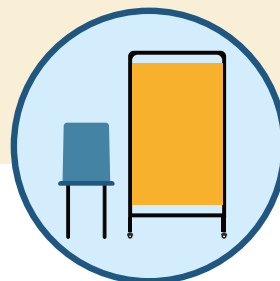


CREATING A WELCOMING AND ACCESSIBLE VACCINATION SITE

THIS FACT SHEET gives vaccine providers the knowledge and resources needed to address the factors inhibiting vaccine access and confidence in an equitable way. Health equity means everyone has the opportunity to be as healthy as possible. To promote health equity in vaccination uptake, it is necessary to identify groups that are not getting vaccinated and understand the reasons why. We want to acknowledge that vaccination rates among populations vary widely depending on vaccination type so looking into what disparities exist for particular vaccines is important to consider when thinking of how to improve equity of that vaccine.

KEY POPULATIONS WHO MAY EXPERIENCE INEQUITABLE VACCINE ACCESS AND UPTAKE

- People living in rural areas
- Racial and ethnic minorities
- Immigrant and migrant populations
- People with disabilities



Creating a Welcoming Vaccination Site

The environment in which a vaccine is administered is important, as the experience individuals have here could impact their willingness to receive a vaccine in the future. [The National Resource Center for Refugees, Immigrants and Migrants \(NRC-RIM\)](#) released recommendations on how to create a welcoming environment:

- Hold vaccination sites in locations where people are comfortable visiting (i.e., where they normally go for services or are used to going).
- Privacy considerations: sites should have privacy screens available for those that are not comfortable disrobing or showing certain body parts in public, or those that are concerned about fainting and would like to lie down during the administration of the vaccine.
- Create a barrier-free environment, asking people for only necessary information.
- Make sure all signage and website text use high-contrast text and large font (e.g., black text & white background).
- Test your websites' accessibility.

More information about equitable vaccine access and for specific considerations around the COVID-19 vaccine, see [Pharmacist's Guide to Increasing Equitable Access to COVID-19 Vaccines](#).



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Addressing Vaccine Barriers

Social vulnerability refers to social and structural factors associated with adverse health outcomes. To combat vaccine disparities in counties with higher social vulnerability, outreach efforts should be focused on addressing the needs of the community. Increasing accessibility and reducing barriers of the vaccines is key in promoting health equity.

Social Vulnerability Factor	Potential Barrier	Strategies to Overcome Barrier
<p>Lower socioeconomic status (SES)</p> <ul style="list-style-type: none"> • Below Poverty • Unemployed • Single-parent household • No high school diploma 	<p>Potential costs: transportation, childcare, wages lost for time off work, healthcare costs if treatment is needed for vaccine side effects or adverse reactions</p>	<ul style="list-style-type: none"> • Work with trusted community members to disseminate messages on safety and importance of the vaccine. • Set up vaccination sites at frequented locations in the community, such as large job sites, churches, community centers, childcare facilities, schools, etc. Check to make sure these are accessible to people with disabilities (e.g., do not require stairs, have wide hallways). • Extend vaccination site hours beyond core daytime hours to accommodate the needs of essential workers in the community. • Have pens and paper available for people uncomfortable with technology, and don't require computer or smartphone skills for signing up for a vaccine.
<p>Housing type (e.g. multi-unit structures, mobile homes, crowding, group homes)</p>	<p>Lack of transportation</p>	<p>Operate a mobile vaccine clinic for those with limited mobility or transportation barriers. Set these clinics up near frequented sites in the community such as public transit stops or within walking distance of neighborhoods, food pantries, free lunch sites, and/or homeless shelters.</p>
<p>Disability</p>	<p>Inaccessible vaccination sites</p>	<ul style="list-style-type: none"> • Offer in home visits for vaccination or ensure vaccine sites are accessible: <ul style="list-style-type: none"> – Accessible parking spaces are available – Main entrance is flat or has ramp – Path to vaccination site is wide enough to easily navigate with a power wheelchair – Administer vaccines in a location that does not require stepping, is clear of barriers, and has room to navigate easily. • Check in area allows staff person to see someone that may be seated in a wheelchair (e.g., does not have a high counter). • If an individual has a disability, talk to the individual – even if they have a guardian or support person present to help.
<p>Immigration/citizenship status</p>	<p>Fear that vaccination could lead to negative consequences for immigration status</p>	<p>Clearly communicate that receiving a vaccine will NOT result in negative consequences for immigration status or access to benefits.</p>
<p>Language</p>	<p>Literacy challenges</p> <p>Limited ability to register for vaccines</p>	<ul style="list-style-type: none"> • Interpreters available, translated informational materials and websites; material uses plain language that is easy to read without jargon. Ensure information is at a 6th grade reading level or lower. • Simplify vaccine registration procedures by offering in-person registration or walk-in appointments. Ask people at check-in if they need translation or interpretation. • Have signs throughout the site indicating areas in English and the top 3 languages identified for your specific community.
<p>Identification</p>	<p>Lack of acceptable identification</p>	<ul style="list-style-type: none"> • Identification requirements may vary by state and/or vaccination site. Check the Department of Health and Human Services website for your state's identification requirements. If no identification is required in your state, work with your organization's leadership to remove identification required by vaccination sites as this will improve vaccine equity. • Community ID programs help community members obtain identification. <ul style="list-style-type: none"> – Accepting Community ID cards reduces barriers for community members interested in getting vaccinated. – Bring this program to your community. Here is a Municipal ID Program Toolkit to help get you started.
<p>Belief in misinformation</p>	<p>Misinformation or lack of accurate information to make an informed decision</p>	<ul style="list-style-type: none"> • Stay up-to-date on misinformation trends by signing up for newsletter alerts like VoicesforVaccines.com or Stronger.org. • Share accurate, straightforward, easy-to-find information that addresses common concerns on your website or social media. • Identify misinformation by checking the source, checking the date, and checking the data and motive, or use an online fact checker like FactCheck.org. • Address misinformation by leading with the fact, warning about the myth, and repeating the fact.