



Guide for Planning Your Accessible Vaccine Clinic

April 2023



The COVID-19 pandemic showed that vaccination sites were often not accessible, leaving many people with disabilities without access. Centers for Independent Living (CILs) can help ensure vaccine clinics and sites are accessible and open to all people with disabilities. This guide is designed to provide CIL staff with an overview and resources to assist with promoting equity and accessibility.

Please note that it is important to partner with local or state health departments and local pharmacies when planning vaccine events. Contact information for local and state health departments can be found on the website of the [National Association of County and City Health Officials](#), (NACCHO).

Finally, many resources are offered by the Centers for Disease Control and Prevention (CDC) that provide guidance on how to operate accessible vaccination sites. Please visit [Centers for Disease Control](#) website to access the guidance listed below.

1. GUIDANCE FOR PLANNING ACTIVITIES

Helps an organization create a plan to lead and staff a vaccine clinic in coordination with government, nonprofit and private sector partners.

2. PRE-CLINIC PLANNING GUIDANCE

Provides checklists for supplies and materials, training, and procedures to set up and operate a vaccine clinic.

3. GUIDANCE DURING CLINIC ACTIVITIES

Provides direction for the operations of ongoing clinic activities.

4. GUIDANCE FOR POST-CLINIC ACTIVITIES

Provides directions for following up with patients after clinic visits.

5. CHECKLIST FOR SATELLITE, OFF-SITE, AND TEMPORARY LOCATIONS

Provides a checklist of best practices for vaccine providers coordinating vaccine clinics at satellite, temporary or off-site locations.

Choosing the Event Location and Venue



Vaccine site selection is important in ensuring accessibility and equitable access. Even partially accessible venues can be improved with planning. If more than one venue is being considered, accessibility should be a primary consideration in making the final choice of location. When deciding where to host a vaccine clinic, the accessibility of buildings and spaces when considering possible venues needs review; this includes surveying parking, walkways, restrooms, and vaccine or testing spaces.

Having an experienced staff member who understands the Americans with Disabilities Act (ADA) accessibility standards can be extremely helpful. They should be designated to assist with finding an accessible vaccine location. When advertising vaccine sites, contact information should be included so participants can request accommodations while they are present at the vaccine clinic location or while participating in the vaccine process itself. Accommodations are changes or modifications in a program, service, or activity that address barriers to the participation of an individual with a disability. Below is an example of an accessibility statement a CIL can use in the registration process to ensure potential attendees are provided with an opportunity to request accommodations:

EXAMPLE OF AN ACCESSIBILITY STATEMENT

If you have a disability and require support in order to fully participate in this vaccine event, please contact [name] by [deadline date] via email [email address] or telephone [number] or by dialing 711 (Free Relay services) on your phone to discuss your needs.



BEST PRACTICE TIP:

If creating a registration form, add a field where attendees can request accommodations. Adding a field will allow advanced preparation for individual needs that attendees may have at the vaccine event. This information will also help determine if additional support may be needed. Even if advance requests for accommodation are not received, event organizers should still prepare for people with disabilities to attend the event. It is the law that access be provided for people with disabilities. It is necessary to plan and budget for all accommodation needs. If the vaccination event does not require registration, the clinic must be able to accommodate individuals with all types of disabilities by hosting a barrier-free vaccination site. This would include, at a minimum, full compliance with ADA accessibility guidelines.

Accessible Temporary Vaccine Sites

Keeping accessibility as a priority helps create a barrier-free experience for attendees. Consider the following when assessing accessibility for any community vaccine event:



- Places open to the public, which include businesses, nonprofit organizations, pharmacies, and medical offices, are prohibited from discriminating against individuals with disabilities. These are often referred to as public accommodations.
- Public accommodations must remove barriers in existing buildings built prior to 1991, where it is easy to do so without much difficulty or expense. Newer buildings constructed after 1991 must be accessible.
- Public accommodations, including businesses, must make “reasonable modifications” or adjustments to their usual ways of doing things when serving people with disabilities.
- Public accommodations, including businesses, must take steps to provide alternative forms of communication for individuals who have disabilities. For example, providing information in plain language, Braille, American Sign Language, etc.

NOTE

When a program is supported by a public entity receiving federal funds, such as a city, town, county, state college or university, public school or state government, that public entity has obligations under the Americans with Disabilities Act and the Rehabilitation Act to ensure accessibility.

Pop-Up or Temporary Vaccination Clinics

A pop-up or temporary vaccine clinic can provide greater flexibility when trying to reach a community. Pop-up events can be held in connection with other community events or at locations that are highly visible. In short, a pop-up vaccination site is temporary and designed to reach specific populations and or large numbers of people. Providers or vendors bring in equipment and products that are needed to set up and operate the event. There are some things to keep in mind when hosting a pop-up clinic.



Many vaccine events are combined with community outreach activities. This can create additional barriers and hesitations for individuals with disabilities.

These concerns can be addressed by considering the several factors mentioned in the sections below.



Preparing Vaccine Event Staff and Volunteers

If you are helping organize a vaccination event, it is important to prepare your staff and volunteers with basic awareness and information about the ADA and any local laws that may impact attendees with disabilities. Ensure staff are aware that individuals with disabilities should be treated like any other attendee and may not all require assistance. If you notice someone who appears to need assistance, you may ask if they would like help; respect if their answer is no.



Trauma-Informed Practices and Responses

Some people who have psychiatric, developmental, and other disabilities may have difficulty with sensory inputs such as loud noises or the feeling of a crowd. Additionally, people with disabilities may have been traumatized by past medical involvement. Their response could be triggered by the presence of ambulances, police cars, first responders, and the medical procedures themselves. Providing warnings and disclosures about loud noises such as music, sirens, images, and other triggers is essential whenever possible. A suggestion is to create quiet spaces for sensory-sensitive participants who wish to take a break during the event. Additionally, providing an option where a participant can receive their vaccine while remaining in their vehicle may be helpful to some attendees.

Additional Guidance for Vaccine Sites

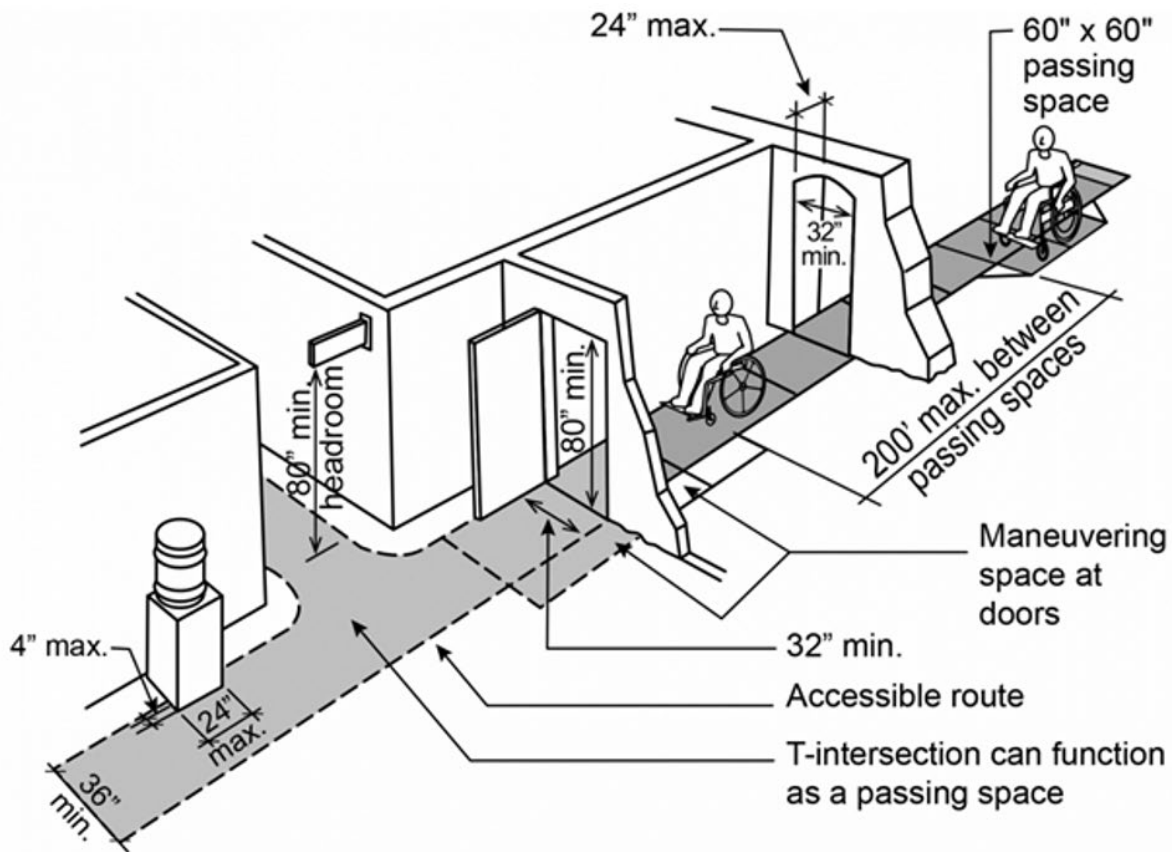
Accessibility is essential for vaccine equity. CILs can assist persons with disabilities as they navigate barriers and promote accessibility at all vaccine locations. Knowing what the ADA, Rehabilitation Act, and other laws or regulations say about accessibility can help inform partners and provide guidance to organizations.

- Title II (State and Local Government) of the ADA **prohibits discrimination against qualified individuals with disabilities in all programs, activities, and services of public entities.** This includes all state and local health departments. This also includes all state executive agencies, courts, legislatures, towns, cities, counties, school districts, universities, community colleges, water districts, special purpose districts, regional transit authorities, and other state and local government instrumentalities.
- According to Title III of the ADA, **people with disabilities must be able to obtain or enjoy the same goods, activities, services, and benefits that are available to other members of the public.** This includes public spaces that may be used for temporary or pop-up vaccine sites such as schools, recreation facilities, and medical offices or facilities.

For your vaccine location to meet accessibility standards, it must:

- Provide information and directions in an accessible format before or during the event when this information is provided to others. Accessible formats may include pictures, visual schedules, or other supports requested as an accommodation.
- Allow service animals to accompany their handlers throughout the vaccination process. According to the ADA, service animals are dogs or miniature horses trained in a specific task for a person with a disability and under the owner's control.
- Provide accessible parking. (See below under Parking and Transportation)
- Provide an accessible path to areas in the building that will be utilized.
 - » Ensure that pathways use accessible routes, curb ramps, and slip-resistant surfaces.
 - Remove any objects in the event space that would create a stumbling or tripping hazard, such as plants, cords, or chairs in the walking path, to ensure that pathways are unobstructed.
 - Maintain level flooring that is easy to use with assistive devices such as canes, walkers, crutches, or wheelchairs.
 - » Make sure that entrances do not have steps unless an ADA-compliant ramp is also provided. Thresholds also must be ADA-compliant.
 - » Indicate accessible entrances with signs.
 - » Ensure that all spaces are accessible, including public restrooms, telephones, water fountains, shelters, first aid stations, and other common amenities.
 - » Ensure that protruding objects such as water fountains that are more than 27 inches from the floor do not stick out more than 4 inches. Overhead objects, such as hanging signs must not be lower than 80 inches if they are in the path of travel.
 - » Ensure main areas and restrooms have a 60-inch turning radius.
 - » Make sure that all elevators are ADA-compliant.
- Use raised letters and Braille on fixed signs, including signs inside stairwells that identify the floor level, stair level, and exit levels; signs by every elevator; signs that identify restrooms (and accessible restrooms); and signs identifying any permanent rooms so people with all visual disabilities can read them.

The image below from Adata.org illustrates an accessible route with measurements required for ADA compliance.



Basic Features of an Accessible Route

FEATURE	DIMENSION
Pathway	At least 36 inches wide
Clearance of an Object	Maximum of 4 inches deep and 24 inches wide
Headroom Clearance	At least 80 inches high
Clearance of a Doorway	At least 80 inches high and 32 inches wide and 24 inches deep
Passing Spaces	Maximum of 200 feet between spaces. 60"x60" passing space
T-Intersection	Can also function as a passing space
Passing Space	60 inches by 60 inches

Parking and Transportation

Parking and transportation are often barriers for individuals with disabilities.

Additional or temporary parking may be needed if hosting a pop-up or temporary vaccine site.

- Accessible parking spaces should be located where the surface is firm and stable.
- Dirt should be hard and compact, and grassy areas cut to ground level.
- Loose sand, gravel, and overgrown grassy areas are not accessible.
- People using wheelchairs or other devices should not have to travel behind parked cars or cross traffic lanes. If this is unavoidable, a pedestrian route (especially where the route crosses traffic lanes), access aisles, and parking spaces should be clearly defined.
- Methods and materials to use include chalk or spray paint, ropes and stanchions with the bases spaced at least 36” apart, crowd control fences, and barricades at key points.

In addition to ensuring that parking is accessible, program accommodations can include drive-up vaccine sites where vaccines are administered while a person stays in their vehicle. The host should designate parking spaces for curbside vaccinations. The host should also provide designated accessible parking spaces for each vaccine location. These spaces should have an aisle to ease loading and unloading people from their vehicles. An accessible loading zone must have a vertical clearance of at least 114 inches for personal vans with raised roofs, buses, and paratransit vehicles. If there is insufficient vertical clearance for raised-roof vans or buses to pull underneath, temporary loading zones may need to be created in other locations to accommodate these vehicles. Vaccine sites should provide, at a minimum, the number of accessible parking spaces required by law. The ADA requires one accessible space for every 25 total spaces provided.

TOTAL NUMBER OF PARKING SPACES PROVIDED	MINIMUM NUMBER OF REQUIRED ACCESSIBLE PARKING SPACES
1-25	1
26-50	2
51-75	3
76-100	4
101-125	5
126-150	6
151-175	7

One of every six accessible spaces must be van accessible. These spaces provide sufficient room to deploy a lift and should be at least 132 inches wide.

NUMBER OF SPOTS	NUMBER OF VAN ACCESSIBLE SPOTS
1-6	1
7-12	2
13-18	3
19-24	4
25-30	5
31-36	6
37-42	7

TEMPORARY ACCESSIBLE PARKING SPACE

To add capacity for accessible vaccine sites, additional accessible parking may be needed.

- When necessary, temporary accessible spaces can be created in permanently paved lots, dirt lots, or fields. The ground’s surface must be firm and stable, and the grass must be cut close to ground level.
- Traffic cones and temporary signage can be used to indicate accessible parking spaces, or parking attendants can be employed to guide attendees to the proper parking area.

EXISTING PARKING LOTS

- Choose level spaces close to an accessible entrance and near existing curb cuts.
- Mark or block off an existing parking space with cones, barricades, or tape to create a new access aisle and use the accessibility symbol for designated spaces.
- If no existing curb ramps are available and the new parking spaces border the sidewalk, place a portable curb ramp in the temporary access aisle to reach the sidewalk.

PUBLIC TRANSPORTATION

- For many people, public buses, subways, trams, and paratransit services are the most convenient means of transportation.
- If a public transit stop is not located on the property where the event is taking place, an accessible route with curb cuts and/or ramps that traverses the route from the transit stop should be created.
- Depending upon the event location and proximity to fixed route services, paratransit services may be available. This would allow for door-to-door services and should be considered when selecting the event location.



Masking and Mitigation Strategies

Individuals and organizations who are planning to host a vaccine clinic should consult and follow local and state guidance regarding masking and other risk mitigation strategies. However, it is strongly recommended that staff, volunteers, and event attendees use N95 or KN95 masks. If N95 or KN95 masks are unavailable, consider using surgical masks. While not as effective in decreasing the risk of contracting COVID-19, they still offer some protection. Someone may request an accommodation to read lips when speaking. This may be especially important for those who are deaf and individuals with hearing loss who may read lips. If so, ensure clear window masks (also known as Face View masks) are available.

If the clinic will be hosted in an office where employees are present, discuss social distancing and safety concerns with management. They may encourage staff to work from home, if possible.

How to Set-up a Clinic

It is important to consider several factors when deciding how to structure a vaccine clinic. Issues to consider include accessibility, space for social distancing, the flow of participants, and allowing the clinic's various aspects to operate smoothly. The clinic should consist of three separate areas: **Check-in**, the **Vaccination Waiting Space**, and a **Comfort Triage Room**.

Check-in

The check-in process for a vaccine clinic is the first step to ensuring that attendees are comfortable with receiving a vaccination. Ensuring that personable and knowledgeable staff greet and assist attendees is important.

For logistics, setting up a table with two chairs is important. The Information Guide and an individual who is knowledgeable about ADA issues and the accommodation process will be located at this table. Weather permitting, outside is ideal for visibility and to check for masks/temperatures prior to allowing entrance to the facility. It is suggested that the table have the following:

- Bleach or disinfectant wipes for cleaning surfaces and items on a table
- Clipboard with Sign-in/Demographic Sheet (Found on page 16)
- Two labeled cups for clean/dirty pens
- Hand sanitizer
- Tissue box
- Digital thermometer
- Basket with KN95 or N95 masks (surgical if others not available) for attendees without one
- Hand warmers/small fans
- An additional table behind the chairs to hold optional kit bags and/or incentive items

KITS COULD INCLUDE:

- Plastic bag of 5 N95 or KN95 masks
- Mask Tip Sticker (Found on page 17)
- Bottle of soap
- Hand sanitizer
- Vaccine card holder
- [V-Safe sheet in plain language](#)

OPTIONAL ITEMS:

- 2 heaters/fans
- If you need additional visibility or protection from the weather, it is recommended to add a tent over the table
- A long extension (50 ft.) cord in case power is needed. Instruct users to be careful that the cord does not become a tripping hazard.

After the consumer has been checked in and given their kit bag and incentive, a **Host** will lead the consumer to the **Vaccination Waiting Space** and introduce the consumer to the staff (by name, if possible). The **Host** can also offer them a snack, water, or fidget tool at this time.

Drive-up or Curbside Vaccination

Providing the option of drive-up or curbside vaccination may be helpful for certain individuals. For example, someone who is at high risk of COVID-19 might request curbside vaccination to reduce exposure to others. If someone would like curbside vaccination, the **Information Guide** will meet the attendee at their vehicle in the designated area for in-vehicle vaccines to complete the required forms. The **Host** can ask the attendee if they would like any snacks, water, or fidget toys that can be brought out to them. The **Host** should inform medical staff that an attendee has arrived and would prefer to remain in their vehicle to receive the vaccination. The **Host** would escort the medical staff to the attendee's vehicle. The **Information Guide** should ensure that the attendee receives the optional kit bag/incentive.



Vaccination Waiting Area

Welcoming attendees to a safe location is critical. Choose a space where multiple chairs may be spread out for participants to wait before and after receiving the vaccine. This space should provide access to electrical outlets for attendees and event staff use. Find out if the facility has metal chairs that are easy to sanitize. If the space has upholstered chairs, it is best practice to remove them. Note: some attendees may not be able to stand or wait in line for extended periods, so chairs should be available upon request.

- Turn on a portable speaker with calming music.
- Coordinate with the medical staff to arrive at least an hour before the clinic time to set up. When they do, inform them of the following accommodations:
 - » Privacy screen
 - » Numbing ice packs
 - » Clear window masks
 - » Comfort triage room

Optional Snack Area

Providing snacks for clinic attendees is an optional way of providing comfort and hospitality. Be mindful of the funding source used to purchase these items. As a reminder, federal funds cannot be used to purchase food or snacks. If providing snacks, one or two tables should be placed close to the Vaccination Space with the following items:

- A bin of dietary-restricted snacks that are, at a minimum, dairy, peanut, and gluten-free.
 - » Be sure to place a notice on the bin that the snack is allergen-free.
- A bin of individually packaged fidget toys. Allow individuals to choose.
- Small bottles of water.



Optional Comfort Triage Area

Consider providing a separate, small, comfort triage room or tent close to the vaccination waiting space. This space may be especially helpful for individuals with sensory-related disabilities or those who wish to reduce contact with others. This area should be free of visual clutter and a welcoming place. The room should contain:

- At least one cot
- One-time use of paper sheets to cover the cot
- A white noise machine or speaker playing calming music
- Soft, non-fluorescent lighting

Optional Transportation Specialist Desk

While optional, a transportation specialist can be helpful to individuals with any transportation issues as they prepare to leave. This could include support with Uber, Lyft, public transportation, etc. If the clinic is expected to be well attended, consider having separate doors for entrance and exit to the facility. Place the Transportation Specialist Desk near the exit, including clear signage. If the clinic has lower traffic, the transportation specialist can fulfill other responsibilities while making themselves available to provide support if needed.



Tip Sheets for Clinic Roles

It is suggested that clinic staff and volunteers be scheduled in four-hour time slots. The following information is based on this guidance.

Information Guide and ADA Counselor | 2 per time slot

Please wear comfortable and weather-appropriate clothing. Responsibilities may be outside. Wear closed-toe sneakers if possible.

NOTE REGARDING MASKING AT THE EVENT

Both the Information Guide and ADA Counselor will be provided with and asked to wear an N95 or KN95 mask for one-half of the shift and a Face View Mask for the rest of the shift. When at the table, these individuals should discuss who will wear the N95 or KN95 first and make plans to alternate between the masks provided. Switching masks at slightly different times than a shift partner is a best practice for safety.

- The Information Specialist and ADA Counselor will work at this desk.
- When someone arrives, ask if they have come for the vaccine clinic. Direct them inside to meet the organization's staff person at the front desk.
- When someone arrives at the clinic, be pleasant! Smile, be genuine and calm but excited for them.
- Collect attendees' information as listed on the information sheets provided upon arrival to work the shift.
- Be prepared to refer attendees to receive any accommodations needed for them to participate. The Welcome Desk will have one "ADA Counselor" who will make sure this is done expertly under the Americans with Disabilities Act.
 - » Your ADA Counselor should have quick access to the sign language interpreters on-site.
- Give each attendee an optional bag (pre-made and provided). The bag should contain:
 - » 5 N95 or KN95 masks
 - » Bottle of soap
 - » Hand sanitizer
 - » Information sheet regarding the V-safe program.

Hosts | 1-2 per time slot

Please wear comfortable and weather-appropriate clothing. You will be located mostly indoors but may be asked to go outdoors. Wear closed-toe sneakers if possible.

NOTE REGARDING MASKING AT THE EVENT

Each host will be provided and asked to wear an N95 mask for one-half of the shift and a KN95 mask for the rest of the shift. When at your shift table, discuss with your shift partner who will wear the N95 or KN95 first and alternate between the masks provided. Switching masks at slightly different times than your shift partner is a best practice for your safety.

- Hosts are to welcome attendees to the clinic space and help them navigate the area
 - » Upon arrival, offer to guide the attendee from the welcome area to the waiting area for their vaccine.
 - » When they have received their vaccine, offer to guide them from the vaccine area to the vaccination waiting space.
 - » If someone asks for assistance, event staff should do their best to provide assistance.
 - Be prepared to offer directions to the restroom
 - Offer an ice pack to numb the area where the vaccine injection will occur.
 - Remind attendees that fidget toys are available in bins at the front if they are nervous.
- If someone needs to use the Comfort Triage Room, guide them to that space. Such requests may be made:
 - When arriving at the welcome desk, someone may ask for a private space
 - After receiving their vaccine, someone may wish to recover during their wait time in a private location
 - Be flexible!
- IN THE EVENT OF A MEDICAL NEED: Notify the medical staff!
- Police should only be called if an attendee is a danger to themselves or others.
- IN THE EVENT OF AN ACCOMMODATION NEED: Notify the ADA Counselor at the welcome desk.
- Clean all touch surfaces at down times periodically while not assisting guests. This includes tabletops, chairs, doors, etc.
- Be pleasant, smile, and be positive about the experience!
- Be prepared to be flexible.

Optional Transportation Specialist | 1-2 per time slot

Please wear comfortable and weather-appropriate clothing. Transportation Specialists may be located outside. Wear closed-toe sneakers if possible.

NOTE REGARDING MASKING AT THE EVENT

Each transportation specialist should be provided with and asked to wear an N95 mask for half of the shift and a KN95 mask for the rest. When at the shift table, shift partners should discuss who will wear the N95 or KN95 first and make plans to alternate between the provided masks should plan to switch masks at slightly different times.

- When attendees leave the clinic, they may need help with transportation.
- Those who drove a vehicle can leave.
- Those using public transportation may be asked if they need help finding the appropriate transportation stop and schedule.
- Those riding paratransit will have already arranged their transport and may have to wait.
- If someone needs help using Uber or Lyft, refer to the following pages to help them. You may need to be clear that using these services can be expensive and about who is paying for the ride. Be aware that Uber and Lyft are not accessible to many people who are wheelchair users in most locations. However, it may be a good solution for other participants.

Lyft Information

Please note that the following information was accurate at the time of publication. Check with the Lyft website for updated information.



Read the following instructions from Lyft to learn more about how to create an account, schedule a ride, or troubleshoot any problems.

How to create a Lyft account

Get the app

To use Lyft, first, download the Lyft app onto a smartphone.

PHONE REQUIREMENTS:

The Lyft app is available for iPhone and Android smartphones. Because the app requires a cellular connection, it does not support tablets or Wi-Fi-only devices (for example, the iPod Touch).

Using their mobile site, users can use Lyft on Windows phones and Amazon Devices. The Lyft app works with all major cell carriers (like Sprint, T-Mobile, Verizon, or AT&T) and most minor carriers (like Virgin Wireless, Metro PCS, or Cricket Wireless).

The app only works with select VoIP carriers, such as Google Voice. Other services may not be supported, so use the smartphone's phone number when creating an account

HOW TO INSTALL

1. Use a smartphone to go to the app store
2. Search for "Lyft" and install the free app

Sign up for a Lyft account

Before you begin, be sure to have the following:

- User's smartphone number
- User's email address
- A photo of the user

Get started

1. Type in the device's phone number
2. To verify the user's identity, Lyft will send a verification code via text to the phone number.
3. The text message should arrive immediately. If it has not arrived after a bit, tap 'Resend code.'
4. Type in the user's name and email address, and take a photo of the user so the driver knows whom to pick up.
5. That is it! Once the account is set up, the user can request a ride.

Age requirement: Must be at least 18 years old to create a Lyft account, request a ride, or have a ride requested.

Instructions for Requesting Ride

Requesting rides in the app

Once the user has downloaded the Lyft app and [created an account](#):

1. Tap 'Search destination' and enter the user's drop-off location
2. Select the preferred ride type.
3. Tap 'Select Lyft'
4. Confirm or change pickup location before tapping 'Confirm and request'

Once the user has enabled GPS locating in their phone settings, the Lyft app will automatically set the user's current address as the 'pickup' location. To add an extra stop during a ride, tap the '+' icon next to the listed addresses at the top of the ride screen. If the user is making a stop or going to leave the car for more than 10 minutes, ask the driver to end the ride. Then, request a new ride when the user is ready to go to their next destination.

Requesting rides on the web

The user will need to log in to their Lyft account before requesting a ride from the web. Rides can't be requested without an attached Lyft account.

To request a ride on the web:

1. Go to ride.lyft.com
2. Enter the pickup and drop-off locations
3. Select 'Ride details' to choose the desired ride type
4. Select 'Request a Lyft ride'

Request a ride for someone else

To request a ride for someone else:

1. Set the rider's destination
2. Tap 'Change rider' at the top of the screen
3. Select a rider from your contact list
4. The rider will be notified a ride was sent to them

Note: The app will request access to the requestor's contacts the first time this option is selected. If the rider does not have a Lyft account, they'll receive a link via SMS message to create an account.

Uber Information

Please note that the following information was accurate at the time of publication. Users are strongly encouraged to check the Uber website for updated information.



Read the following instructions from Uber to learn more about creating an account and scheduling a ride.

Create an account

All the user needs is an email address and phone number. Users can request a ride from their browser by visiting the mobile site or downloading and installing the Uber app from their app store.

Enter your destination

Open the app and enter the destination in the **Where to?** box. Tap to confirm your pickup location and tap **Confirm** again to be matched to a driver nearby.

Meet your driver

Track their arrival on the map. When they're a few minutes away, wait for them at the user's pickup location.

Check your ride

When taking a trip with Uber, users should make sure they are getting into the right car with the right driver by matching the license plate, car make and model, and driver photo with what's provided in the app. Uber trips can only be requested through the app, so never get in a car where the vehicle or driver's identity doesn't match what's displayed in the app.

How it works

1. Schedule a ride

Open the Uber app, then tap **Schedule** or the button that says **Now** located just to the right of the "Where to?" bar.

2. Provide pickup info

Set your pickup date, time, location, destination, and ride type, and get a price estimate.

3. Get set to ride

Confirm the details of your upcoming trip and tap **Schedule**. Edit or cancel any time before your ride. Scheduled rides are subject to the same cancellation policies as on-demand rides.

Mask Tips Sticker

Sample text when creating your mask labels:



Any mask is better than no mask, but N95 and KN95 masks are recommended because they have five layers of overlapping material and a tighter fit to reduce droplets from escaping or entering the mask area.

N95/KN95 Dos and Don'ts

DO

- Keep your mask clean between uses.
- Store the mask in a safe location where other people cannot use or touch it.
- Store where it will not get wet or be in high heat.
- A dry paper bag works well for storing the mask.
- Throw away in normal trash if it is damaged.

DON'T

- Try to wash the mask. With proper care, the mask should be reusable for an extended period.
- Keep using it if it is dirty, no longer covers the nose and mouth, has worn or torn ties or straps, or has holes or tears in the fabric.

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Sign-In/Demographic Information Sheet

NAME	DATE OF BIRTH	ADDRESS	PHONE NUMBER	RACE (OPTIONAL)	ETHNICITY (OPTIONAL)	GENDER (OPTIONAL)	DISABILITY
				Hispanic or Latino Not Hispanic or Latino			
				Hispanic or Latino Not Hispanic or Latino			
				Hispanic or Latino Not Hispanic or Latino			
				Hispanic or Latino Not Hispanic or Latino			
				Hispanic or Latino Not Hispanic or Latino			
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Snack Sign

Allergy-Friendly Snacks!

**Nut-Free, Peanut Free,
Dairy Free, Egg Free,
Wheat and Gluten-Free,
Soy Free**



Fidget Tools Sign



**Please help yourself to
a fidget tool!**