

Access Checklist for Vaccination Sites in Washington State

Ensuring Vaccine Sites are Accessible to Washingtonians with Disabilities



Checklist to Ensure that Vaccine Sites are Accessible to People with Disabilities

This checklist consists of three sections that can be used independently of each other, and the checklist should be completed in its entirety to assess the accessibility of vaccination sites. It should be used for all vaccination sites including walk-in, drive-through, pop-up, and mobile unit sites.

Section 1: Vaccination Registration/ Appointment Checklist for Non-Structural Elements provides instructions for people with disabilities registering for the vaccine on line or by phone. It also is a tool to assess other access needs including equally effective communication that they might have.

Section 2: Vaccination Site Checklist for Non-Structural Elements is a tool to assess a vaccine site's capacity to provide access to people with disabilities that is non-structural in nature.

Section 3: Structural Checklist for Drive-Through and Walk-in Vaccination Sites is a tool to assess adherence of structural elements of vaccine sites with Americans with Disabilities Act accessibility Guidelines (ADAG).

The checklists are based on obligations held by government entities and public accommodations under the Americans with Disabilities Act, 42 U.S.C. § 12101 et seq (ADA) and the Rehabilitation Act of 1973, 29 U.S.C. § 701 et seq (Rehab Act). Some items in the checklist such as peer support specialists, self advocate specialists and use of plain language are not addressed in the ADA or Rehabilitation Act, but are regarded as a best practice.

Disclaimer: The following document(s) are for information purposes only and do not constitute legal advice. If you are seeking legal advice please contact a qualified attorney.

If you have questions, please contact:

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Section 1

Vaccination Registration/ Appointment Checklist for Non-Structural Elements

Registration/Making an Appointment

Is the website accessible to people with disabilities who do not read print due to their disability? Does the website meet [WCAG 2.2 guidelines](#), e.g. is the user allowed to turn off the time limit before encountering it?

Yes No

Are people registering for the vaccine able to request a reasonable accommodation for the registration process, e.g. they need assistance completing the form?

Yes No

Are the following questions and instructions included on the registration website or asked during phone vaccine registrations?

Please bring a portable chair (if possible) if you need to sit while waiting in line.

Vaccine site staff will be able to assist you in reading and filling out forms if you need this.

If you need emotional support, a peer support specialist may be available on-site or virtually. You can ask at the check-in area if you need this.

If you need help understanding what is going on because of your disability, you can ask for a self-advocate assistant when you check in.

Do you need a sign language interpreter?

Yes No

Do you need a Deafblind interpreter?

Yes No

Section 1

Vaccination Registration/ Appointment Checklist for Non-Structural Elements

Registration/Making an Appointment (Continued)

Do you need written material to be in accessible alternate format?

Yes No

Do you need large print?

Yes No

Do you need Braille? (If document is short, a reader may be an alternative)

Yes No

Do you need material to be read to you?

Yes No

Do you need other accessibility accommodations?

Yes No

If you answered “yes” please specify.

Section 2

Vaccination Site Checklist for Non-Structural Elements

Please complete the checklist below for all drive-through and walk-in vaccinations sites.

Check in

Is there a policy allowing companions to accompany people with disabilities who need on-site assistance?

Yes

No

Are sign language interpreters available on-site to interpret for individuals who are Deaf during registration, the vaccination process, and while waiting after the vaccine is administered?

Yes

No

When are the sign language interpreters available?

Is this information about sign language interpreters made available on the electronic registration site?

Yes

No

Is it posted at the physical vaccination site?

Yes

No

Are registration, consent and other forms available in alternate format? (large print, electronic format, easy-to-read, Braille)

Yes

No

Which alternate formats are the forms available in?

Section 2

Vaccination Site Checklist for Non-Structural Elements

Check in (Continued)

Are staff available to assist in reading and filling out forms for people with disabilities who have difficulty or do not read print or write?

Yes

No

Are staff available to escort blind people who need assistance in site navigation while maintaining distance?

Yes

No

Are peer support specialists available on site or virtually to assist individuals with psychiatric disabilities who may need support while waiting in line, in the car, or at a site during the vaccination or while waiting?

Yes

No

Is the availability of the peer support specialist made known at the vaccination site?

Yes

No

Are self-advocates available on site or virtually to assist individuals with intellectual disabilities in understanding and managing the process?

Yes

No

Is the availability of self-advocates made known at the vaccination site?

Yes

No

Is there a policy for vaccinating people that cannot stand for long periods of time and have not brought their own chair, e.g. provide a chair, advance them in line?

Yes

No

What is that policy?

Section 2

Vaccination Site Checklist for Non-Structural Elements

Check in (Continued)

Is there a policy allowing service animals to accompany people with disabilities?

Note: This is required under the Americans with Disabilities Act (ADA). “Under the ADA, service animals are defined as dogs (or miniature horses) that are specifically and individually trained to perform a task or tasks for the person with a disability. These animals are permitted to accompany the person with the disability anywhere that people with disabilities are allowed to go so long as the animal doesn’t pose a direct threat to the safety of the person or others” (Northwest ADA Center [Accessibility at Drive-Thru Medical Sites](#)). Documentation for service animals is not required.

Yes

No

Are vaccination site staff provided training on this policy?

Yes

No

Are there circumstances where someone would be allowed to move to the front of the line because of their disability?

Yes

No

Please describe examples of these circumstances.

If “yes,” have staff been instructed on this policy?

Yes

No

Section 3

Structural Checklist for Drive-Through and Walk-In Vaccination Sites

This checklist is developed based on the Americans with Disabilities Act Accessibility Guidelines.

Hints on using this section of the checklist

1. Begin by assembling a few basic measuring tools: a tape measure; a two-foot level; and a spring gauge or door pressure assessment device to ascertain door pressure weight (i.e., pressure).
2. Work from the outside in. Begin by assessing parking, walkways, drop-off areas, exterior ramps, and entrances, then proceed to interior spaces - corridors; restrooms; elevators; registration, vaccination, and waiting areas; and then any communications features such as signage. Proceeding in this sequence parallels the experience of people as they undergo the vaccination process. By following this sequence, it is less likely that you will miss things.
3. Use the “Comments” space provided in each section to describe conditions that need attention or correction, or to add details that cannot be adequately addressed in the questionnaire. Recorded comments ensure that faulty memory - the bane of accurate assessment - does not produce inaccurate evaluation results.

Section 3

Structural Checklist for Drive-Through and Walk-In Vaccination Sites

Glossary of checklist terms

Use and application of a checklist is greatly aided when you understand what the terms mean and why the conditions they describe are important to people with disabilities. The following terms are all used in the checklist:

Access aisle (parking): The access aisle is the hatch-worked space beside the area for the vehicle that provides room for maneuvering and/or lowering a ramp. A standard accessible space is made up of the area for the vehicle (10 feet wide), plus an access aisle (five feet wide). Standard accessible spaces may share an access aisle. (See below for information on van-accessible spaces.)

Door hardware (non-compliant): Non-compliant door hardware is any hardware that requires a closed fist or grasping action to operate. Knobs are a typical example of non-compliant hardware. (Lever hardware is an example of compliant hardware.)

Door pressure weight: Door pressure weight (or resistance) is the pressure exerted by a door as it is opened; the term does not refer to the weight of the door itself. The maximum pressure weight for an interior door is 5 pounds; there is no standard maximum pressure weight for exterior doors, although 8 and ½ pounds is the recommended maximum.

Latch-side clearance: Latch-side clearance is the distance from the door latch (handle) to the wall on the same side as the latch. Without adequate latch-side clearance, a user of mobility equipment will not have room to attain position when opening the door. In other words, the clearance offers space to back into during the motion of pulling open the door.

Protruding object: A protruding object is a barrier that protrudes into the path of travel and is not revealed by the sweeping motion of a cane. Protruding objects are of special concern to people with visual disabilities. There are two categories of protruding objects: those that protrude horizontally from a wall and those that protrude vertically from a ceiling. In order to be designated a horizontal protruding object, the object must be at least 4 inches from the wall and at least 27 inches from the floor. Water fountains are frequently horizontal protruding objects. In order to be designated a vertical protruding object, the bottom of an object hung from the ceiling must be 80 inches or less from the floor. Ceiling-mounted video screens are frequently vertical protruding objects.

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Structural Checklist for Drive-Through and Walk-In Vaccination Sites

Glossary of checklist terms (Continued)

Signage (exterior): Exterior signage includes signs at accessible parking and signs at the accessible entrances. Signs at standard accessible parking spaces must include the wheelchair symbol. (See “Van-accessible parking,” below, for information on the additional signage requirements at van-accessible parking.) All accessible entrances must be marked as such and all inaccessible entrances must have directional signage that notes the location of the closest accessible entrance.

Signage (interior): Interior signage includes signs at accessible restrooms and signs at other rooms with designated uses. If space permits, signs must be mounted on the wall 60” from the floor (measured from the middle of the sign) on the latch-side of the door. Signs at accessible restrooms must indicate (in raised symbols, lettering, and Braille) 1) the specified gender, and 2) that the restroom is accessible. Inaccessible restrooms must have directional signage noting the location of the nearest accessible restrooms. Signage at designated rooms (other than restrooms) must have raised lettering and Braille.

Slope (non-compliant): Any slope greater than 1:12 is, in most circumstances, non-compliant. The ratio refers to 1 inch of rise for every 12 inches of travel. Any slope between 1:20 and 1:12 is considered a ramp and requires the mandated ramp features (e.g., edge protection, handrails, and a resting platform after 30 feet of rise).

Van-accessible parking: Van-accessible parking has dimensions that allow for use of a van lift. The dimensions are 8 feet for the space itself and 8 feet for the adjacent access aisle. Van-accessible spaces must be designated by signage that, in addition to the elements required for a standard accessible space, includes an extra sign indicating ‘van-accessible.’

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Structural Checklist for Drive-Through and Walk-In Vaccination Sites

Parking

Requirements for the number and type of handicapped parking spaces vary depending on type of facility and overall size of parking area. Generally, there will be a minimum of 1 accessible space for every 25 total parking spaces up to the first 100 spaces. At least one, and no fewer than one of every eight accessible spaces, must be van-accessible. The number of accessible spaces increases with the size of the parking lot, but the required ratios diminish.

PARKING SPACE AVAILABILITY

of overall spaces in lot

of accessible spaces

of van-accessible spaces

ACCESSIBLE SPACES

Are accessible spaces closest to accessible entrances?

Yes

No

Is there an access aisle for every two accessible spaces that is on an accessible route leading to an entrance?

Yes

No

For car spaces, is the min. width 10 feet for the vehicle and 5 feet for aisle?

Yes

No

For van accessible spaces, is there a min. of 8 feet for vehicle parking and 8 feet for the aisle?

Yes

No

Note: If a van-accessible space shares an access aisle with a standard accessible space, the aisle will have the dimensions of a van-accessible access aisle (eight feet).

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Structural Checklist for Drive-Through and Walk-In Vaccination Sites

VAN-ACCESSIBLE GARAGE HEIGHT

Is there a min. 114 inches vertical clearance at parking space?

Yes

No

Does the driving route from entrance to exit have a min. 114 inches vertical clearance?

Yes

No

SIGNAGE

Do signs display international access symbol above grade at each space and have the words “van accessible” when parking space is van accessible?

Yes

No

SURFACE CONDITION

Smooth firm pavement; no cracks or level changes more than 1/2 inches

Yes

No

Slope less than or equal to 1:20

Yes

No

No water ponding

Yes

No

Grate openings max. 1/2 inches and perpendicular to route of travel

Yes

No

CURB CUT TO PATHWAY

Curb cut min. width 3 feet excluding sloped sides

Yes

No

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Structural Checklist for Drive-Through and Walk-In Vaccination Sites

CURB CUT TO PATHWAY (Continued)

Center slope not to exceed 1:12 unless insufficient space

Yes

No

Slope of flared sides not to exceed 1:10

Yes

No

Curb cut does not protrude into pedestrian path max. 1/2 inches lip at edge of road

Yes

No

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Drop off and entrance areas

Location of drop-off area:

Is drop-off area within 100 feet of accessible entrance? Is there a 5 foot wide access aisle adjacent to and parallel to vehicle pull-up space?

Yes

No

SURFACE CONDITION

Is pavement smooth (no cracks or level changes more than 1/2 inches)?

Yes

No

Is slope less than or equal to 1:20?

Yes

No

Is path of travel slip resistant and free from water ponding?

Yes

No

Are any grate opening sizes a max. of 1/2 inches and perpendicular to route of travel?

Yes

No

CURB CUT TO PATHWAY

Is min. width of any curb cut 3 feet excluding sloped sides? Does center of slope not to exceed 1:12 (unless insufficient space)?

Yes

No

Does slope of flared sides not exceed 1:10? Curb cut does not protrude into pedestrian path max. 1/2 inches lip at edge of road?

Yes

No

CURB CUT TO PATHWAY

Is min. width of any curb cut 3 feet excluding sloped sides? Does center of slope not to exceed 1:12 (unless insufficient space)?

Yes

No

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ACCESSIBLE EXTERIOR ENTRANCE

Doorway clearance at least 32 inches wide

Yes No

From an open position, door closes at 5-second count

Yes No

Door pressure weight does not exceed recommended (not required) 8.5 lbs.

Yes No

Threshold does not exceed 1/2 inch (3/4 inch if beveled)

Yes No

If there is a vestibule, the space between the two doors is no less than the width of the door swinging into space, plus 48 inches

Yes No

Is vaccine site area within 100 feet of accessible entrance?

Yes No

Note: If more than 100 feet, route of travel should be marked with signs and provided with seating to allow people who experience difficulty walking distances to rest.

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Ramps

Slope of ramp between 1:12 and 1:20

Yes

No

Is pavement smooth (no cracks or level changes more than 1/2 inches)?

Yes

No

Min. width 3 feet between handrails

Yes

No

Non-slip surface without cracks?

Yes

No

Level platform at bottom, every 30 feet, and/or at every change of direction, and at top

Yes

No

Min. platform is 5 feet by 3 feet if ramp is straight or 5 feet by 5 feet if ramp changes direction

Yes

No

Platform at top is 5 feet by 5 feet

Yes

No

Ramps and landings with sheer drops have protection (railings, curbs etc.) to prevent slipping off edges and railings on both sides of the ramp

Yes

No

Handrail is 34 inches to 38 inches above ramp surface

Yes

No

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Ramps (Continued)

Handrail extends min. 1 foot beyond ramp at top

Yes

No

Handrail extends min. 1 foot beyond ramp at bottom

Yes

No

Handrail diameter is 1-1/4 inches to 1-1/2 inches

Yes

No

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Elevators

Vaccine site planners should consider whether reliable power will be available to operate a facility's elevators before counting on them to ensure accessibility during an emergency.

Min. width 3 feet between handrails

Yes No

Door opening a min. of 36 inches

Yes No

Reopening device activates when cab door is obstructed; door remains open min. of 20 seconds

Yes No

Cab size min. 51 inches deep by 68 inches wide if door is off-center. Cab size min. 54 inches deep by 80 inches wide if door is centered. Top control on panel is max. 54 inches high for side reach and 48 inches for front reach

Yes No

Emergency controls and telephone at bottom of panel

Yes No

Raised symbols and lettering for all control buttons and emergency controls

Yes No

Raised and Braille floor designations on elevator door jambs at 60 inches height

Yes No

Middle of buttons at landing max. 42 inches high

Yes No

Audible signals in elevator cab and at landings

Yes No

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Corridors and Common Areas

The dimensions and requirements listed below can be applied to both the permanent features of a facility, and to corridors and common areas created by portable partitions, furniture, and other temporary arrangements needed for site operations.

NOTE: In estimating space requirements for registration area, health care and social services agencies, computer workstations, etc., be sure to allow sufficient room for wheelchair access (4 foot aisles and 5 foot turning circles).

Carpet is securely fastened with exposed edges attached to floor

Yes No

Doormats anchored at all edges

Yes No

Edge strips at any change in materials

Yes No

Floor surfaces are stable, firm and slip resistant

Yes No

36 inches min. clear route, except at doors

Yes No

At doors min. clear width of 32 inches

Yes No

Min. 18 inches clearance beside latch on pull side of each door

Yes No

Threshold max. ½ inch high (if beveled, ¾ inch)

Yes No

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Corridors and Common Areas (Continued)

Hardware operable with closed fist (levers, not knobs) easy-to-open (max. pressure 5 lbs.) and slow to close (min. 3 seconds)

Yes

No

SIGNAGE

Signage raised and in Braille identifying restroom located on wall, near latch side, 60 inches from floor to center line of sign

Yes

No

Directional signs to accessible toilet rooms at non-accessible toilet rooms

Yes

No

Directional signs to TTY machine (if present)

Yes

No

PROTRUDING OBJECTS

Wall-mounted objects that protrude horizontally no more than 4 inches when mounted 27 inches or more over the surface

Yes

No

Ceiling-mounted objects that protrude vertically 80 inches or less from the floor when measured from the bottom of the object

Yes

No

Note: Drinking fountains are a frequent side wall protruding object. Open stairways are a variation of a vertical protruding object.

ALARM SYSTEM / CONTROLS

Fire pull boxes:

Operable part max. 54 inches above floor (side reach)

Yes

No

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ALARM SYSTEM / CONTROLS (Continued)

Fire pull boxes:

Operable part max. 48 inches above floor (forward reach)

Yes

No

Flashing signal on fire alarm system

Yes

No

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Restrooms

MAIN DOOR

Clear width min. 32 inches

Yes No

At doors min. clear width of 32 inches

Yes No

Min. 18 inches unobstructed wall clearance beside latch on the pull side of door

Yes No

Threshold beveled and maximum 3/4 inches high

Yes No

Hardware operable with closed fist

Yes No

Easy-to-open (max. pressure 5lbs.) and slow to close (min. 3 seconds)

Yes No

Signage raised and in Braille identifying restroom on latch side wall with centerline 60 inches above floor

Yes No

CLEAR TURNING SPACE

Min. 5 foot diameter turning space

Yes No

SINK

Sink rim is max. 34 inches high

Yes No

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SINK (Continued)

Front edge is min. 17 inches from back wall

Yes No

Knee space is min. 27 inches high

Yes No

Faucets are operable with closed fist

Yes No

Waste and hot water pipes below lavatory (sink) are insulated

Yes No

ACCESSORIES

Bottom of at least one mirror is max. 40 inches from floor

Yes No

Highest operable of all dispensers at max. 48 inches above floor (if forward reach), 54 inches (if side reach)

Yes No

URINALS

Rim max. 17 inches above floor

Yes No

TOILET STALL DOOR

Clearance width min. 32 inches

Yes No

Min. 18 inches beside latch on the pull side

Yes No

Latch operable with closed fist

Yes No

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TOILET STALL DOOR (Continued)

Coat hook max. 54 inches above floor for side reach and 48 inches for front reach

Yes No

TOILET

Top of toilet seat 17 inches to 19 inches above floor

Yes No

Centerline of toilet 18 inches from side wall

Yes No

Grab bars mounted parallel to floor 33 to 36 inches above floor

Yes No

36-inch-long on back wall

Yes No

42-inch-long on side wall

Yes No

1 ½ inch space between grab bar and wall

Yes No

Bars are 1 ¼ inch to 1 ½ inch in diameter

Yes No

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Registration area

Registration tables or counters provide min. 27 inches from floor in knee clearance

Yes

No

Alternative: provide clipboard that is sanitized after each use

Yes

No

Vaccination area

What is the policy for vaccinating non-drivers who use wheelchairs, i.e. people who arrive at vaccination sites using paratransit?

Are there clear spaces for wheelchair users receiving the vaccine that are a min. of 30 inches by 48 inches?

Yes

No

Post vaccination waiting area

Are there clear spaces for wheelchair users receiving the vaccine that are a min. of 30 inches by 48 inches?

Yes

No

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