



Providing Access for Everyone: Accessibility for COVID-19 Testing Sites

The Americans with Disabilities Act (ADA) requires that all testing services are accessible to people with disabilities, whether testing sites and community testing events are funded publicly or privately. This checklist highlights some of the considerations and strategies to promote accessibility at community testing sites and events.

- Provide an effective way for people to request accommodations (sign language interpreter, forms in large print, wheelchair access, etc.) during the registration process.
- Provide staff training to ensure respectful interactions with people with disabilities.
 - Communicate directly with the person, with respect, in an age-appropriate manner.
 - Ask the persons with a disability what, if any, assistance/accommodation they require.
 - Allow extra time if necessary, for communication or full understanding; do not rush.
 - Ask permission to assist or guide a person who is blind or has low vision.
 - Allow service animals to accompany individuals and do not touch or distract service animals. Maintain a 6-foot distance when possible.
 - Do not move a mobility device or help without asking.
 - Do not touch the individual or move their personal belongings without asking.

Effective Communication

Be prepared to communicate in different ways. Be aware that masks can make communication more difficult. Always ask for a person's communication preferences.

- Print standard questions, instructions, and descriptions of testing procedures.
- Provide clear instructions, both verbally and written, with step-by-step procedures.
- Have a small dry erase board for interactive conversations.
- A phone or tablet can be used to access communication apps.
- Have pictures available or demonstrate testing procedures using visual cues.
- Provide written materials in high-contrast large print (16 Pt. or larger) or electronic format.
- Read instructions aloud, if needed.

Providing Physical Access

Parking

- Accessible parking, including at least one van accessible space should be available. If people are exiting their vehicles, the spaces should be available and clearly marked. Spaces can be temporarily marked, if needed.
- Accessible spaces should be large enough for mobility devices, 8 feet wide with a 5-foot access aisle and van accessible spaces are 8 feet wide with an 8-foot access aisle.

Accessible Route/Entrance

- Accessible sidewalks should have a curb cut or curb ramp that is at least 36 in. wide and not too steep – a portable ramp is acceptable.
- An accessible route from parking to all testing activities should be at least 36 in. wide, free of stairs and steep inclines with a stable, smooth and slip resistant surface.

Registration/Signage

- Accessible registration table or reception counter should be no more than 36 in. high with a clear space for a wheelchair and moveable chair to allow someone to sit if needed.
- Readable signage with large font, high contrast colors and a non-glare finish is important.

Restrooms

- If restrooms are provided, accessible restrooms should include an accessible toilet stall at least 60 x 59 inches, toilet height of 17-19 in., and grab bars.
- If portable restrooms are used or facility restrooms are inaccessible, an accessible portable restroom must be provided

This document only highlights some of the more prevalent barriers, it is not a complete list and does not necessarily indicate compliance with the Americans with Disabilities Act.

Sources:

- Accessibility at Drive-Thru Medical Sites: <https://adata.org/factsheet/accessibility-drive-thru-medical-sites>
- The ADA Checklist for Readily Achievable Barrier Removal: <https://www.ada.gov/racheck.pdf>