

# ACCESSIBLE VIRTUAL MEETINGS

Tools and Resources for Nonprofits  
Working through the Pandemic

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December 21, 1:00 - 2:30pm

Free to  
Register at:  
[svcn.org](https://svcn.org)



# Webinar Instructions

- Participant Networking
  - *Please type your name and organization in the chat box so everyone can connect with who has joined this session*
- Housekeeping
  - *Session is being recorded and will be stored online for future reference at*

[www.cadresv.org](http://www.cadresv.org)

# **HOLIDAY VOLUNTEERS ARE ESSENTIAL**

**Public Health Stay At Home Orders  
ALLOW essential volunteers helping  
nonprofits distribute food  
necessities!**

SAN JOSE  
**PARKS, RECREATION &  
NEIGHBORHOOD SERVICES**

Building Community Through Fun



**#SILICON VALLEY STRONG** A COMMUNITY RESPONSE  
TO COVID-19

**SVCN!** + **CADRE**  
NONPROFITS RESPONDING TOGETHER

# SVCN! **Membership Meeting**

Save the Date

January 27, 2021



# CADRE Annual Business Meeting

March 9, 2021  
1:30pm

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# Session Objectives

- To provide a forum for nonprofit and community programs to learn about the importance of making virtual meetings accessible
- To share information about tools/plugin and apps that are being used to make sessions more accessible to people with different abilities
- To hear from populations impacted and what it means to have full and inclusive access

# Today's Agenda

1. Welcome and Introductions
2. Why Is Accessibility Important
  - a) What is Section 508
3. Meeting Accessibility Protocols
4. Tools/Apps and Resources
5. Nothing About Us Without Us...
6. Closing Remarks





# Why Is Accessibility Important

Vance Taylor

Chief, CalOES Office for Access and  
Functional Needs



*"Make a beginning. It's okay not to be perfect. It's not okay not to try and just pretend that it doesn't matter."*

Laurel Lawson, Access ALLways

# Questions?

Please use the chatbox to enter any questions you may have



# Section 508 Compliance

What is this and What Do You Need To Know

Roxann Crawford

FEMA Office for Disability Integration

# What is Section 508?

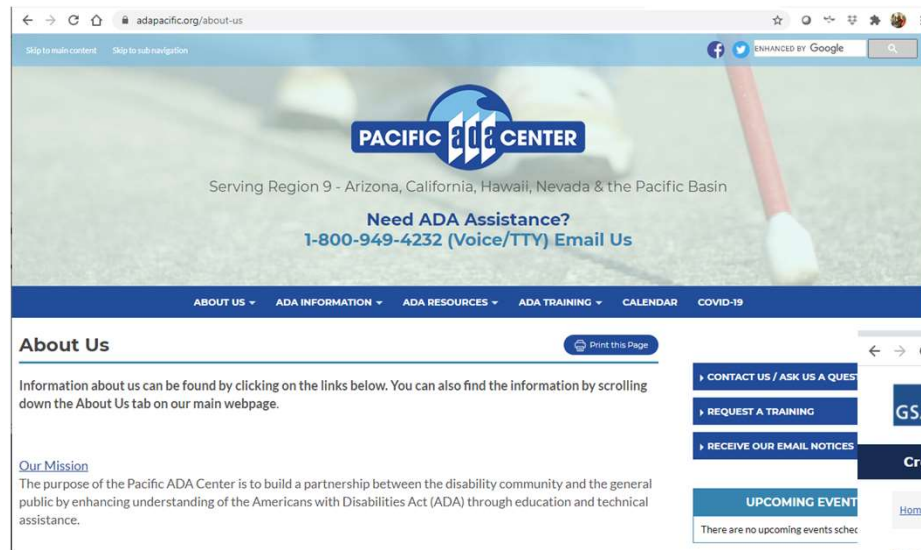
- Section 508 was made part of the Rehabilitation Act of 1973 in 1998. Its purpose is to “require Federal agencies to make their electronic and information technology (EIT) accessible to people with disabilities.”
- The “Refresh” in January of 2017 updated accessibility guidelines and requirements for information and communication technology (ICT) in the federal sector.
- 
- It also updated guidelines for telecommunications and reorganized Section 508 and Section 255 guidelines to better align with and reflect recent communication technology innovations. The guidelines affect all federal agencies and vendors, contractors and partners of those agencies operating in the United States or abroad

# Who Needs to Be 508 Compliant

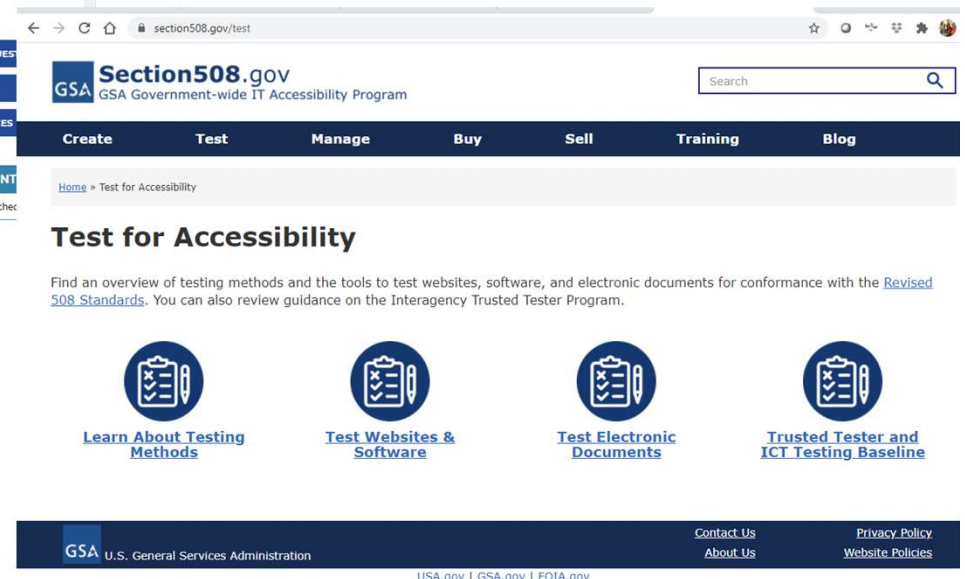
- Section 508 doesn't apply to federal agencies alone.
- It also impacts any company that does business with a federal agency.
- This includes private contractors, the financial industry, healthcare, many legal organizations, and others.

# To Learn More on 508

- Pacific ADA Center



- <https://www.section508.gov/about-us>





# Meeting Accessibility

Sheri Burns, Executive Director  
Silicon Valley Independent Living Center



# Meeting Access Protocols

- Developed by Santa Clara County AFN Working Group
- Purpose and who is part of this working group
- Why were the Protocols developed
- Where to send inputs or additional info

# Protocols - Four Parts

1. Planning the Meeting
2. Preparing Virtual Invitations and Presentations
3. During the Meeting
4. Additional Resources

# Section 1--Planning the Meeting

- Assign a Disability Coordinator for event
- Strive to include PwD in planning
- Budget for accommodations
- Check online meeting features
  - Accessible without requiring a mouse
  - Accessible to assistive technology like screen readers
  - Use of real-time captioning and ASL services
  - Phone line connection, not just VOIP

# Section 2 -- Preparing the Invitation & Presentation

- Use of fonts and color
- Step by step directions on how to use platform
- Use of plain language
- Avoid ableist and other negative language
- Uncluttered slides and use of images
- Use of Alternative text

## Section 2 -- Preparing the Invitation & Presentation (2)

- No flashing or strobing animations
- Video descriptions and captions
- YouTube considerations
- Use of ASL interpreters
- Professional captioning services

# Section 2 -- Preparing the Invitation & Presentation (3)

- Online Meeting invitations
  - Dial-in access phone numbers
  - “One tap” option
  - Accessibility accommodations request

- 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:* \_\_\_\_\_

## Section 2 -- Preparing the Invitation & Presentation (4)

- Send out materials ahead of time if requested
- Link to accessibility features and keyboard shortcuts (e.g. <https://zoom.us/accessibility> )
- Avoid Chat or assign a monitor to read aloud
- Describe what is onscreen, especially images and photos



## Section 3 -- During the Meeting

- Audio quality
- Use of headset
- Background noise considerations
- Introductions and use of pronouns and description of self

*EXAMPLE: 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.*

## Section 3 --During the Meeting (2)

- Participants should indicate if they have access needs that are NOT being met
- When speaking, all should restate their name

*EXAMPLE:*

*This is Sheri and I agree with the last statement shared...*

# Section 4 - Additional Resources

- CalOES Meeting Checklist

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

## Section One: Programmatic Accessibility Checklist

Notice	YES	NO	N/A
1. All notices and announcements for the event or meeting include accessibility information (See sample in Appendix).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. All notices and announcements for the event or meeting include information on whom to contact to request accommodations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Communication Access	YES	NO	N/A
1. If a microphone is provided for public participation, the microphone cable is long enough to serve accessible seating areas or a wireless unit is provided.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Film or video materials produced by the City are captioned.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Printed materials are available upon request, in alternative formats. This generally requires an electronic version of any materials. <i>Large print</i> copies (18 point) are recommended.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. For meetings of 50 or more people, Assistive Listening Devices (ALD) are available.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Signage of where to obtain ALD's is posted with ALD symbol at the site.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. For meetings of 100 or more people, Real-Time Captioning has been scheduled.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. For meetings of 500 or more people, an American Sign Language Interpreter has been scheduled.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. An audio description is available of visual materials.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. The meeting is accessible by speakerphone or Bridge Line.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# Section 4 - Additional Resources

## (2)

Customer Communications Toolkit for the Public Service — A Universal Design Approach - Supplement – Online meeting accessibility

### Online meeting accessibility

The following guidance can be used when organising and running accessible online meetings. It is a supplement to the guidance provided in the **Customer Communications Toolkit for the Public Service — A Universal Design Approach** (the Toolkit). The guidance is based on a Universal Design approach, promoted by the Centre for Excellence in Universal Design (CEUD) at the National Disability Authority (NDA).

Universal Design is about creating an environment that can be accessed, understood and used to the greatest extent possible by all people, regardless of their age, size, ability or disability.  
(Part synopsis from Disability Act, 2005)

This guidance is focused on accessibility for online meetings. The Toolkit has other guidance that also applies to online meetings such as plain English, Irish Sign Language interpretation, captioning and preparing accessible documents. Some of the terms in this document are hyperlinked to the relevant section in the Toolkit. The document provides guidance for planning the meeting, during the meeting and after the meeting.

### Planning the meeting

**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 and 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 **Irish Sign Language** services.

The online meeting tool should provide the possibility to connect using a phone line, and not just VOIP (Voice over IP).

- Universal Design Approach – Online Meeting Accessibility

<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>

# Section 4 - Additional Resources

## (3)

- Rooted In Rights – How to Make Your Virtual Meetings and Events Accessible to the Disability Community



<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>



# Tools, Apps and Resources

Ron Halog, ILR of Solano and Contra Costa Counties

Anna Swardenski, CADRE Training and Facilitation

# Video Conferencing Apps

- Video calling apps can help maintain connection and community online, even if you're unable to in person
- How accessible or usable an app is will depend on the person using it, their access requirements



# What are Live Captions

- Automatically transcribed closed captions that appear on the screen as people talk.
- Also called subtitles, live subtitles, closed captions and automatic video captions
- With artificial intelligence (AI) technology, live captions have limitations.
  - Often not perfect
  - Quality varies according to the provider.

# Live Captions (2)

- Live captions work best for one to one meetings or small group conversations.
- They will become less accurate if more people, voices and noise are added to the call
- Automated caption technology often struggles to pick up strong accents and speech impairments too

# Video Conferencing Apps

- Blackboard
- Blue Jeans
- Google Hangouts
- Hangouts Meet (by Google for Business)
- Microsoft Teams
- Skype
- Skype for Business
- WebEx
- Zoom



# Considerations of Pros & Cons

- Alt text for images
- Compatible with screen readers
- Quick links and keyboard shortcuts
- Noise minimization
- Navigation issues
- If speech to text function is built in or uses plug-ins
- Slow or delayed transcription
- English-only or multi-language capability

# Other Services

## VIDEO CALLING

- Facebook Messenger
- Facetime
- WhatsApp
- Google Duo

## LIVE TRANSCRIPTION

- Live Caption
- Roger Voice
- Google Live Transcribe
- Otter
- Just Press Record app

## SOUND AMPLIFIERS

- Google Sound Amplifier for android only
- HearYouNow for iOS
- uSound app for iOS

# Tips for Better Video Calls

- Remove background noise
- When using live captions, speak clearly with a natural flow
- Use a good, external mic if possible
- Make sure you have good internet connection
- Headphones/headsets improve sound quality for everyone

# Tips for Better Video Calls (2)

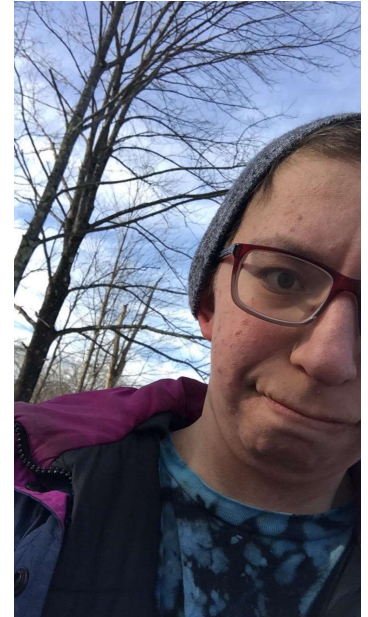
- Ask everyone to mute mics when not speaking
- Take video call in well-lit environment
- Digital phone service = higher quality sound
- Mobile 4G or 5G is better than home wifi





# What Are YOU Using?

Additional Insights or Inputs To Share...



# Nothing About Us Without Us...

Christine Fitzgerald, SVILC Community Advocate

Anna Rubinfiel, Joint SVILC/SCDD Leadership



# Questions?

## Additional Insights or Inputs To Share?



*"Make a beginning. It's okay not to be perfect. It's not okay not to try and just pretend that it doesn't matter."*

Laurel Lawson, Access ALLways

# Closing Comments

Marsha Hovey, Board Chair  
Collaborating Agencies' Disaster Relief Effort (CADRE)





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Laurel Lawson, Access ALLways

# THANK YOU!

[www.cadresv.org](http://www.cadresv.org)



<https://www.surveymonkey.com/r/GCNMFZC>

Your feedback is important to us...

PLEASE GIVE US YOUR EVAL COMMENTS! 😊