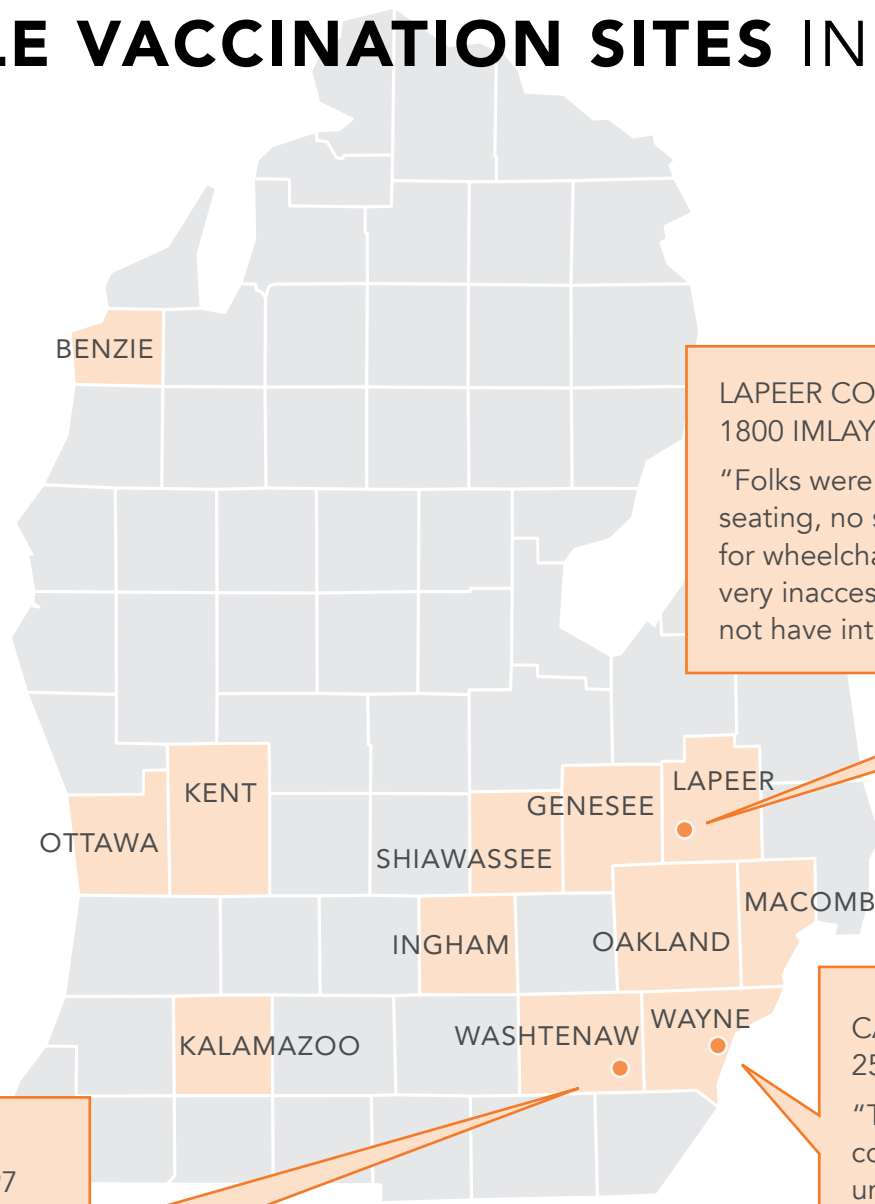


# INACCESSIBLE VACCINATION SITES IN MICHIGAN

This data was collected in early 2021 by Detroit Disability Power. It describes the COVID-19 vaccination process experienced by people with disabilities and their caregivers.

In the spring of 2021, Detroit Disability Power worked with many coalition partners to distribute a vaccine access survey and to compile this information. To learn more or get in touch, please visit [www.DetroitDisabilityPower.org](http://www.DetroitDisabilityPower.org)



LAPEER COUNTY HEALTH DEPT  
1800 IMLAY CITY RD, LAPEER, MI 48446  
"Folks were herded into hallways, not enough seating, no space to social distance, no space for wheelchairs to get to their spot, no airflow, very inaccessible; some hard of hearing did not have interpreters or resources."

EMU CONVOCATION CENTER  
799 N HEWITT RD, YPSILANTI, MI 48197  
"It was difficult to get inside; the path to the inside is narrow, and there was nothing to help folks who needed to sit or needed help standing."

CASS TECHNICAL HIGH SCHOOL  
2501 2ND AVE, DETROIT, MI 48201  
"There was no one there to provide communication access needed to understand what people were saying. No ASL interpreter. Some wrote on paper but it wasn't enough. Some pointed using gestures."





**BENZIE**  
Responses: 1



**MACOMB**  
Responses: 4



**GENESEE**  
Responses: 4



**OAKLAND**  
Responses: 4



**INGHAM**  
Responses: 2



**OTTAWA**  
Responses: 1



**KALAMAZOO**  
Responses: 1



**SHIAWASSEE**  
Responses: 1



**KENT**  
Responses: 1



**WASHTENAW**  
Responses: 4



**LAPEER**  
Responses: 1



**WAYNE**  
Responses: 10

## KEY



No ASL interpreter or inadequate communication



No accessible route from outside to inside and/or no accessibility at the site



No clear support, signage, or guidance at the site



No clear eligibility rules



Appointment registration process was confusing and inaccessible

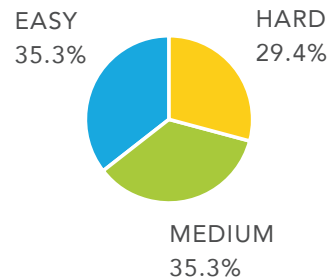


No disability documentation

## STEP 1:

### ACCESS TO ELIGIBILITY INFORMATION

How was the process to find whether or not you were eligible for the vaccine based on your disability status?



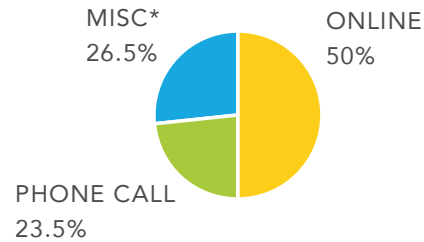
#### Reasons for difficulties:

- ▶ Inconsistent information (across sites, departments, and pharmacies)
- ▶ Confusing guidelines
- ▶ Lots of forms filled to determine eligibility
- ▶ Needing outside sources such as Facebook groups

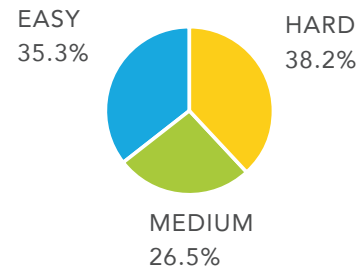
## STEP 2:

### ACCESS TO APPOINTMENT REGISTRATION

How did you sign up?



How was the process to sign up for a vaccine appointment slot?



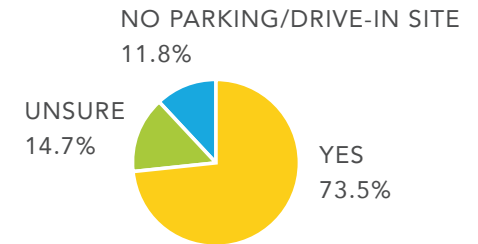
#### Reasons for difficulties:

- ▶ No option to request accessibility at appointment
- ▶ Difficulty navigating websites
- ▶ Issues with technology
- ▶ Issues with errors that almost cancelled appointments and in some cases did cancel appointments
- ▶ Reliant on tech-savvy people
- ▶ Must have email and access to internet

## STEP 3:

### ACCESS TO VACCINATION SITE

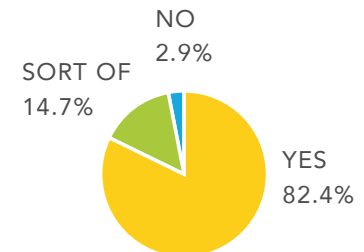
Physical Access: Is there accessible parking?



#### Difficulties while entering the site include:

- ▶ The route to get inside was too long and/or narrow
- ▶ There was no seating along the line
- ▶ No room for social distancing

Respect/Communication Access: Were the staff at the site respectful?



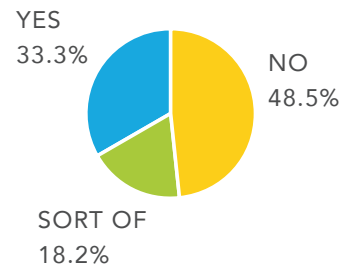
#### Difficulties include:

- ▶ Unhelpful communication (no clear masks for lipreading OR no ASL interpreters)
- ▶ Infrequent but clear instances of disrespect

\*Got an appointment from family/friends; by going there with someone else; or having a group home/org organize and support

## NO DISABILITY DOCUMENTATION

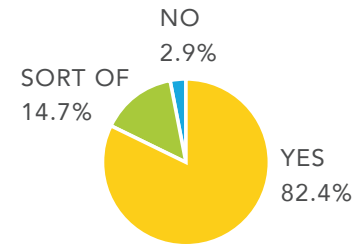
**Most sites did not document folks' disability status.**



Even when their disability was documented, it was unclear if the purpose was for tracking or for eligibility issues related to medical conditions.

## POSITIVE EXPERIENCES

**Overall, folks felt respected by staff across sites, despite having lots of other issues in various areas.**



### **Flint association for the Deaf / sites @ Flint Deaf Club (1st shot) and Bishop Airport (2nd shot):**

- ▶ Respondents found that process to be easy, have accessible signage, and reported interpreters present.

### **Kalamazoo County Expo Center 2900 Lake St, Kalamazoo, MI 49048 (Kalamazoo County):**

- ▶ Great/best experience medically for her autistic son.

### **Ascension in Warren (Macomb County):**

- ▶ “There were quite a number of disabled folks getting vaccinated at the same time as my son, including people using wheelchairs. No one appeared to have had any problems getting in the building or moving about.”
- ▶ “They were quite nice and respectful of my son, whom they treated as an adult. Thankfully, no patronizing chatter or talking to him as if he was a child (He’s 22, but looks much younger and is generally nonverbal [communicates without speaking] and many times people tend to either shout at him because they think he can’t hear or speak around him as if he wasn’t there).”