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Guidelines for accessible meetings

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Summary

This technical paper provides guidelines for the organization of meetings that facilitate the inclusion of persons with disabilities (including age related ones) and elimination of barriers to participation. It has been based on various guidelines and best practices, in particular the compilation by the Internet Government Forum's (IGF) Dynamic Coalition on Accessibility and Disability (DCAD) in [DCAD-AGL].

Staff personnel involved in the organization and running of meetings needs to understand certain procedures and to include the identified requirements as mandatory in host agreements. These procedures and requirements are identified in this document.

Keywords

Accessible meetings, access, accessibility.

Change Log

This document contains Version 1 of the ITU-T Technical Paper on "*Guidelines for accessible meetings*" approved at the ITU-T Study Group 16 meeting held in Geneva, 12-23 October 2015.

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Guidelines for accessible meetings

1   Scope

This technical paper provides guidelines for the organization of meetings that facilitate the inclusion of persons with disabilities (including age related ones) and elimination of barriers to participation. It has been based on various guidelines and best practices, in particular the compilation by the Internet Government Forum's (IGF) Dynamic Coalition on Accessibility and Disability (DCAD) in [DCAD-AGL].

Staff personnel involved in the organization and running of meetings needs to understand certain procedures and to include the identified requirements as mandatory in host agreements. These procedures and requirements are identified in this document.

2   References

[ITU-T F.791]	ITU-T F.791 (2015), *Accessibility terms and definitions*.
[DCAD-AGL]	*IGF Accessibility Guidelines 2014, Accessibility and Disability in IGF Meetings*, September 2014.
[ANSI/NISO Z39.98]	ANSI/NISO Z39.98-2012, *Authoring and Interchange Framework for Adaptive XML Publishing Specification*. <http://daisy.niso.org>
[ANSI/NISO Z39.86]	ANSI/NISO Z39.86-2005 (R2012), *Specifications for the Digital Talking Book (DAISY 3)*. <http://daisy.niso.org>
[W3C-Accessibility]	World Wide Web Consortium Current status of all W3C accessibility specifications, <http://www.w3.org/standards/about.html> (visited: 2015-09-22)
[ITU-T Y.1901]	ITU-T Rec. Y.1901 (2009), *Requirements for the support of IPTV services*.
[ITU-T Y.1991]	ITU-T Rec. Y.1991 (2008), *Terms and definitions for IPTV*.
[ITU-T F.790]	ITU-T Rec. F.790 (2007), *Telecommunications accessibility guidelines for older persons and persons with disabilities*.
[ITU-T FSTP-TACL]	FSTP-TACL (2006), *Telecommunications Accessibility Checklist*.
[UN Res. 68/66 A-B]	United Nations Resolution 68/66 A-B (2003), <http://www.un.org/ga/search/view_doc.asp?symbol=A/RES/68/86%20A-B>

3   Definitions

3.1   Terms defined elsewhere

In addition to the terms defined in [ITU-T F.791], this Technical Paper uses the following terms defined elsewhere:

3.1.1   Digital Accessible Information System (DAISY) format: name used to refer to two related NISO standards ([ANSI/NISO Z39.98], [ANSI/NISO Z39.86]) that were developed with the DAISY Consortium, an international association formed in May 1996 by talking book libraries to lead the worldwide transition from analogue to digital talking books.

3.2 Terms defined in this document

This Technical Paper defines the following terms:

3.2.1   Accommodations: in the context of this document, accommodation or accessibility accommodation is used to designate the measures or facilities that a person with disabilities or a person with specific needs may require to be able to participate in a meeting. Examples are sign language interpretation, real-time captioning, wheelchair ramps, Braille printers, etc.

4   Abbreviations and acronyms

This Technical Paper uses the following abbreviations and acronyms:

ALD	Assistive Listening Devices
ALS	Assistive Listening Systems
AT	Assistive Technology
CART	Real Time Captioning
DAISY	Digital Accessible Information System
PPT	Power Point Presentation
W3C	World Wide Web Consortium
UN	United Nations

5   Conventions

None applicable.

6   Accessibility considerations when organizing accessible meetings

When organizing an accessible meeting, several aspects need to be taken into account, including:

–   Accommodation services in accessible meetings

–   Awareness of end-user needs

–   Choosing an appropriate venue and hotel for meetings

–   Training of staff (including volunteers) organizing and running meetings

The following clauses provide details on the most important aspects.

6.1   Accommodation services in accessible meetings

In addition to an accessibility desk (see §9.2), the following accommodation services are recommended to be offered for meetings.

–   Sign language interpretation

–   Assistive Listening Devices (ALDs)

–   Assistive Listening System (ALSs)

–   Alternate print formats

–   Real-time captioning (CART)

–   Audio description for PPT and all videos

–   Audio captioning for any material shown in a foreign language with captions

–   Other AT devices enabling access could be provided i.e. screen readers and braille printers

–   Transcripts of all meeting should both be in audio and written format for later access and all webcasts should be captioned in real time, CART

CART transcription is most useful because it provides a transcript record of the meeting which is necessary for persons with hearing related disabilities. Audio recordings are necessary for persons with visual disabilities so that they can later hear the transcript when transcribed into the DAISY standard format. These ATs are also useful for those persons whose mother tongue is not the language of the meetings in question.

6.2   Awareness of attendees' needs and requirements

Personnel organizing accessible meetings need to be aware of attendees' needs and requirements using registration forms and have direct contact with attendees who have specific requirements.

–   Registration form:
   o   There should be a sufficient space on all registration forms to record access requirements or specific needs. Annex A contains an example of questions that can be included in the registration form.
   o   The registration form should be provided in an accessible format.

–   The information collected via the registration form will be useful for planning the meeting and knowing who is attending, so that security and other staff especially for those providing accessibility accommodation, can plan accordingly.

–   Also, there should be a question asking if they require reasonable accommodation to access the event; meeting organizers need to have a process in place for responding to this request. In this way, organizers can anticipate the need for real time captioning (CART), sign language interpretation, assistive listening devices (ALDs), alternate print formats, etc.

–   Host must provide accessible wheelchair ramps on all stages (this also must include accessibility motorized scooters) and provide accessible microphones and podiums Sign language interpreters must have accessible listening devices and roaming microphones for interpretation of attendees' responses in sign language.

–   Host must provide accessible information on the meetings websites on hotels that provide accessible rooms and if airport shuttles are accessible, along with other information on accessible transportation and services that need to be provided, e.g. accessible taxis, shuttle services, or public transportation, including railway.

–   Please see Annex A for an example of the form.

–   If food services are provided during the meeting, there should be a specific area on the registration form to allow participants to provide information on food sensitivity, and other accessibility accommodation i.e. assistance for persons to access to food from a wheel chair.

6.3   Delivering an accessible environment for the meeting

Several aspects should be taken into consideration when choosing a meeting venue that will be conducive to providing an accessible meeting. These are discussed in the following sub-clauses.

6.4   Choice of meeting venue

–   Determine whether the location of the meeting (building, public transport, city, surroundings) is accessible for persons with disabilities before booking the event.

–   Determine that there are accessible solutions for accessible accommodation, catering, and transportation to and in the area where the meeting will be organized.

- The appropriateness of the venue can be determined by investigating if other successful accessible meetings were held there in the past, and if the host has had previous experience in organizing accessible meetings and by consulting with local disability groups and organization

- All facility entrances should be accessible for wheelchairs and/or motorized scooters and have steps that are visually marked for those with sight difficulties.

- Never use a building with stairs where there are no ramps, public lifts, or elevators for access.

- All public lifts or elevators should have Braille indication of the floors and, if possible, there should be audio-floor indicators or audio description so that persons who are visually impaired will know to which floor they have arrived.

- All lifts should be clearly sign-posted for everyone.

6.4.1 Entrance and general areas in meeting venue

- It is essential that persons with disabilities be able to move around freely without needing to be escorted through security checkpoints (unless requested) or needing to wait for an elevator key.

- If the door or entrance is not automatic or difficult, then a staff member should be placed to assist at all times and especially after meetings have finished till the building is cleared. This applies to moving between meeting rooms, exhibition rooms, and dining venues, as well as to the toilets.

- All dining venues must be accessible by lifts and have no barriers that would impede wheelchair access.

- Accessible toilets should be clearly marked (in Braille also) and located on the same floor as the meeting rooms and well located in the dining areas if on the premises. If facilities are all on different levels, it makes it difficult to get from one place to another using a wheelchair or for persons who are blind.

- If guide or service animals are used, then there should be an outdoor designated area available nearby to walk and water them, with disposal areas for waste.

- All conference information should be readily available and there should be an "Accessibility Desk" manned by trained staff.

- Security personnel and accessibility personnel should be trained to work with the local police. Training should be provided to all security staff and especially those who tend to the drive-in entrances to allow persons with disabilities to be able to drive to the most accessible entrances.

- Under no circumstance should accessible entrances be blocked, especially if there is only one accessible entrance.

Some of the other features that should be considered or made more accessible are:

- parking and drop off areas;

- public transport in proximity;

- Emergency Egress: All emergency exit should be clearly marked and accessible Staff should be trained and also have a plan to handle persons with all types to disabilities and specific needs. Training should be also provided for emergency procedures to all staff with regard to Persons with disabilities. Special attention should be paid for those persons who are less mobile. Special care should be taken for those who use wheel chairs for and egress to prevent obstruction to door ways.

6.4.2 Meeting rooms

Attention should be given to choosing accessible meeting rooms:

– The plenary and workshop rooms must have accessible entrances with side aisles free and unblocked so persons using wheelchairs can easily pass.

– There should be sufficient reserved seating space or an available space in the room with good visibility for persons who use wheelchairs and motorized scooters. There should also be sufficient space for those who are accompanied by human guides or service animals.

– Seating needs to be reserved also for persons with disabilities to be near captioning and/or sign language interpreters.

– All videos submitted for presentation should be captioned in advance.

– All videos submitted should have audio description added in advance

– All visual presentations submitted should have audio description or be narrated live.

– There should be two screens at least, on either side of the stage, to display all documents, videos, presentations and to show live speakers. The captioning should be displayed over the top of the documents, videos, presentations and speakers. It is preferred that the captioning be incorporated into the videos in advance. If the room is large, a second or third set of screens will be necessary so that not only persons with disabilities, persons with age related disabilities, and persons sitting at the back of the room can see the material at a distance.

– There should always be screens with the same content facing the presenters on stage in addition to those facing the audience, so that persons with disabilities who are on the stage facing outward toward the audience and other presenters can see the captioning and all the presentations. There should be at least two or more depending on the size of the stage.

– Stages, door entry systems, stands, and podiums need to be accessible for persons using wheelchairs and motorized scooters by using ramps that can support the weight. The inclination of the ramps must not exceed 8-10% to enable access and to avoid hazardous situations.

There should be enough quality lighting for persons who have visual difficulties, to enable deaf and hard of hearing persons to see the captioning, sign language, and lip-speaking interpretation (sometimes called Oral Interpretation).

– There should be enough time given between sessions for people to move between meeting rooms especially when there are several floors involved.

– Staging according to specific needs is important (e.g., you would avoid a tall podium for a speaker in a wheel chair).

6.4.3 Technical Accessibility

All technical aspects of making a meeting accessible, including remote participation, need to be tested in advance.

The microphones should be hand-held in most circumstances; however, in the case of persons who cannot use their arms or hands, there should be provisions made with either a microphone that can be attached to the speaker (sometimes called Lavalier wireless or a pin lapel microphone) or a staff member who facilitates by holding the microphone or adjusting the microphone stand to accessible height.

Special provision should be made for persons with disabilities who cannot access the remote participation tools. As an example: it is frequent that persons who are blind cannot access remote participation tools, because they use a screen reader which requires a separate audio stream. This causes the participant to switch back and forth from the audio of the meeting when they navigate

the webpage. Additionally, they often cannot find how to dial-in or are not able to use the "raise hand" tool, using the screen reader without disconnecting from the meeting. Until the designers of remote participation tools solve this problem, it is required that meeting staff facilitate by providing arrangements for special call-in facilities.

6.4.4 Background Noise

It should be checked that there is no audible background noise in the meeting room, such as noisy heating and ventilation systems or background music.

6.4.5 Captioning (CART)

– All meetings should be captioned in real time by a live captioner and not by a machine.

– The number of captioners used is determined by the length of meeting and by the captioning companies in line with good practice.

– All captioners need to be given appropriate meal and rest breaks.

– Captioners need to be booked well in advance.

– Captions need to be given access to all pertinent documents and website and agendas in advance.

– Captioners should be given whenever possible the names of participants to ensure correct spelling of names.

– Captioners should also be given list of technical terms and acronyms.

– All attendees should be instructed by the chairman of the meeting to identify themselves before speaking either by name, committee of country of the chairman can identify for the captioning record. This should also apply to remote participants.

6.4.6 Catering facilities

Ensure whether other facilities are accessible:

– All luncheon, dinner, and reception venues should be easily accessible to wheelchairs.

– There should be reserved seating with appropriate table height for wheelchair users for all meals and coffee/tea breaks.

– All condiments, cutlery and other accoutrements, should be placed at accessible height.

– Trained staff should be provided to help persons with disabilities obtain meals in buffet situations.

– There should be provision for an alternate menu for persons with food allergies and food restrictions and staff provided to assist persons who are blind when requested.

– When planning menus executive chef should take into consideration the ease of consumption for those who need assistance

– Staff will need accessibility and sensitivity training to know how to assist persons with disabilities in in obtaining food and drink.

6.5 Clear signage

– Clear signage should be provided at the meeting venue, internally and externally, to all entrances, rooms, lifts, toilets, café and other facilities, including temporary signs giving directions and identifying meeting or event areas, where it is appropriate.

– Arrange fully accessible and clearly signed emergency exits and evacuation procedures. This will help persons with disabilities to exit the venue in case of emergency, including alternative procedures where lifts may not be in operation.

7 Provisioning of information about the event, building and other facilities

7.1 Venue accessibility information

Meeting organizers should provide information on the accessibility of the venue. For example, a map can be provided with a description of how to move around between the meeting rooms and other facilities, or about the availability of accessible restrooms. Nowadays, technology allows for mapping on mobile platforms.

Information on accessible transportation and services needs to be provided, e.g. accessible taxis, shuttle services, or public transportation, including railways.

7.2 Hotel accommodations

Meeting organizers should provide *in advance* information on reasonably priced accessible hotel accommodation. This information should be made available on the event website.

When meeting organizers negotiate room reservations, the following aspects need to be discussed with the hotels:

– An adequate contingency of accessible rooms needs to be blocked for the attendees who need them, in order to avoid that they are given away to other guests who are not persons with disabilities.

– In hotels located near to the meeting venue, the accessible rooms should be conveniently located to facilitate access to the venue.

7.3 Meeting dates

It is more difficult for persons with disabilities to make travel arrangements on short notice. Therefore, the dates of meetings should be announced and confirmed as soon as possible.

8 Provisioning of accessible information

8.1 Accessible access to documentation

Meeting organizers should ensure that all the documentation for the meeting is accessible. Examples are paper, large print, braille print outs and electronic formats.

All information required for the meeting or event should be prepared in accessible alternative formats in sufficient time and made available to participants, in their preferred format, as soon as possible before the meeting. This list also includes captioners, sign language interpreters, and oral language interpreters.

Documents can be made available on a USB flash drive in accessible format, or posted on an accessible website. This will make it possible for a person using a computer and screen reader to access the documents, as well as someone who is using a refreshable Braille display on their laptop.

Whenever possible it is suggested to make available an open source screen reader feature on the website to help persons who do not have a screen reader or refreshable Braille display.

It should be noted that frequently documents need to be reformatted appropriately prior to use of a Braille printer.

8.2 Presentations during meetings

Presentations, complementary written materials as well as their delivery, should be accessible.

Presenters are responsible for the accessibility of the delivery of their presentations, demos, videos, material for distribution, and of any other audiovisual content.

Meeting organizers should check that any presentations and paperwork, produced by meeting participants, will be available in accessible formats and make sure that all languages of the participants and presenters are interpreted into the language of the meetings.

Where diagrams or visual images are used at a meeting, they should be described to participants either by the presenter or by a special audio describer and delivered in the same way as language translation is provided.

Speakers should avoid using abbreviations, jargon, technical, or specialist terms (without explanation) during their presentations. This applies to all participants, as they may not be familiar with the short cut for the terminology.

When speakers or participants speak they need to identify themselves each time they take the floor for the captioners and for persons with visual disabilities can identify the person who is speaking.

It is essential to avoid having two persons speaking at the same time.

8.3 Videos

In order to make videos accessible, it is imperative that all videos projected at a meeting include open captions to allow attendees with hearing disabilities and non-native speakers to understand the contents. It is also imperative that all videos projected at a meeting include audio description to allow attendees with sight disabilities to understand the contents. It is imperative that all videos in a foreign language projected at a meeting include captions, spoken and written to allow non-native speakers, those with sight disabilities, and others to understand the contents.

8.4 Website

Staff in charge of the preparation and maintenance of the meeting website need to make sure that the website is accessible. The website, including the available documents (e.g. registration form), should be accessible and well tagged or formatted according to the W3C specifications [W3C-Accessibility]. All meetings that are recorded with audiovisual means must also be captioned. Recordings of the meeting posted on the meeting website should be made accessible, including the captioning. It is important to remember that the use of Flash has to be made accessible or not used in websites as it impedes and prevents some screen readers from accessing the content. See [UN Res. 68/66 A-B].

8.5 Sign language

Sign language interpretation, when attendees require it, should be provided in a language understood by the participant.

It is good practice to book sign language interpreters as early as possible as there is shortage of qualified sign language interpreters. This applies to the location of the meeting the availability of the signed language which may not be of the country where the meeting is held.

The member of staff booking sign language interpreters needs to be sure that no matter which sign language is being used, that the interpreters understand verbally the languages of the meeting. Or oral interpreting provisions must be made for the sign language interpreters to understand the spoken languages of the meeting.

There always must be two sign language interpreters per each different national sign language so that appropriate rest breaks can be taken in line with the UN requirements for interpreters. This is necessary not only to avoid fatigue but also to ensure accuracy.

There should be an appropriate number of sign language interpreters in order to ensure a good functioning of the meeting should the venue be large so that it is possible for those who need sign language can see.

There should be sufficient portable microphones for the sign language interpreters so that they can voice a participant's signed questions or comments.

For a complete definition for sign language see [ITU-T F.791]

8.6   Handling different spoken languages

All languages used in the meeting should also have verbal interpretation and follow the rules for interpreters as noted in clause 8.5. For example, in a UN meeting, all six UN languages should have verbal interpretation, etc.

There should be in place technical strategies so that sign language interpreters and captioners have access to the language that they retire as well as the participants. This requires that audiovisual techniques are set up in advance and tested.

8.7   Aids to listening

Meeting organizers should ensure that Assistive listening Systems (ALS) used by those who are hard of hearing should be able to connect directly to any public address or conference systems being used. The assistive technology can be headphones or a telecoil inductive loop system that enable the user of suitable hearing aids to switch to the T position and hear the speaker. Many ALS use a neck loop with a chest mounted control unit which can accept a 3.5 mm stereo plug.   Some conference systems have a 3.5mm socket for headphones, provision of double ended 3.5mm leads of approximately 1.5 M. These will allow such ALS devices to plug into the conference system.

If no aids for listening are available, any persons who are hard of hearing should be seated towards the front of the meeting to enhance their ability to hear or lip read the speaker. This does not apply to person who are profoundly deafened in which captioning and sign language interpretation will be requires. See 6.4.5 and 7.5.

9   Training and informing assistance staff

The following clauses provide guidance on areas for training and informing assistance staff on accessibility issues.

9.1   Staff training (including volunteers)

– An "Accessibility desk" must be operational and staffed at all times supporting the conference organization (e.g. registration and all issues regarding accessibility etc.).

– Staff must be trained to handle difficult situations for persons with disabilities and should be able to refer to written guidelines. Accessibility awareness training should be given to all staff who will be working in the venue including police and security.

– Staff or volunteers should be available to direct people to the relevant parts of the venue and be trained to how help persons with disabilities and specific needs (including those in wheelchairs and those who have sight impairments) so they can find alternate routes of access i.e. elevators or lifts. This is especially important on the main entrance to the venue.

– Organizers should also constantly check that support staff, including reception, catering and security staff, are in position and trained on good practice, especially when using another organization's venues such as hotels and conference venues.

−   Staff should be clearly identifiable and not rely only on a conference badge. They should be trained to approach correctly persons with disabilities to ensure access especially those who have sight impairments.

9.2   On-site registration process

−   The on-site registration process needs to be accessible.

−   All reception areas at meetings need to be accessible for persons with disabilities.

−   Registration for persons with disabilities should be processed with priority.

−   Whenever possible the persons with disability should be taken to the accessibility desk immediately after registration for orientation.

−   All registration forms, both on line and printed (in accessible formats) should have space for the requests of the specific accessibility needs of the persons with disabilities and those with any other specific needs.

NOTE – Concerning the registration form design, see 6.2 and Annex A.

10   Feedback collection

−   A mechanism should be put in place to collect feedback and comment from any meeting participant that may wish to do so on the accessibility of the meeting.

−   Collection of feedback from participants should be encouraged and should be used as part of the training process improve services, venue access and the planning of future meetings,

11   Experts' involvement

Annex B contains a short verification list for the day of the event, to make sure that all preparations have been implemented according to these guidelines.

It always useful to involve accessibility experts to train staff and to double check that arrangements put into place will lead to successful accessible meeting and test in advance all accessible feature including both technical and physical.

The training of staff, security staff and volunteers should have the benefit of accessibility experts and use whatever tutorials are available.

12   Minutes and reports from the meeting

When reports are produced, the content should follow all the previous recommendations and make available any captioning records and any audiovisual recordings.

Annex A
Example questions in registration forms

This annex provides an example of information that could be requested in a meeting registration form to facilitate the organization of accessible meetings and provide accessible accommodation.

If you require accessibility accommodation, please select in the fields as needed below:

–   Sign language interpretation to be provided by the host: [Yes __ No __]

    o   [if Yes, which Sign language language?_____]

–   Real time captioning during meeting: [Yes __ No __]

–   Braille printouts of meeting documentation in advance: [Yes __ No __]

–   Documents in accessible format in advance: [Yes __No __]

–   PowerPoints or visual information with audio description in advance [Yes __ No __]

–   Wheelchair access: [Yes __ No __]

    Motorized scooter access [Yes __ No __]

–   Will you be a speaker and need access to the stage or podium. [Yes __ No __]

–   An assistant will be accompanying me: [Yes __ No __]

–   Need an assistant to accompany around the building (s): [Yes __ No __]

–   If you have a service animal indicate here: [Yes __ No __]

–   If you have special dietary requirements please indicate her: [Yes __ No __]

–   Details

    _____

    _____

–   Other _____

Annex B
Checklist for the meeting day

The following checklist should be used to assist meeting organizers in running a smooth accessible meeting.

1. Before the meeting or event and on the day:

    a. Check for internal signage and directions. Make sure that all lifts give the floors of arrival audibly and when not possible have staff on hand to assist;

    b. Check room layouts to make sure that there are no obstacles that would impair access. Make sure all stages and podiums have access for wheelchair and motorized carts;

    c. Check registration arrangements, as appropriate;

    d. Check that all audiovisual equipment works at the beginning of each meeting day, including induction loops and that all battery operated devices are fully charged the day before and at the end of each day. Remote participation should be checked and all participants connected 15 minutes before each session;

    e. Check that the front seating has reserved seats for person with disabilities who need to see sign language and for those who need to read captioning;

    f. Check that all elevators and lefts are in working order;

    g. Check with catering that all special dietary arrangements for persons who have requested special diets are in place and identify staff who will be recognized by those persons needed this service easily.

2. Prepare in advance communication guidelines for facilitators, participants and speakers. They should be written to explain on how to successfully use captioning, sign language interpretation, and remote participation. These should be available on the web in advance and distributed in all registration packs in accessible format if required.

3. Verify information on emergency exits, location of accessible toilets, and lifts and elevators and that these are clearly marked with appropriate signage and are in working order.

4. Check that there are accessible maps for the meeting venue both printed and digital etc.

5. Verify accessibility of presentations and make sure that captioning is not obliterated by such presentations.

6. Have meeting the day before to the staff to review accessibility accommodation and procedures and at all staff meeting thereafter.

7. Make sure all security personnel are briefed and provided with necessary documentation Review any accessibility awareness training on what information is available regarding possible attendees who are persons with disabilities as some may not have acknowledge their attendance in advance. Make sure that new staff who may replace trained staff are known to the organizers and properly briefed.

Annex C
Additional online resources

–   *ITU tutorial on accessibility*, <http://itu.int/ITU-T/worksem/accessibility/tutorial>

–   Online webcast of the tutorial "*Making ITU Accessible: Web Design, Web Conferencing and Real Time Web Captioning*" <http://itu.int/ibs/ITU-T/200804tutorial>

–   *Guide to Planning Inclusive Meetings and Conferences, Treasury Board of Canada Secretariat* (French/English) <http://www.crtc.gc.ca/eng/Library/Detail/catalog6998>

–   Guide at *Planning for accessible meetings, Disabled Women's Network in Ontario* website <http://dawn.thot.net/accessible_meetings.html>

–   Checklist at *Access Checklist, Disabled Women's Network in Ontario* website (French/English) <http://dawn.thot.net/access_checklist_full.html>

–   *Planning Accessible Conferences and Meetings, State of Michigan* <http://www.michigan.gov/documents/Planning_Accessible_Conferences_and_Meetings_59735_7.doc>

–   *Meeting information and communications technology access and service needs for people with disabilities, background paper*. <http://www.itu.int/ITU-D/study_groups/SGP_2006-2010/events/2007/Workshops/documents/05-successpolicies.pdf>

–   *Guidelines for Accessible Meetings and Events: Disabled People's Network Steering Group Community Network for Manchester*, April 2005, <http://www.mdpag.org.uk/guidelines-Sept2006-1.doc>

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