

# Civil Rights Considerations During COVID-19 Vaccine Distribution Efforts

To support FEMA’s efforts during the COVID-19 vaccine distribution efforts, FEMA’s Office of Equal Rights (OER) provides this checklist for use by all partners to ensure access to programs and activities and the impartial and fair provision of services.

## Background

On March 13, 2020, the ongoing novel coronavirus (COVID-19) was declared a national emergency pursuant to the Robert T. Stafford Disaster Relief and Emergency Act (Stafford Act). The COVID-19 pandemic, like all emergencies, has affected people of different races and ethnicities, geographic area and income levels. The Federal Emergency Management Agency (FEMA) is helping identify and fill resource gaps, using federal funding to accelerate state vaccination efforts and working to establish vaccine sites, in alignment with the President’s COVID-19 response plan.

FEMA remains committed to its mission of *helping people before, during and after disasters* by ensuring access to its programs and services and enforcing civil rights. FEMA’s Office of Equal Rights is responsible for ensuring compliance with and enforcement of FEMA’s external Civil Rights obligations under the Stafford Act, Civil Rights Act, Rehabilitation Act, and Age Discrimination Act. FEMA also has responsibilities under Executive Order 13166, *Improving Access to Services for Persons with Limited English Proficiency*, and Executive Order 12898, *Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations*.

## Civil Rights Considerations

### Inclusive Planning

Item	Complete	Incomplete
Review community demographics data to identify:		
1. Limited English proficient communities and languages for interpretation and translation of critical vaccination information;		
2. Communities unable to travel due to lack of public transportation or disabilities;		
3. Communities without available or affordable internet access; and		
4. Other underserved communities.		



**FEMA**

Develop plans to ensure equitable access to information and vaccination sites for all communities, including underserved communities and those protected by law (i.e., race, color, national origin, religion, sex, age, disability, English proficiency and economic status).		
Develop plans to conduct vaccinations for communities unable to travel, including the use of accessible mobile units.		
Develop messaging addressing concerns regarding site selection and accessibility, underlying conditions, religious exemptions and safety concerns.		
Develop process for citizens to file a complaint alleging a civil rights violation during vaccinations and messaging regarding process.		
Develop plans to increase public transportation, if necessary, for individuals to and from vaccination sites.		
Develop plans to support applicants in new virtual application processes, particularly communities without available or affordable internet access.		
Develop plans for the proper disposal of medical and other waste to ensure it does not disproportionately affect any community.		

**Effective Communication Access**

Item	Complete	Incomplete
Identify and conduct community engagement events with community-based and civil rights organizations.		
Conduct community engagement events with sign language interpreters and captioning.		
Conduct community engagement events in communities without reliable internet adoption and/or access.		
Include information on how to obtain accessible formats of documents on all communications.		
Ensure electronic information and information technology is accessible (i.e., Alt Text, high contrast).		

Ensure non-discrimination statement and contact for civil rights complaints on all communication materials.		
Increase communication access through social media platforms in ways that are accessible to individuals with disabilities (i.e., Alt Text, Closed Captioned Videos).		
Develop plans for individuals who are unable to wear masks due to medical or other conditions or who require the removal of masks to communicate.		

**Language Access**

Item	Complete	Incomplete
Translate vaccine and site information into commonly used languages in the community, based on your review of community demographics.		
Provide interpreters at community engagement events for commonly used languages.		
Provide interpreters at vaccination sites or by telephone for commonly used languages.		
Include information on how to obtain translated documents on all communications.		
Plan for the increased need for accessible and multilingual messaging and communications through available ethnic media outlets, wireless emergency communications, and use of virtual townhalls for coordinated communications.		

**Physical Accessibility**

Item	Complete	Incomplete
Ensure meeting and vaccination sites are accessible by public transportation.		
Ensure meeting and vaccination sites are compliant with ADA accessibility requirements.		
Document areas of noncompliance with ADA requirements and modifications made.		
Ensure mobile vaccination units are accessible.		
Ensure vaccination centers are equipped with assisted technology. (Ex: UbiDuos).		

Pre-identify locations to account for the care of individuals requiring additional assistance, including older adults, individuals with physical and cognitive disabilities and others with access and functional needs.		
Develop plans to provide reasonable accommodations, including persons who are unable to wear a facemask due to a disability.		
Ensure meeting and vaccination sites offer services to individuals with disabilities in the most integrated setting appropriate.		

## Contact Us

If you have questions or would like assistance in completing any checklist item, please contact the External Civil Rights Division within FEMA's Office of Equal Rights. [FEMA-CivilRightsOffice@fema.dhs.gov](mailto:FEMA-CivilRightsOffice@fema.dhs.gov)

For copies of FEMA documents in alternative formats, please call 800-621-3362 (TTY: 800-462-7585).

If you speak a language other than English and need help with this document, please call 800-621-3362 (TTY: 800-462-7585) and you will be connected to an interpreter who will assist you at no cost.

Si habla un idioma diferente al inglés y necesita ayuda con este documento, llame al 800-621-3362 (TTY: 800-462-7585) y lo contactaremos con un intérprete que lo ayudará sin costo alguno para usted.

Если вы не говорите на английском языке и нуждаетесь в помощи, позвоните по номеру 800-621-3362 (TTY: 800-462-7585). Вас соединят с переводчиком, который бесплатно поможет вам.

Se você fala um idioma além do inglês e precisa de ajuda em relação a este documento, ligue para 800-621-3362 (TTY: 800-462-7585) e você será conectado a um intérprete que irá ajudá-lo sem nenhum custo adicional.

Nếu quý vị nói một ngôn ngữ khác Tiếng Anh và cần giúp đỡ với tài liệu này, hãy gọi 800-621-3362 (TTY: 800-462-7585) và quý vị sẽ được kết nối với một thông dịch viên, là người sẽ trợ giúp miễn phí cho quý vị.

영어를 사용하지 못하는 사람으로써 본 문서에 대해 도움이 필요할 경우, 전화 800-621-3362 (텔레타이프라이터: 800-462-7585)로 연락주시면 여러분을 무료로 도와줄 통역사와 연결해 드립니다.

Si vous parlez une langue autre que l'anglais et que vous avez besoin d'aide en rapport avec le présent document, veuillez composer le 800-621-3362 (numéro TTY pour les malentendants : 800-462-7585) pour qu'un interprète soit gratuitement mis à votre disposition.

Si w pale yon lang ki pa lang Angle e ou bezwen èd avèk dokiman sa a, tanpri rele 800-621-3362 (TTY: 800-462-7585) epi yo pral konekte w ak yon entèprèt ki pral ede w, gratis.

英語以外の言語でこのページの詳細をお知りになりたい方は、お電話で800-621-3362 (TTY: 800-462-7585) までお問い合わせください。無料で通訳をご利用いただけます。

Kung nagsasalita ka ng wikang bukod sa Ingles at nangangailangan ng tulong sa dokumentong ito, mangyaring tumawag sa 800-621-3362 (TTY: 800-462-7585) at maikokonekta ka sa isang interpreter (tagasalin sa wika) na tutulong sa iyo nang walang bayad.

如果您使用除英语之外的其他语言并且就本文件需要帮助，请致电800-621-3362（听障及语障用户（TTY）：800-462-7585），您将 与翻译人员联系，该翻译人员将为您提供免费帮助。

إذا تنك ملكتتة تغل ريغ الإنكليزية واحتجت إلى مساعدة عمكالت الوثيقة، ى جريد الاتصال مقر لاد 3362-621-800 (الطباعة نء

دعبي: 7585-462-800 وسيتم وصلك عم مجرتم ي هفشد سيقدم لك المساعدة اناجم