

# Accessibility Considerations Quick Tips

## A Whole Community Approach to Accessibility

You can provide equal access to all community members by developing a “Whole Community” approach to the work you do.

### ➤ Think About Potential Barriers

**Ask: “Are there any environmental or physical barriers that could keep someone from having full access?”** Asking targeted questions will help you determine if the entire community is being considered.

*Accommodation Tips: Consider All Options*

- Consider access for people with physical disabilities. For individuals who use assistive devices (such as wheelchairs, scooters, crutches, or walkers), who cannot get into the building, consider changing locations to an accessible building.
- Consider parking and transportation needs.
- Consider environmental issues. Think about noise levels and crowding for individuals with speech and language disabilities, sensory (hearing and/or vision) disabilities.
- Consider seating and wait times for people who are elderly or who have other conditions that limit their mobility or stamina.
- Consider accommodation for people who use equipment such as oxygen tanks or dialysis equipment.

### ➤ Consider All Forms of Information

**Ask: “Have the materials, booklets, handouts, forms and other items for the public been provided in alternative formats to address the needs of the whole community?”** By providing information in alternative formats, which address community diversity, all members of the community will have an equal opportunity to receive and understand information.

*Accommodation Tips: Written Materials*

- Consider large-print with high-contrast colors, braille, audio CD or other electronic formats.
- Consider language translations reflecting multilingual communities.
- Always use plain language.
- Post signs at public events and other facilities.

*Accommodation Tips: In-Person and Telephone Communications*

- Sign Language interpreters;
- Language translations;
- CART- Communication Accessibility Real-Time; and
- Assistive Listening Devices.

*Accommodation Tips: Radio Broadcasts*

- Transcription;
- Web Connected Closed Captioning; and
- Language translations reflecting community diversity.



### Accommodation Tips: Public Announcements

- Captioning systems, web-enabled and smart phone accessible
- Review and apply ADA requirements for signage
- Language translations reflecting community diversity

### Accommodation Tips: Oral Presentations at Public Meetings

- Provide personnel who can serve as readers. For example, if visual aids will be used in a presentation at a public meeting, someone could sit with a participant who is blind or has low vision and read or describe the information on the visuals.
- Consider providing printed transcripts, talking points, or a note-taker.



### Accommodation Tips: Accessible Online Media

- Ensure that electronic information will be usable by a person without sight by complying with accessibility standards.



## ➤ Use language that recognizes the person first, not their disability

**Ask: Have I considered the words I am using and their impact?**

*Using 'People First' language respects the individual.*

### Accommodation Tips: Remember to use 'People First' language

- Use: Person who uses a wheelchair as opposed to wheelchair bound
- Use: Hard of hearing as opposed to hearing impaired



## ➤ Sample Accommodation Request

Below is an example of language to use when notifying the public of the availability of the accommodations that may be provided, when hosting an event

*Reasonable accommodations will be provided to attendees and stakeholders who have communication access needs. This includes limited English proficiency. We invite any person with an access or functional need or who would like to request an accommodation or obtain materials in an alternative format, to please indicate your need in the registration/RSVP process at least two weeks before the meeting (specify a date). Last minute requests will be accepted, but may be impossible to fulfill.*



–Accommodation requests may include:

- Sign Language Interpreter
- Language preference: Please Indicate \_\_\_\_\_
- Braille
- Large-Print
- CART – Real-time captioning
- Other: \_\_\_\_\_