**Guide for Planning Your**

**Barrier Free COVID-19 Vaccine Clinic**

**Date | Time**

Host

Location Address

## Please use the accessible site basics, flow trigger, and subsequent role, site needs, and example documents to help you plan your Barrier Free Vaccine Clinic.

# Accessible Vaccine Sites

You may decide to host an accessible vaccine clinic to reach and accommodate your consumers. It is important to partner with your local or state health departments when planning vaccine events.[This link will take you to the directory of local health departments on NACCHO's website](https://www.naccho.org/membership/lhd-directory). Technical assistance can be provided to assist CILs with coordinating vaccine clinics as needed.

Below are links that provide guidance for the operation of accessible vaccination sites from the CDC. Please see the information below for specific sections.

* [Guidance for Planning Activities](https://www.cdc.gov/vaccines/hcp/admin/mass-clinic-activities/planning-activities.html) helps an organization create a plan to lead and staff a vaccine clinic in coordination with government, nonprofit and private sector partners.
* [Pre-Clinic Planning Guidance](https://www.cdc.gov/vaccines/hcp/admin/mass-clinic-activities/pre-clinic-activities.html) gives checklists for supplies and materials, training, and procedures to set up and operate a vaccine clinic.
* [Guidance During Clinic Activities](https://www.cdc.gov/vaccines/hcp/admin/mass-clinic-activities/during-clinic-activities.html) provides direction for the operations of ongoing clinic activities.
* [Guidance for Post-Clinic Activities](https://www.cdc.gov/vaccines/hcp/admin/mass-clinic-activities/post-clinic-activities.html) provides directions for following up with patients after clinic visits.
* [Checklist for Satellite, Off-Site, and Temporary locations](https://www.izsummitpartners.org/content/uploads/2019/02/off-site-vaccination-clinic-checklist.pdf). provides a checklist of best practices for vaccine providers coordinating vaccine clinics at satellite, temporary or off-site locations.

## Venue or Event Location

If your CIL is assisting with a temporary vaccine site, note that the vaccine site selection is an important part of ensuring accessibility. Even partially accessible venues can be improved with planning. If more than one venue is available, accessibility should be a primary consideration in making the final choice.

## Facilities and Architectural Barriers

As a first step, ask about and review the accessibility of buildings and spaces when considering vaccine venues; this includes the parking, pathways, restrooms, and vaccine or testing spaces.

Designate a staff member who understands accessibility guidelines to assist with finding a vaccine location. When advertising about vaccine sites, you should always include contact information to request accommodations to the vaccine location or process so you can ensure a barrier-free experience for the individual wanting to be vaccinated. Below is an example of an accessibility statement for people to request additional accommodations if needed:

**Example of an Accessibility Statement**

*If you have a disability and require a reasonable accommodation to participate in this vaccine event fully, please contact [name] by [deadline date] via email [email address] or telephone [number] or by dialing 711 (Free Relay services) on your phone to discuss your accessibility needs.*

**Best Practice Tip**: If creating a registration form, add a field to request accommodations. Adding a field will allow you to prepare in advance for needs that may be present at your vaccine event. It will also help you determine the additional support that may be needed. However, keep in mind that a lack of accommodation requests does not mean that people with disabilities will not attend your event. Your event's compliance with the Americans with Disabilities Act is the law and should be done whether or not you receive accommodation requests.

## Accessible Temporary Vaccine Sites

Keeping accessibility features front and center helps create a barrier-free experience for consumers. Therefore, you may want to consider the following when assessing accessibility for community vaccine events:

* Places of public accommodation are prohibited from discriminating against individuals with disabilities.
* Public accommodations must remove barriers in existing buildings where it is easy to do so without much difficulty or expense.
* Businesses must make "reasonable modifications" or adjustments to their usual ways of doing things when serving people with disabilities.
* Businesses must take steps to provide alternative forms of communication for individuals who have disabilities.

## Temporary Parking Lots

If hosting a pop-up or temporary COVID-19 vaccine site, you may need to provide additional or temporary parking.

* Accessible parking spaces should be located where the surface is firm and stable.
* Dirt should be hard and compact, and grassy areas cut to ground level.
* Loose sand, gravel, and overgrown grassy areas are not accessible.
* People using wheelchairs or other devices should not have to travel behind parked cars or cross traffic lanes. If this is unavoidable, a pedestrian route (especially where the route crosses traffic lanes), access aisles, and parking spaces should be clearly defined.
* Methods and materials to use include chalk or spray paint, ropes and stanchions, crowd control fences, and barricades at key points.

## Additional Considerations

Many vaccine events are combined with community outreach events. This can create additional barriers and hesitancies for individuals with disabilities, but you can take measures to alleviate some of these barriers and concerns.

### Vaccine Event Staff and Volunteers

If you are helping organize a vaccination event, it is important to prepare your staff and volunteers with basic awareness and information about the ADA and any local laws that may impact attendees with disabilities. Ensure staff is aware that individuals with disabilities should be treated like any other attendee. People with disabilities may prefer to be involved in your event without assistance. If you see someone who appears to need assistance, you may ask if they would like help with the understanding; they may say no.

### Trauma-Informed Practices and Responses

Many people with psychiatric, developmental, and other disabilities may have difficulty with multi-sensory inputs, meaning stimulation coming from more than one sense at the same time—for example, loud noises or the feeling of a crowd of people tightly packed together. Additionally, people with disabilities may have been traumatized by past medical involvement. Their response could be triggered by the presence of ambulances, police cars, and first responders, in addition to the medical procedures themselves. It is essential to provide warnings and disclosures about loud noises such as music, sirens, images, and other triggers whenever possible. You may want to create quiet spaces for sensory-sensitive individuals wishing to take a break during the event.

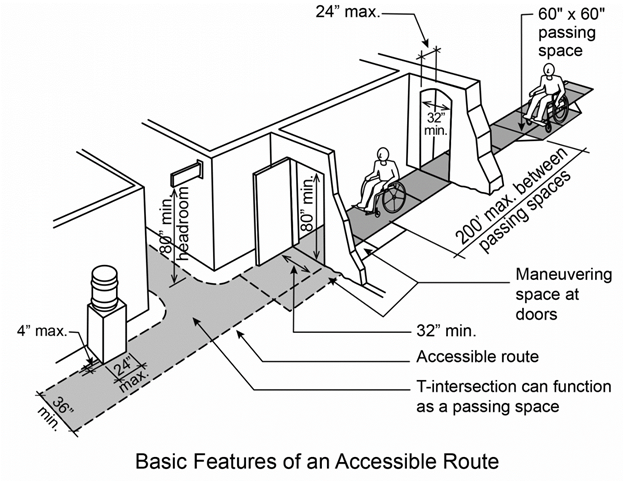
## Additional Guidance for Permanent Vaccine Sites

Accessibility is essential for vaccine equity. As a CIL, you can help consumers navigate barriers and advocate for the accessibility of all vaccine sites. Knowing what the ADA says about accessibility and some of the basics of accessibility helps you inform partners and provide guidance to organizations.

* Title II (State and Local Government) of the **ADA prohibits discrimination against qualified individuals with disabilities in all programs, activities, and services of public entities.** This includes all state and local health departments. This also includes all state executive agencies, courts, legislatures, towns, cities, counties, school districts, universities, community colleges, water districts, special purpose districts, regional transit authorities, and other state and local government instrumentalities.
* According to Title III of the ADA, **people with disabilities must be able to obtain or enjoy the same goods, activities, services, and benefits that are available to other members of the public.**This includes public spaces that may be used for temporary or pop-up vaccine sites such as schools, recreation facilities, and medical offices or facilities.

According to the ADA, an accessible vaccine location must:

* Provide information and directions in an accessible format before or during the event. Accessible formats may include pictures, visual schedules, or other supports requested as an accommodation.
* Allow people with disabilities to arrive at the site in the same transportation methods as other people.
* Ensure that all spaces are accessible, including public restrooms, telephones, water fountains, shelters, first aid stations, and other common amenities.
* Provide accessible parking.
* Provide a universally accessible path to common areas.
* Ensure that pathways use accessible routes, curb ramps, and slip-resistant surfaces.
* Make sure that entrances are zero level (flat) entry or have stable ramps that are 36" or wider.
* Create spaces with a 60-inch turning radius for wheelchair users to turn easily throughout the event area.
* Remove any objects in the event space that would create a stumbling or tripping hazard, such as plants, cords, or chairs in the walking path.
* Ensure that pathways are unobstructed.
* Indicate accessible entrances with signs.
* Maintain level flooring that is easy to use with assistive technologies such as canes, walkers, or wheelchairs.
* Make sure that all elevators meet ADA specifications.
* Use raised letters and Braille on signs so people with all visual disabilities can read them.

The image below from Adata.org illustrates an accessible route with measurements required for ADA compliance.  

**Table 1**

|  |  |
| --- | --- |
| **Feature** | **Dimension** |
| Pathway | At least 36 inches wide |
| Clearance of an Object | Maximum of 4 inches deep and 24 inches wide |
| Headroom Clearance | At least 80 inches high |
| Clearance of a doorway | At least 80inches high and 32 inches wide and 24 inches deep |
| Passing Spaces | Maximum of 200 feet |
| T intersection | Can also function as a passing space |
| Passing Space | 60 inches by 60 inches |

## Parking and Transportation

Parking and transportation can be barriers for individuals with disabilities to access vaccines. In addition to ensuring that parking is accessible, program accommodations can include drive-up vaccine sites where vaccines are administered while a person stays in their vehicle.

You should provide designated accessible parking spaces for each vaccine location. These spaces should have an aisle for ease of loading and unloading people from their vehicles. An accessible loading zone must have a vertical clearance of at least 114 inches for personal vans with raised roofs, buses, and paratransit vehicles. If there is insufficient vertical clearance for raised roof vans or buses to pull underneath, you may need to create temporary loading zones in other locations to accommodate these vehicles.   
Vaccine sites should provide, at a minimum, the number of accessible parking spots required by law. The ADA requires one accessible spot for every 25 total spots provided.

**Table 2**

|  |  |
| --- | --- |
| **Total number of parking spaces provided** | **Minimum number of required accessible parking spaces** |
| 1-25 | 1 |
| 26-50 | 2 |
| 51-75 | 3 |
| 76-100 | 4 |
| 101-125 | 5 |
| 126-150 | 6 |
| 151-175 | 7 |

One of every six accessible spaces must be van accessible. These spaces provide sufficient room to deploy a lift and should be at least 132 inches wide.

**Table 3**

|  |  |
| --- | --- |
| **Number of spots** | **Number of van accessible spots** |
| 1-6 | 1 |
| 7-12 | 2 |
| 13-18 | 3 |
| 19-24 | 4 |
| 25-30 | 5 |
| 31-36 | 6 |
| 37-42 | 7 |

### Temporary Accessible Parking Spaces

To add capacity for accessible vaccine sites, you may need additional accessible parking.

* When necessary, temporary accessible spaces can be created in permanently paved lots, dirt lots, or fields.
* Traffic cones and temporary signage can be used to indicate accessible parking spaces, or parking attendants can be employed to guide attendees to the proper parking area.

### Existing Parking Lots

* Choose spaces that are level, close to an accessible entrance, and near existing curb cuts.
* Mark or block off an existing parking space with cones, barricades, or tape to create a new access aisle and use the accessibility symbol for designating spaces.
* If no existing curb ramps are available and the new parking spaces border the sidewalk, place a portable curb ramp in the temporary access aisle to reach the sidewalk.

### Public Transit

* For many people, public buses, subways, trams, and paratransit services are the most convenient means of transportation.
* If a public transit stop is not located on or near the event site, an accessible route with curb cuts and/or ramps should be created.
* In some cases, paratransit services may allow for door-to-door services.

# Flow Trigger: Once Vaccine Clinic Vendor Has Been Confirmed

* Copy task list for clinic date (ex. CVC Jan 25 - Columbia)
  + Add vendor details to the top for reference
* Confirm vendor details and ask for their inventory list (if you do not already have it)
  + Request any documents that may be provided
  + Be prepared to convert documents to plain language or Braille options
* Create registration page and add to the website
* Check CVC inventory list and get permission to re-order, if necessary
* Book ASL interpreter(s)
* Book Spanish Interpreter(s) (if applicable)
* Check what partners will be available to volunteer

# Clinic Roles | 4 hr time slots preferred

* **Information Guide** | 1 per time slot. See tip sheet on page 10.
* **ADA Counselor** | 1 per time slot. See tip sheet on page 10.
* **Hosts** | 1-2 per time slot. See tip sheet on page 10-11.
* Optional) Transportation Specialist | 1-2 per time slot. See tip sheet on page 11.

# Masking and Mitigation Strategy

We recommend that staff and volunteers wear N95 or KN95 masks. If N95 or KN95 masks are not available to you, you may consider using surgical masks. While not as effective in decreasing risk of contracting COVID-19, they still offer some protection. You may have someone request an accommodation that they need to see your mouth when speaking. If so, make sure to have clear (Faceview) masks on hand.

If the clinic is being hosted in an active office, encourage staff to work from home, if possible. Staff who are working the clinic in the morning should move to working from home after their shift. Staff who are working the clinic in the afternoon should work from home until it is time for their shift.

# Clinic Set-up

* 2 A-frame sign holders to put at parking lot entrances

The Clinic should consist of 3 separate areas: **Check-in**, the **Vaccination Space**, and a **Comfort Triage Room**

## Check-in

Set up a table with 2 chairs for the Information Guide and ADA Counselor. Outside is ideal for visibility and to check for masks/temperatures. The table should have the following:

* Clipboard w/Sign-in/Demographic Sheet (Found on page 16)
* 2 cups for clean/dirty pens
* Hand sanitizer
* Tissue box
* Digital thermometer
* Basket w/ KN95 or N95 masks for consumers who don't have one
* Hand warmers/small fans
* An additional table behind the chairs to hold kit bags/incentives
  + Kits should Include:
    - Plastic bag of 5 N95 or KN95 masks
      * Mask Tip Sticker (Found on page 17)
    - Bottle of soap
    - Hand sanitizer
    - Vaccine card holder
    - [V-Safe sheet in plain language](https://drive.google.com/file/d/1t_UBpFqEUIAdiG1RfzElo3bp96RRRjix/view?usp=sharing)
* Optional: 2 heaters/fans
* Optional: If you need additional visibility or protection from weather, it is recommended to add a tent over the table
* Optional: A long extension (50 ft) cord in case power is needed

After the consumer has been checked in and given their kit bag and incentive, a **Host** will lead the consumer to the **Vaccination Space** and introduce the consumer to the staff (by name, if possible). The **Host** can also offer them a snack, water, or fidget tool at this time.

## Curbside Vaccination

If someone would like curbside vaccination, the **Information Guide** will meet the consumer at their car to complete the required forms. The **Host** can ask the guest if they would like any snacks, water, or fidget toys to bring out to them. The **Host** should let medical staff know that someone is here for their vaccination in their car and escort them to the guest. **The Information Guide** should ensure that the guest receives their kit bag/incentives.

## Vaccination Space

Choose a space where multiple chairs may be spaced for consumers to wait before and after their shot. This space should have access to power, if possible. The vendor will most likely bring metal chairs that are easy to sanitize. If your space has upholstered chairs, it is best to remove them.

* Turn on portable speaker with chill/calming music (Tip: [Use this Lo-Fi beats YouTube radio station](https://www.youtube.com/watch?v=5qap5aO4i9A).)

The medical staff typically arrive an hour before the clinic time to set up. When they do, inform them of the following accommodations:

* Privacy screen
* Numbing ice packs
* Clear masks
* Comfort triage room

Also, give the medical staff the bin of stickers/buttons to give to the consumer after their shot.

## Snack Area

Close to the Vaccination Space should be another 1-2 tables with the following items:

* Bin of snack option 1
* Bin of dietary restricted snack
  + Pro Tip! *Made Good* granola bites are easily found and went over great at previous clinics! They are allergy-friendly, which means they are free of peanuts, tree nuts, wheat & gluten, soy, dairy, egg, sesame, fish, and shellfish.
  + Attach the sign on page 18, which informs consumers that the snacks are allergy friendly.
* Bin of individual bagged fidget tools. Let the consumer choose what is right for them.
  + Attach the sign on page 18 to bin,
* Bottled mini waters

## Comfort Triage Room

If possible, this should be a separate, small room close to the **Vaccination Space**. It should ideally be free of visual clutter. The room should contain:

* Portable speaker
* Cot
* Appropriately sized fitted sheet
* Blanket
* White noise machine/calming music

## Optional: Transportation Specialist Desk

Helps the consumer with any transportation issues after the clinic (Uber, Lyft, public transportation, etc.), and can assist with signing up for V-safe if needed. Depending on the size of the clinic, this role can be placed in the following areas:

* If your clinic is expected to be busy, we recommend having a separate entrance and exit for the consumers, so they do not pass each other entering and exiting. Set up the Transportation Specialist at a table near the exit. Space a few chairs where consumers can wait for their ride.
* If your clinic traffic is not expected to be high, have your Transportation Specialist ready to gracefully approach consumers during their 15-minute observation time after their shot.

# Tip Sheets for Clinic Roles

4-hour time slots preferred

## Information Guide and ADA Counselor | 2 per time slot

Please wear comfortable and weather-appropriate clothing. You will outside. Wear closed-toe sneakers if possible.

\*Note regarding masking at the event: You will be provided and asked to wear an N95 or KN95 mask for one half of your shift and a Faceview Mask for another half of your shift. When at your shift table, negotiate with your shift partner on who will wear the N95 or KN95 first, and make your plan to switch masks mid-shift. Switching masks is best practice for your safety.

* Two people will work at this desk, Information Specialist and ADA Counselor.
* When someone first arrives, ask if they are there for the vaccine clinic. If they are not, send them inside to meet your organization's staff person at the front desk.
* When someone arrives at the clinic, be pleasant! Smile, be genuine and calm but excited for them.
* Take their information, as listed on the information sheets provided when you arrive to work your shift.
* Be prepared to refer folks to meet their accommodation! Every Welcome Desk will have one "ADA Counselor" who will make sure this is done expertly.
  + Your ADA Counselor should be someone familiar with reasonable accommodations under the Americans with Disabilities Act.
* Give each arrival their bag (pre-made and provided). The bag contains:
  + 5 N95 or KN95 masks
  + Bottle of soap
  + Hand sanitizer
  + [Sheet about V-safe](https://drive.google.com/file/d/1t_UBpFqEUIAdiG1RfzElo3bp96RRRjix/view?usp=sharing)

## Hosts | 1-2 per time slot

Please wear comfortable and weather-appropriate clothing. You will be located mostly indoors but may be asked to come outdoors. Wear closed-toe sneakers if possible.

\*Note regarding masking at the event: You will be provided and asked to wear an N95 or KN95 mask for one half of your shift and a Faceview Mask for another half of your shift. When at your shift table, negotiate with your shift partner on who will wear the N95 or KN95 first, and make your plan to switch masks mid-shift. Switching masks is best practice for your safety.

* Hosts are to welcome people to the clinic space and help them navigate the area
  + When someone new arrives, offer to navigate them from the welcome area to the waiting area for their shot.
  + When they have completed their shot, offer to navigate them from the shot area to the exit.
  + If someone asks you for assistance, do your best
    - Navigate to the restroom
    - Offer ice pack to numb area where the shot will occur
    - Remind them that they can play with the fidget toy provided in bins at the front if they are nervous.
  + If someone needs to use our comfort triage, navigate them to this space.
    - When will this occur?
      * At the welcome desk, someone may ask for a private space
      * After receiving their shot, someone may wish to recover during their wait time in a private location
      * Be flexible!
  + IN THE EVENT OF A MEDICAL NEED: Notify the medical staff!
  + IN THE EVENT OF AN ACCOMMODATION NEED: Notify the ADA Counselor at the welcome desk.
  + In between guests, use your sanitation items to wipe down any surfaces touched/seats sat on
  + Be pleasant, smile, and be positive about the experience!
  + Be prepared to be flexible

## (Optional) Transportation Specialist | 1-2 per time slot

Please wear comfortable and weather-appropriate clothing. You will be located outside. Wear closed-toe sneakers if possible.

\*Note regarding masking at the event: You will be provided and asked to wear an N95 or KN95 mask for one half of your shift and a Faceview Mask for another half of your shift. When at your shift table, negotiate with your shift partner on who will wear the N95 or KN95 first, and make your plan to switch masks mid-shift. Switching masks is best practice for your safety.

* When people leave the clinic, they will consult you for transportation needs.
* Those who drove can leave to drive home.
* Those riding the bus should be asked to wait at your nearby bus stop.
* Those riding paratransit will have already arranged their transport, and may have to wait
* If someone needs help using Uber or Lyft, refer to pages 12-15 to help them.

# Lyft Information

## How to create a Lyft account

### Get the app

To use Lyft, you must first download the [Lyft app](https://www.lyft.com/app) on your smartphone.

#### Phone requirements

The Lyft app is available for iPhone and Android smartphones. Because the app requires a cellular connection, we don't support tablets or Wi-Fi-only devices (for example, the iPod Touch). Read [Phone software recommendations and settings](https://help.lyft.com/hc/e/articles/115013080508) for operating system info.

You can use Lyft on Windows phones and Amazon Devices using our mobile site: [m.lyft.com](https://account.lyft.com/auth?v=ride&next=https%3A%2F%2Fride.lyft.com%2F)

The Lyft app works with all major cell carriers (like Sprint, T-Mobile, Verizon, or AT&T) and most minor carriers (like Virgin Wireless, Metro PCS, or Cricket Wireless).

The app only works with select VoIP carriers, such as Google Voice. Other services may not be supported, so use your smartphone's phone number when creating an account.

#### How to install

1. Use your phone to go to your app store (the [iOS App Store](https://itunes.apple.com/us/app/lyft/id529379082?mt=8) for iPhone and [Google Play Store](https://play.google.com/store/apps/details?id=me.lyft.android) for Androids)
2. Search for "Lyft" and install the free Lyft app
3. Try to contain your excitement. You're almost ready for your first Lyft ride!

#### Sign up for a Lyft account

**Before you begin**, be sure you have the following:

* Your phone number
* Your email address
* A photo of yourself

#### Get started

1. Type in your device's phone number
2. To verify your identity, we'll send a verification code via text to your phone number. We want to make sure you're human!
3. The text message should arrive immediately. If you don't see it after a bit, tap 'Resend code.'
4. Type in your name, email address, and take a selfie so your driver knows who to pick up
5. That's it! Once you've set up your account, you'll be able to request a ride (Learn [How to request a ride](https://help.lyft.com/hc/e/articles/115013079988)).

**Age requirement:** You must be at least 18 years old to create a Lyft account, request a ride, or have a ride requested for you.

## Requesting Ride Instructions

### Requesting rides in the app

Once you've downloaded the Lyft app and [created an account](https://help.lyft.com/hc/e/articles/115012926947):

1. Tap 'Search destination' and enter your drop-off location
2. Select your preferred ride type. You can learn more about different types of rides at Lyft ride modes overview.
3. Tap' Select Lyft'
4. Confirm or change your pickup location before tapping 'Confirm and request'

Once you've enabled GPS locating in your phone settings, the Lyft app will automatically set your current address as the 'pickup' location.

To add an extra stop during a ride, tap the '+' icon next to the listed addresses at the top of the ride screen.

If you're making a stop or going to leave the car for more than 10 minutes, ask the driver to end the ride. Then, request a new ride when you're ready to go to your next destination.

### Requesting rides on the web

You'll need to log in to your Lyft account before requesting a ride from the web. Rides can't be requested without an attached Lyft account.

To request a ride on the web:

1. Go to [ride.lyft.com](http://ride.lyft.com/)
2. Enter the pickup and drop-off locations
3. Select 'Ride details' to choose your desired ride type
4. Select 'Request a Lyft ride'

We recommend keeping your phone with you, as you'll receive texts for ride updates. You can also add [ride.lyft.com](https://ride.lyft.com/) to your mobile home screen by using your browser's settings.

The following features are not available from a web browser:

* Apple Pay, Google Pay, Venmo, Lyft Cash, or PayPal
* Removing forms of payment (You can add or switch payment methods)
* Changing destinations or adding stops after starting a ride
* Bikes or scooters
* Business rides
* Push notifications
* Redeeming coupons
* Transit information

### Request a ride for someone else

To request a ride for someone else:

1. Set the rider's destination
2. Tap 'Change rider' at the top of the screen
3. Select a rider from your contact list
4. The rider will be notified a ride was sent to them

**Note:** The app will request access to the requestor's contacts the first time this option is selected. If the rider does not have a Lyft account, they'll receive a link via SMS message to create an account.

**How to sync contacts**

An easy way to search for destinations is by syncing the addresses from your contact list. This way, you can easily find contacts' addresses when typing their name in the drop-off field.

You can then select the contact so the address will be set as the drop-off location. You can also add or delete a contact address, and it will automatically sync with your device's contact list. Here's how:

1. Tap' Search destination'
2. Tap' Import contacts' at the bottom of the list (this will pop-up if you haven't yet granted access permission)
3. Tap 'Allow' when prompted to give contacts list access
4. Now your contacts should appear as search results in the drop-off field when you search by their name or address
5. Tap a contact name to use the address as a destination
6. You can also tap on the edit button next to the contact to add or remove an address

### I'm unable to request a ride

You may receive an error message that your ride can't be requested if the following applies:

* Payment method needs updating
* Not enough funds to cover the ride cost
* No current drivers available in your area
* Your account is deleted/deactivated
* Connectivity issues within the app or your smartphone

To update your payment method:

1. Tap 'Payment' from the Lyft app menu
2. Add or update your payment method

If a payment charge or authorization fails, you won't be able to request a ride with that payment method. For declined payments, please contact your card issuer or digital wallet customer support. Learn more about [Payment authorizations.](https://help.lyft.com/hc/e/articles/115012926167-Temporary-authorizations)

Poor connectivity or out-of-date software can also cause issues with requesting rides. To learn more, see [I'm having a problem with the app.](https://help.lyft.com/hc/e/articles/115013078688)

# Uber Information

### Create an account

All you need is an email address and phone number. You can request a ride from your [browser](https://m.uber.com) or from the Uber app. To download the app, go to the [App Store](https://itunes.apple.com/app/uber/id368677368) or [Google Play](https://play.google.com/store/apps/details?id=com.ubercab).

### Enter your destination

Open the app and enter where you're going in the **Where to?** box. Tap to confirm your pickup location and tap **Confirm** again to be matched to a driver nearby.

### Meet your driver

You can track their arrival on the map. When they're a few minutes away, wait for them at your pickup location.

### Check your ride

Every time you take a trip with Uber, please make sure you're getting into the right car with the right driver by matching the license plate, car make and model, and driver photo with what's provided in your app.

Uber trips can only be requested through the app, so never get in a car where the vehicle or driver identity doesn't match what's displayed in your app.

### Sit back and relax

When you arrive, payment is easy. Depending on your region, you have options. Use cash or a payment method like a credit card or [Uber Cash](https://www.uber.com/us/en/ride/how-it-works/uber-cash/) balance.

### Rate your trip

Let us know how your trip went. You can also give your driver a compliment or add a tip in the app.

## How it works

### Schedule a ride

Open the Uber app, then tap **Schedule** or the button that says **Now** located just to the right of the "Where to?" bar.

### Provide pickup info

Set your pickup date, time, location, destination, and ride type, and get a price estimate.

### Get set to ride

Confirm the details of your upcoming trip and tap **Schedule**. Edit or cancel any time before your ride. Scheduled rides are subject to the same cancellation policies as on-demand rides.

# Sign-In/Demographic Info Sheet

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **NAME** | **DATE OF BIRTH** | **ADDRESS** | **PHONE NUMBER** | **RACE** | **ETHNICITY** | **GENDER IDENTITY** | **DISABILITY** |
|  |  |  |  |  | Hispanic or Latino  Not Hispanic or Latino |  |  |
|  |  |  |  |  | Hispanic or Latino  Not Hispanic or Latino |  |  |
|  |  |  |  |  | Hispanic or Latino  Not Hispanic or Latino |  |  |
|  |  |  |  |  | Hispanic or Latino  Not Hispanic or Latino |  |  |

# Mask Tip Sticker

Use the follow text when creating your mask labels:

"Any mask is better than no mask, but N95 and KN95 masks are recommended because they have five layers of overlapping material and a tighter fit to reduce droplets from escaping or entering the mask area.

**N95/KN95 Dos and Don'ts**

**DO**

•Keep your mask clean between uses.

•Store your mask in a safe location that other people cannot use or touch.

•Store it where it will not get wet or be or be in high heat.

•A dry paper bag works well for storing your mask.

•Throw away in normal trash if it is damaged.

**DO NOT**

•Try to wash your mask. With proper care, your mask should be reusable for an extended period of time.

•Keep using if it is dirty, no longer covers your nose and mouth, has worn or torn ties or straps, or has holes or tears in the fabric."

# Snack Sign

**Nut-Free, Peanut Free, Dairy Free,**

**Egg Free, Wheat and Gluten-Free,   
Soy Free**

**Allergy Friendly Snacks!**



# Fidget Tools Sign

**Please take the fidget tool that meets your needs!**