

Vaccine Provider Best Practices

Suggestions and best practices for administering COVID-19 vaccines to people with developmental disabilities in clinic or drive-thru environments.

People with disabilities have equal rights to access COVID-19 vaccinations. Vaccine providers should implement the following best practices to ensure all people can access COVID-19 vaccinations who choose to receive them. These include accommodations for behavioral, intellectual, or physical disabilities that may affect a person's ability to comply during the administration of the COVID-19 vaccine.



Communication

- Talk directly to the person receiving the vaccine.
- Keep in mind that you may have difficulty understanding the person. Be patient as they communicate with you and recognize that, in most cases, they understand you.
- Ask permission before speaking with their caregivers or direct support professional (DSP), if possible.
- Ask the caregiver or DSP for assistance if you need help communicating with the person receiving the vaccine.
- Be clear with all steps that will be taken to administer the vaccine.
- Use plain language to inform the person and caregiver or DSP about any follow up needed.



Accommodations and Preferences

- Allow specific accommodations or preferences that will help ensure a successful vaccination for each person in a clinic or a drive-thru environment.
- Accommodations or preferences may include a quiet or less populated area to wait, sitting in the comfort of their wheelchair, accompanied by a caregiver or DSP, and other individualized supports.
- Accommodations or preferences may be written on a form or be communicated in other ways.
- Allow a caregiver or DSP to go with the person to ensure adequate support or sit with them in the vehicle.
- Provide ramps and rooms with enough access for a wheelchair or other mobility devices.
- Provide qualified interpreter services for the deaf or hard of hearing.
- Use prompts, such as picture cues, for those with limited use of verbal communication.
- Provide the time needed for people to speak, respond, and understand.