a great resource for those with low vision, as well as our Senior Citizen/aging population, as the text size can be increased. Also provides as a resource for life after COVID, at help desks and other potential emergency situations.

<https://www.scomm.com/product-page/ubiduo-3-wireless>

Provider/Private Contractor Responsibilities

Responsible for providing all equipment and ASL interpreters for provider run sites. Should adhere to strategies addressed in this document.

Training Volunteers/Staff

It is important to train those assisting on site what to do when interacting with someone who is deaf or hard of hearing. Training staff and volunteers on the below information will create a better outcome for everyone, and will reduce frustrations.

Communicate directly with the person, and with respect.

- Do not scream, yell, or raise your voice.
- When speaking with a Deaf individual along with an interpreter, speak directly to the Deaf person.
- Ask what accommodations/assistance, if any, they require.
- Allow extra time if necessary, for communication or full understanding. Do not rush.
- Do not touch an individual without asking. Wave to get their attention.
- Break out your communication card to aid communication until an interpreter is available.
 - Utilize resources in your communication toolkits!



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