**Santa Clara County**

**AFN SubWorking Group**

**Meeting Access Protocols**

**December 2020**

* **Planning the Meeting**
* Designate one person as Disability Coordinator for the event.
* Strive to include people with disabilities in logistical and program planning.
* Budget for accommodations, such as certified American Sign Language (ASL) interpreters, stage lifts or ramps, and signage and materials in alternative formats.
* Check that the online meeting features you are using support accessibility.
* All controls and features should be fully accessible through the keyboard without requiring a mouse.
* All controls and features such as ‘Chat’, ‘Screen Sharing’, ‘Polls’ and ‘Question & Answer’ features should be accessible to people who use assistive technology like screen reader software.
* The online meeting tool should provide the possibility to use real-time captioning and Sign Language services.
* The online meeting tool should provide the possibility to connect using a phone line, and not just VOIP (Voice over IP).

### Preparing Virtual Invitations and Presentations (excerpted from Rooted in Rights)

* Include detailed, step-by-step directions of how to get on the event and how to use the platform.
* Ensure that fonts are easy to read and text is large, sans sarif, and has good [color contrast](https://webaim.org/resources/contrastchecker/).
* Be mindful of jargon, slang, and assumed knowledge to be inclusive of all attendees.
* Use [plain language](https://www.plainlanguage.gov/about/definitions/).
* Avoid [ableist and other negative language](https://www.selfdefined.app/).
* Ensure your slides are uncluttered and consider using images to help explain concepts.
* If you use images, include [alternative text](https://accessibility.umn.edu/core-skills/alt-text) and image descriptions.
* Do not use [flashing or strobing animations](https://www.epilepsy.org.uk/info/photosensitive-epilepsy/web-design) in a presentation or other materials you and other event organizers are creating. If you are including material that already has strobing or flashing, such as a showing of a film or television show, remove the strobing from the original material or skip that portion of the material. If you absolutely must include something that has flashing or strobing (which, again, should really be avoided at all costs), then you must ensure you put a very clear warning in place before showing the material.
* If you’re sharing pre-recorded video, be sure to describe what’s happening in the video and [add captions](https://tinachildress.wordpress.com/2020/03/22/how-to-caption-your-videos/) using programs like Final Cut or Adobe Premiere, or apps like Clipomatic, Clips, Caption This, and AutCap.
* If you’re uploading the video to YouTube, you have the option to use automated captions and then edit those captions to fix any errors before publishing.
* Hire a professional to write captions for your videos, using websites like [Rev](https://www.rev.com/), OtterAI, [Alternative Communications Services](https://www.acscaptions.com/services/post-production-closed-captioning-service/), and [ASLCaptions](https://www.aslcaptions.com/%22%20%5Ct%20%22_blank).
* Hire a professional to provide sign language interpretation; you can find ASL interpreters using resources like the [Registry of Interpreters for the Deaf](https://rid.org/).
* Hire a professional provide real-time captioning through vendors such as [National Captioning Institute](https://www.ncicap.org/), [CaptionAccess](https://www.captionaccess.com/%22%20%5Ct%20%22_blank), and [Streamtext](https://streamtext.net/%22%20%5Ct%20%22_blank), especially for webinars and other events where speakers will be interacting with attendees and answering questions in real time.
* **Include the following information in the meeting invitation**
* The invitation for the online meeting should include:

• the meeting link, meeting ID and meeting password.

• a list of phone numbers for participants to dial-in to access to the meeting audio, and include a “one tap” dial in option for those who cannot easily remember, or manipulate a large string of information in a short amount of time, or the sign in function has a time-out feature. The “one tap” number should resemble: 1 (800) xxx- xxxx, xxxxxxx#. This strategy will work with ANY phone.

• a meeting agenda in an accessible format.

• a request that participants ask for any needed accessibility accommodations, so as to allow the meeting organizer time to plan ahead. Include a list of accommodations such as real-time captioning, Sign Language interpretation, and documents in accessible formats. Request that accommodations are submitted within 5 business days of the meeting to allow for ASL and other arrangements.

* Checklist:

I will need the following accommodations in order to participate:
\_\_\_ Captioning

\_\_\_ Sign Language Interpreter
\_\_\_ Large print materials
\_\_\_ Advance copy of slides to be projected

\_\_\_ Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* Send out materials ahead of time if requested (see checklist above)
* Provide a link to a list of the accessibility features and keyboard shortcuts for the online meeting tool: <https://zoom.us/accessibility>
* Ask participants to familiarize themselves with the online meeting tool, including the ‘Chat’ or Raise Hand’ feature.
* Avoid using the ‘Chat’ feature when possible. If not possible, ensure that everyone, including those on the phone, can participate. Assign someone to monitor the Chat and Q&A and re-voice any texts for those not using the web page or unable to read the entries.
* Presenter(s) should describe what is on the screen, especially images and photos. If needed, the moderator should assist with this if the presenter is unable to do so.
* **During the Meeting**
* Make sure your audio is clear; poor audio quality can make it hard for people to access the event and/or use apps that can help reduce background noise on calls, such as [Krisp](https://krisp.ai/%22%20%5Ct%20%22_blank).
* Have your speakers use a headset whenever possible if this is accessible to them to improve audio.
* Hosts and presenters should use a quiet room where they won’t be disturbed whenever possible.
* Mute all attendees but those speaking to keep background noise to a minimum so that attendees can easily hear.
* If participant introductions are being done, ask each participant to introduce themselves to the group, provide preferred pronouns to use when addressing them and offer a description of themselves (e.g., my name is Sheri Burns, and my preferred pronouns are she/her/hers. I am an older middle-aged, white woman with short brown hair and am wearing a blue sweater and multi-colored scarf).
* Participants should indicate if they have any access needs for the meeting that are not being met.
* When speaking at any time, participants should restate their name (e.g., this is Sheri and I agree with the last statement shared).
* **Additional Resources:**

<http://universaldesign.ie/Products-Services/Customer-Communications-Toolkit-for-the-Public-Service-A-Universal-Design-Approach/Online-meeting-accessibility-Supplement-to-the-Customer-Communications-Toolkit.pdf>

<https://www.caloes.ca.gov/AccessFunctionalNeedsSite/Documents/Accessible%20Meeting%20And%20Event%20Checklist.pdf>

[How to Make Your Virtual Meetings and Events Accessible to the Disability Community - Rooted in Rights](https://rootedinrights.org/how-to-make-your-virtual-meetings-and-events-accessible-to-the-disability-community/#:~:text=%20How%20to%20Make%20Your%20Virtual%20Meetings%20and,your%20virtual%20event.%20Share%20materials%20in...%20More%20)

[Inclusive Design Principles](https://inclusivedesignprinciples.org/)

[Accessibility Tips for a Better Zoom/Virtual Meeting Experience - Deaf/Hard of Hearing Technology Rehabilitation Engineering Research Center (deafhhtech.org)](https://www.deafhhtech.org/rerc/accessible-virtual-meeting-tips/)

[Registry of Interpreters for the Deaf (rid.org)](https://rid.org/)

[NCI (ncicap.org)](https://www.ncicap.org/)

[Accessibility Resources | Autistic Self Advocacy Network (autisticadvocacy.org)](https://autisticadvocacy.org/resources/accessibility/)