Access and Functional Needs (AFN)

Individuals who have:

• Developmental, intellectual or physical disabilities
• Chronic conditions or injuries
• Limited English proficiency

And/or...

Individuals who are:

• Older adults, children or pregnant
• Living in institutionalized settings
• Low income, homeless and/or transportation disadvantaged
Office of Access and Functional Needs (OAFN)

Established in 2008 to identify the needs of people with disabilities, older adults, and all Californians with access and functional needs before, during, and after a disaster.

OAFN integrates whole community needs and resources throughout emergency management systems and provides guidance to emergency managers, planners, service providers, partners, stakeholders, etc.
The Race to 100 million vaccinations:

- Cal OES/FEMA pilots provided vaccines to underserved communities in an efficient, effective and equitable manner
- 2 mega sites (Oakland Coliseum and CSULA)
- Created the blueprint to be used to roll sites out nationwide
Language Services

American Sign Language
• In-person interpreters

• Video Remote Interpreting (VRI)

Foreign Language
• In-person translators (Spanish, Vietnamese, Korean, Tagalog, Mandarin and Cantonese)

• Telephonic translation services
Physical Accessibility Resources

- ADA compliant restrooms, handwashing stations, privacy rooms, etc.
- Manual wheelchairs, seats with and without armrests, coverings
- Climate controlled tents
- “JUSTASK” signage re: accommodations
- Designated isolation areas
Transportation Access

- Free paratransit to/from homes
- Free shuttles to/from bus/train stops
- Dedicated paratransit lane
- Signage at transportation hubs noting the accessible route to sites
Mobile Vaccination Clinics

- Mobile sites (two per site)
- Sent out to Community-Based Organizations (M-F and S-S)
- Worked with partners to identify site locations
Whole Community Partnership

• Direct input from the Pacific ADA Center, Disability Rights California, and others

• Involved in planning and implementation

• Trusted sources to assist with public messaging

• Providing access and help for people to register for vaccine appointments
Together we Achieve Great Things

Mass Vaccination Sites:

• As of April 12th more than 720,000 vaccines were administered
• More than 103,000 administered at mobile clinics within the community
• More than 68 percent were administered to targeted underserved communities and people of color
Thank you

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California Governor’s Office of Emergency Services (Cal OES)
Vaccination Mission Accessibility and Inclusion

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Subject Matter Experts

Recommend having a designated person to focus on access issues and needs

- **Region IX Disability Integration Specialist**
- **California Mega Sites**
  - Five Disability Integration Specialists at two mega sites
- **AZ Mobile Routes**
  - Three Disability Integration Specialists (one for each of the two routes and a mentor/lead)
- **NV Mobile Routes**
  - Two Disability Integration Specialists (one for each route)
Training and Support

- All individuals working in any capacity at FEMA Vaccination Sites were provided with disability and access training.

- Simple one-page guides were provided for etiquette, language and communication access procedures, physical access procedures, and paratransit operations.

- Contact information for support personnel and subject matter experts were posted and provided to help and provide advice when needed.
Whole Community Engagement

- Focusing on NEED rather than conditions, diagnosis, burden or label
- Minimizing labelling
  - “at risk”
  - “Special needs”
  - “Vulnerable”
- Not Helpful – someone is here with multiple sclerosis who is easily fatigued and has numbness in his legs.
- Helpful – He needs a wheelchair (while waiting in line for vaccination.)
Partnerships

- Local disability focused organizations
- Key disability community partners
  - Worked with throughout and continue to work on after action reports and checklists for potential future operations to ensure inclusion from first steps and not after thoughts
- State Emergency Management and Access and Functional Needs Coordinators
  - CA coordinated language and interpreter support services, iPads and VRI, partnerships, and mobile route partnerships
- Paratransit providers
  - CA exemplified multiple ways of providing service to paratransit riders
  - All allowed individuals to receive vaccine in the transport vehicle and not have to disembark the vehicle
Mobile Vaccination Clinics and Rural Routes
Site Selection Considerations
Indoor vs. Outdoor

- Choose indoor over outdoor to the extent possible with emphasis on climate conditions for people with disabilities and functional needs.
- Provide accommodations for people with at-risk health conditions.
- MVUs operating as a healthcare facility need to comply with the ADA and its regulations when providing their services – applies to contractors, State and Federal stakeholders.
Mobile Site Set-up Considerations
Mobile Site Set-up

- Location and signage of accessible parking should be close to the entrance with an accessible route of travel
- Bathrooms should be placed near the entrance
- Signage is a very important part of accessibility features
- Staff should be briefed about site accessibility and resources
- Review the site set-up daily and throughout the day.
Mobile Site Set-up
Best Practices and Success Stories
Best Practices

- Available accessible formats including VRI and remote interpreters
- Communication and accessibility kit was available
- Sturdy chairs that can accommodate all guests
- Three wheelchairs available per site, with one being XL
- Tents were adjusted throughout the day to maintain shade
- Signage identified services available (VRI, Interpreters, parking)
- Cooling fans and cold water were provided
- Privacy tent was available and utilized.
- Guests were offered to be vaccinated in their cars
Best Practices

- Outreach and Coordination:
  - Coordinated with the county to ensure vaccinations reached whole community partners, including organizations serving people with disabilities
  - Worked closely with FEMA Civil Rights Advisor to share information
  - Identified Disability Organizations and non-profit agencies in the area.
  - Compiled data and shared with FEMA Voluntary Agency Liaisons (VAL)
  - Conducted outreach canvassing organizations in the area around the site
  - In AZ, the team identified and used a free resource that helped secure a free ride for individuals in need during vaccination operations.
Best Practice Success Stories

- **Success Stories:**
  - In AZ, the team identified and used a free resource that helped secure a free ride for individuals in need during vaccination.
  - Privacy tent was utilized to vaccinate a young adult with autism and this quiet setting allowed for a successful experience.
  - Privacy tent was utilized as a religious accommodation.
  - Language line and VRI services were utilized regularly.
  - The Pocket Talker was used to amplify sound while using the phone spoken language interpreter.
Future Considerations for Improving Sites
Mobile Healthcare Facility

- Set in place reasonable accommodation standards for a mobile medical staging in the procurement request process.
- Contractors should be made aware of accessibility compliance requirements and/or be provided with a compliance checklist for ADA requirements typical of healthcare facilities (i.e. bariatric chairs, bariatric wheelchairs, privacy areas for minors, women, etc.),
- Medical interpreters with emphasis on the demographics being served since it raises the issue of a proper informed consent.
Mobile Vaccination Team Outreach
Expanding Beyond Vaccine Drive-Through Fixed Site Operations
Best Practices

- Meeting with local disability partners early
- Integrating key partners into operational planning meetings
- Conducting pre accessibility site reviews/questionnaires of mobile site locations
- Continuous site staff training/transition planning
Best Practices

- Trusted communicators to force multiple site event information
- Building local capacity around disability access/leveraging federal funds
- Vaccine events
- Increased collaboration among public health and emergency management
Lessons Learned/Challenges:

- Work smarter to develop partnerships
- Understand how communities consume and get information
- Collaborative cross partner/cross community planning is key
- Think outside your typical/usual partnerships i.e., Rotatory Club, faith based, private sector
Lessons Learned/Challenges

- Signage (pre-printed, generic)
- Limited in person sign language interpreter resources
- Federal vs. state assets i.e., accessibility kits
- Transportation