

Vaccination Information for Individuals with Disabilities or Mobility Needs

This fact sheet contains information about accessibility and accommodations for individuals with disabilities or mobility needs at Mass Vaccination sites. It also describes:

- how to access the vaccination program for homebound individuals, and
- options for transportation to vaccination appointments for MassHealth members.

For general information about the COVID-19 vaccine, including eligibility, vaccine safety and effectiveness, and how to schedule an appointment, visit: www.mass.gov/Covid-19-vaccine. Individuals who cannot use the website may call 2-1-1 to schedule an appointment by phone.

Accessibility Information for COVID-19 Vaccination Sites

Are all COVID-19 vaccine sites wheelchair or mobility accessible?

All Mass Vaccination sites are wheelchair and mobility accessible. There are seven Mass Vaccination sites: Gillette Stadium in Foxborough, the Natick Mall in Natick, the Eastfield Mall in Springfield, the former Circuit City in Dartmouth, the Double Tree Inn in Danvers, the Reggie Lewis Center in Boston, and the Hynes Convention Center in Boston.

Each Mass Vaccination site has a drop-off area as well as accessible parking.

Mass Vaccination site accessibility information can be found here:

<https://www.mass.gov/doc/mass-vaccination-site-accessibility-information/download>.

General vaccination sites like pharmacies and grocery stores, as well as local vaccination sites (open to only residents of that city or town, or region) should also be accessible.

If you have more questions about accessibility at a Mass Vaccination site or accessibility at other vaccine sites, contact the site directly. Contact information for Mass Vaccination sites can be found below, or by going to: [COVID-19 Vaccine Availability | Mass.gov](#).

Site	Phone Number	Call Center Hours
Gillette Stadium, Foxborough	(888) 623-3830	7 days per week, 8 a.m. to 8 p.m.
Hynes Convention Center, Boston Reggie Lewis Center, Roxbury		
Eastfield Mall, Springfield	(888) 702-9042	Monday-Saturday, 8 a.m. to 11 p.m. Sunday, 8 a.m. to 9 p.m.
DoubleTree Hotel, Danvers		
Former Circuit City, Dartmouth		
Natick Mall, Natick	(888) 990-6066	Monday-Friday, 7 a.m. to 7 p.m. Saturday-Sunday, 9 a.m. to 2 p.m.

Who can I talk to if I need mobility assistance at a Mass Vaccination site?

Once you arrive at the vaccination site, you can ask any staff member for help. You can also call the vaccination site prior to your appointment if you need more information.

I have trouble standing for a long period of time. Will there be chairs while I wait?

Yes. All Mass Vaccination sites have chairs in the waiting area, and wheelchairs are also available. If you need help finding a chair or need a wheelchair at the vaccination site, find any staff member for assistance.

Will there be sensory accommodations?

Each Mass Vaccination site has a private, low-sensory area available. Once you arrive at the vaccination site, you can ask any staff member for help and ask to be vaccinated in that area. You can also call the vaccination site prior to your appointment if you need more information.

Can I bring my service animal to my vaccine appointment?

Yes. You can bring your service animal to any Mass Vaccination site. For more information about bringing a service animal to other sites, please contact the site directly.

ASL Interpreter Services at Vaccination Sites

Are there ASL interpreters at vaccination sites?

All Mass Vaccination sites have a virtual language line on site that can provide interpreter services for over 100 languages, including ASL. A virtual language line is a video call to an interpreter. It is also called Virtual Remote Interpreting (VRI). You do not need to bring your own technology to access the virtual language line.

In addition, three Mass Vaccination sites (Hynes Convention Center, Gillette Stadium, and Natick Mall) offer live, on-site ASL interpreters. If you prefer, you can bring your own interpreter to your vaccination appointment. If you choose to schedule your own separate interpreter, make sure you schedule your vaccine appointment first.

If you are going to a site other than a Mass Vaccination site, please contact the site directly for more information about interpreter services.

Information about caregivers and companions.

I have a caregiver, or other companion or family member who helps me - can they come with me during my vaccine appointment?

Yes. A caregiver or other companion can go with you to your vaccine appointment.

Is my caregiver or companion able to get the vaccine at the same time as me?

Individuals accompanying a 75+ resident to their vaccination appointment **at any of the 7 Mass Vaccination locations** can make an appointment to also be vaccinated at the

same location on the same day. Only one caregiver is permitted to schedule an appointment with each 75+ resident.

If you are 75 or older and would like someone to go with you, [preregister at VaccineSignUp.mass.gov](https://www.mass.gov/preregister-at-vaccine-sign-up) to be notified when it's your turn to schedule an appointment at 1 of 7 Mass Vaccination locations. Once you receive the notification that an appointment is available for you, call 2-1-1 to book an appointment for yourself and your companion.

Any other individual who is accompanying you must schedule their own separate vaccination appointment. For more information about vaccine eligibility in Massachusetts, visit: <https://www.mass.gov/covid-19-vaccine>.

Information for individuals who require an in-home vaccination:

The Commonwealth and local Boards of Health have worked together to develop a statewide program to offer in-home vaccinations for homebound individuals who cannot leave their home to get to a vaccination site, even with transportation assistance.

For more information about in-home vaccinations, including eligibility requirements, you can contact the **Homebound Vaccination Central Intake Line at 1-833-983-0485. The intake line is open Monday through Friday, 9:00 Am to 5:00 PM.**

Some health care providers and/or health plans may also offer in-home vaccination programs. Contact your health plan for more information.

Transportation information for MassHealth members

All MassHealth members and people eligible for Health Safety Net can get free transportation to and from their COVID-19 vaccine appointment.

For more information on transportation to COVID-19 vaccine appointments for MassHealth members and Health Safety Net Patients, you can review the MassHealth [Transportation FAQ](#). You can also call MassHealth Customer Service at (800) 841-2900, TTY (800) 497-4648.

If I have a wheelchair, do I need to request a wheelchair van for transportation to my vaccine appointment?

When calling MassHealth Customer Service to request transportation, you should let them know you have a wheelchair so they can make sure the vehicle will meet your needs.

If you are enrolled in a One Care, Senior Care Options (SCO) or PACE plan, you should call your plan directly to request transportation and explain your needs.

Can my caregiver or companion get transportation to my appointment with me?

Yes. If you need help from a caregiver or companion (including a family member) during the vaccination appointment, and that caregiver or companion is not able to provide transportation, they will be able to join the ride with you. Be sure to let MassHealth or your health plan know that you also need transportation for your companion or caregiver when requesting transportation to your vaccine appointment.