**DCAD accessibility guidelines checklist**

The **last update of the** **accessibility checklist** is contained in the [6th DCAD Report on Accessibility at IGF meetings](http://www.itu.int/oth/T3601000181) (DCAD report to IGF for Nairobi) to be found at: <http://www.itu.int/oth/T3601000181>. (pages 8 -11).

**Annex 1**

**Contribution to the Access and Diversity Main Session
Thursday, 29 September 2011**

**(report quoted by Mr Shadi Abou-Zahra)**

# Dynamic Coalition on Accessibility and Disability (DCAD) - 2nd Report to IGF Secretariat (15 September 2008) \*

# (Accessibility and Disability in IGF meetings

## Introduction

The **Dynamic Coalition on Accessibility and Disability** would like to provide the following report to the IGF Secretariat on how to improve accessibility at IGF meetings and on accessibility barriers observed at the IGF conference in Rio. The intention is to help the IGF Secretariat to improve accessibility for older persons and persons with disabilities to the next (3rd) IGF meeting in Hyderabad, India.

## Accessibility needs for persons with disabilities to consider when organizing IGF meetings (it includes feedbacks from IGF in Rio).

Information on reasonably priced accessible lodging needs to be provided early on. 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 non-disabled guests. In addition the accessible rooms must be conveniently located to the conference site, in nearby hotels.. *[In Rio the accessible rooms in the hotel were very expensive and fully booked.]*

The confirmation for the Session allocation must be done as early as possible. It is more difficult for people with disabilities to make travel arrangements on short notice. *[In Rio the confirmation for the Session allocation came so late that the airline prices were expensive. It was not feasible therefore to get travel support for many participants, or for their accompanying assistance or interpreters.]*

IGF should consider placing on the registration form a question asking if the attendee requires a reasonable accommodation to access to the event and have a process in place for responding to this request. In this way, organizers can anticipate the need for CART transcription (real time captioning), sign language interpreters, palentype, assistive listening devices, alternate print formats, etc. Please see [ANNEX 1](#_ANNEX_1) for an example of the form. (CART transcription (real time captioning) is most useful because it provides a record of the meeting useful for persons with hearing related disabilities and for people with visual disabilities can later hear when transcribed into DAISY format.) *[In Rio this was not the case]*

Information on the accessibility of the venue is essential, for example, a map or description of how to move around between the meeting rooms and other facilities, or about the availability of accessible restrooms. *[In Rio, a text description describing the conference venue, paths of travel and key locations would have been helpful for people with visual disabilities who require a mobility orientation of the venue.]*

It is essential that people with disabilities can move around freely without needing to be escorted through security checkpoints or needing to wait for an elevator key. This applies to moving between meeting rooms, exhibition, and dining venues, as well as to the restrooms. If facilities are all on different levels it makes it extremely difficult to get from one place to the other using a wheelchair (or as a blind person). *[In Rio there were some alternate routes through the kitchen, storerooms, or other spectacular facilities; besides not being able to take these routes without escorts, it was not possible for people with disabilities to stroll along with fellow colleagues or have proper hallway discussions.]*

Note: ITU Report available at: <http://www.itu.int/oth/T3601000002/en>

The workshop rooms must have side aisles free and unblocked so persons using wheelchairs can easily pass. Stages, stands, and podiums need to be accessible for persons using wheelchairs as well (e.g. using ramps). The inclination of ramps must not exceed 8-10% to enable access and to avoid hazardous situations. *[In Rio most of the workshop rooms were not welcoming for persons using wheelchairs.]*

All luncheon venues must be easily accessible to wheelchairs. *[In Rio not all luncheon venues were accessible. There were two luncheon venues where a ticket could be bought for lunch. The least expenses lunch was located down two flights of stairs without an elevator.]*

Conference material (e.g. printed programmes) in Braille or plain text or diskette for persons with disabilities should be available. In addition Braille printers should be made available for blind delegates. It should be noted that frequently documents need to be reformatted appropriately prior to use of a Braille printer. If documents are available on diskette in accessible format or posted on an accessible web site, then a person using a screen reader can access the documents as well as someone using a refreshable Braille display on their laptop. It is also suggested to put a screen-reader feature on the web site to help persons who do not have a screen-reader or refreshable Braille display. *[In Rio conference materials that printed the details of who was presenting and their abstract, was not available. Often only Workshop titles and room numbers were available. On the best of our knowledge conference material in Braille or plain text or diskette for persons with disabilities were not available. Because of the lack of conference information posted onsite at the conference venue, a US diplomat requested IGF organizers during the conference to post on workshop doors the list of workshops and times to be held in the respective room. IGF responded by posting the lists on each workshop door - making it more friendly to find our way around. However, if the list had been posted on the wall next to the door - on the latch door side - it would have been better because when the doors were open, the list could not be seen since it was on the door.]*

All videos projected at the conference must include open captions to allow attendees with hearing disabilities to participate. *[In Rio not all videos used at the conference included open captions so that attendees with hearing disabilities would know what was being said.]*

An assistance desk must be operative and people with disabilities registration must be processed with priority. The IGF Secretariat and staff supporting the conference organization (e.g. registration etc.) must be trained to handle difficult situations for persons with disabilities. *[In Rio, when the conference began, registration was moved to require people to stand in line outside without any cover from the elements. It rained all day and people were seriously soaked standing outside. This would have been an impossible situation for some members of the disability community. The tent was inaccessible and wheelchair users were not able to register. There was no assistance desk and the staff had no idea how to handle the situation.]*

The website of IGF must be accessible, including online forms (e.g. registration form*). [In Rio the website was not accessible and included content in PDF format that was not tagged or formatted for accessibility. Another serious problem was the use of an inaccessible online form "Taking Stock and the Way Forward” (link* [*http://www.intgovforum.org/Q2007.php*](http://www.intgovforum.org/Q2007.php)*) for all stakeholders to give feedback and suggestions about the outcome of the RIO IGF event. This meant that persons with disabilities could not provide feedback, one more reason to submit to IGF this report.]*

The archives of the conference webcasts must be accessible when posted on the web, including captioning when available. *[In Rio IGF lost opportunity to post archives of plenary webcasts in an accessible manner. They arranged for captioning during the conference and could have easily synched the captioning files with the video webcast to archive an accessible media. Next time they should request the captioning to be time stamped so to archive accessible media files.]*

The captioning exercise should be done for the Plenary and for each of the IGF workshops (main or side). The IGF secretariat should improve the coordination when captioning is foreseen and an English speaking technician should be made available for the whole workshop duration. *[In Rio IGF only captioned the plenary sessions and did not respond to requests for captioning of each individual workshop. When requested, IGF did not provide the technical assistance needed to enable captioning to occur on some of the workshops. It happened that the technician who spoke English left shortly after the workshop began and the remaining technicians were having problems being able to transmit the audio cast from our particular room.]*

The Sign Language interpretation should be provided, when attendees require it, on the language of the person. The IGF should understand better the requirements to provide a good service. *(In Rio the requirements for sign-language interpretation were not well understood by the organizers ("it was not clear that Colombian sign language is different than Brazilian-Portuguese" in addition it was not clear that one sign language interpreter for a full day is not sufficient. The minimum is two interpreters per each “sign language” per day.)*

The listening devices should have the ability to plug in neckloops as well as headphones, in order to allow persons with hearing difficulties to follow the discussions. *[In Rio the listening devices had the headphones hardwired to the receivers. This meant that persons with hearing problems could not use the listening devices to hear the English or the translation because it interfered with the use of their hearing aids. The hardwiring of the headphones to the receivers prevented those persons from plugging in their neckloops into the receivers for use with their hearing aids. In Rio some people with hearing disabilities had to plug-in their neckloop into their laptop to access the audio web cast (when available) in order to be able to follow discussions.]*

The DCAD provides in [ANNEX 2](#_ANNEX_2), for IGF information and use, some online resources for planning accessible Meetings.

## Note for the IGF

The DCAD wishes to draw the IGF attention on another form of disability. This would be persons with environmental and chemical sensitivities. We would recommend that participants be advised not to wear perfume or scented products which could trigger allergic reactions. It would also be important that all materials given to participants not contain chemical items that produced a smell for the same reason. This also applies to new paint and new carpets of the conference venue.

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## ANNEX 2

**This annex provides an example of what could be added to a conference registration form:**

[…]

**If you require disability accommodation, please select the accommodation needed below:**

* Need Sign Language Interpreter: [Yes \_\_ No \_\_] - [if Yes, which language?\_\_\_\_\_\_\_\_\_\_\_\_]
* Need Real Time Captioning: [Yes \_\_ No \_\_]
* Need Braille printouts of conference information in advance: [Yes \_\_ No \_\_]
* Need documents on CD: [Yes \_\_ No \_\_]
* Need wheelchair access: [Yes \_\_ No \_\_] *(Not needed on form if you have selected a venue that is accessible and if the airport shuttles are accessible, however Information on accessible transportation and services needs to be provided, e.g. accessible taxis, shuttle services, or public transportation, including railway).*
* An assistant will be accompanying me: [Yes \_\_ No \_\_]
* Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ]

## ANNEX 3

**For IGF information, the DCAD provides in this annex some online resources for planning accessible Meetings:**

* ITU tutorial on accessibility, website at <http://www.itu.int/ITU-T/worksem/accessibility/tutorial/index.html>. Online webcast of the tutorial “Making ITU Accessible: Web Design, Web Conferencing and Real Time Web Captioning” at <http://www.itu.int/ibs/ITU-T/200804tutorial/index.html>
* Guide to Planning Inclusive Meetings and Conferences, Treasury Board of Canada Secretariat at <http://www.tbs-sct.gc.ca/pubs_pol/hrpubs/tb_852/gpimc-gprci_e.asp>. (French and English)
* Plan an Accessible Meeting, posted at Ontario Province, Canada, website at <http://www.mcss.gov.on.ca/mcss/english/how/howto_meeting.htm> (French and English)
* Access Checklist, Disabled Women's Network in Ontario, it provides an helpful guide, website at: <http://dawn.thot.net/access_checklist_full.html> (French/English)
* Planning Accessible Conferences and Meetings, State of Michigan, website at: <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, online at: <http://www.itu.int/ITU-D/study_groups/SGP_2006-2010/events/2007/Workshops/documents/05-successpolicies.pdf>

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