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Accessible design — Consideration and assistive products for accessible meeting

Conception accessible — Considérations et produits d'assistance pour réunion accessible

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Foreword

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The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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For an explanation on the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the WTO principles in the Technical Barriers to Trade (TBT) see the following URL: Foreword - Supplementary information.

The committee responsible for this document is ISO/TC 173, *Assistive products for persons with disability*, Subcommittee SC 7, *Accessible design*.

Introduction

There are various types of meetings, ranging from small gatherings in families, schools, workplaces, and towns, to bigger ones such as academic meetings, sessions in congresses, and international conferences. Participation in meetings is indispensable for full participation and inclusion in society as envisioned in the United Nations Convention on the Rights of Persons with Disabilities.

As social participation of older persons and persons with disabilities is promoted, more older persons and persons with disabilities are taking the opportunity to attend meetings. To ensure that all persons can participate in a meeting in a meaningful way, considerations are required to be taken to overcome any obstacle that can be a hindrance. Printed meeting notices and documents might not be appropriate for a participant who has a seeing impairment or who is blind. Complicated texts might be a hindrance for a person who has a cognitive impairment. Discussions might be difficult to follow for a participant who has hearing impairment or who is deaf. Narrow passages, gaps, and stairs might be barriers for a person who uses a wheelchair or assistive products for walking. Persons with speech disability might have difficulties expressing themselves in a meeting without any support.

Meeting organizers have to understand and address hindrances so that all participants can fully take part in the meeting. Careful planning, support staff, and use of appropriate assistive products can overcome hindrances. Preparation of meeting materials in alternative formats such as large print, braille, or digital formats can facilitate understanding for a person who has seeing impairment or who is blind. Texts that are clear and concise can facilitate understanding for a person with cognitive impairment. Amplification of speech by using microphones can be appropriate support for a person with hearing impairment. Sign language interpreters can assist a person who is deaf to follow and participate in a discussion. A built environment with elevators and ramps can make an area accessible for a person with mobility limitation.

This International Standard identifies areas to consider, as well as support and assistive products that can facilitate the full participation of older persons and persons with disabilities in meetings.

In this International Standard, considerations and assistive products that can contribute to making a meeting accessible are presented in relation to human abilities. To facilitate for meeting organizers, Annex A presents detailed guidelines and a checklist in relation to the process of organizing an accessible meeting.

Accessible design — Consideration and assistive products for accessible meeting

1 Scope

This International Standard specifies considerations to be taken, as well as support and assistive products that can be used when organizing a physical meeting in which older persons and persons with disabilities can actively participate.

Teleconferences and web conferences are important methods that can be used to include older persons and persons with disabilities in meetings.

2 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

2.1
accessible meeting
meeting which is organized so that older persons and persons with disabilities can participate actively and where required, assistive products and support staff are used to facilitate participation

2.2
assitive product
any product (including devices, equipment, instruments, and software), especially produced or generally available, used by or for persons with disability for the following functions:

— for participation;

— to protect, support, train, measure or substitute for body functions/structures and activities;

— to prevent impairments, activity limitations, or participation restrictions

[SOURCE: ISO 9999:2011, 2.3]

2.3
support staff
person who performs tasks to facilitate the execution of an accessible meeting which can include, but are not limited to, interpreting, note taking, guiding, and assisting participation of older persons and persons with disabilities

Note 1 to entry: Support staff includes *guide assistant* (2.4) and *communication assistant* (2.5).

2.4
guide assistant
person who leads and assists a person in a location in an appropriate manner for that person's impairment

2.5
communication assistant
person who assists with communication

EXAMPLE 1   A person who conveys proceedings of meetings and discussions using sign languages, live captioning, by paraphrasing or by Assistive Augmented Communication (AAC).

EXAMPLE 2   A person who expresses opinions on behalf of a participant.

EXAMPLE 3   A person who assists participant to follow documentation, e.g. turns pages of documents, points out information in documents.

2.6
attendant
person who accompanies an older person or a person with disability and enables them to participate in the meeting

2.7
information services
interactive communication support using support staff and assistive products so that older persons and persons with disabilities can actively participate

3 Planning and management for full participation

3.1 Principle

3.1.1 Basic principle

Meeting organizers should be aware of factors that can hinder the participation of older persons and persons with disabilities in meetings.

When planning a meeting, the organizer should identify and consider measures they should take to facilitate full participation of the persons who intend to participate in the meeting. When appropriate, arrangements should be made for web conferencing such as captioning services, and auditory or textual expression for non-textual presentations. For public or open meetings where prior registration is not feasible, the organizer should carry out measures to ensure reasonable accommodation.

3.1.2 Before the meeting

All participants should receive necessary information (e.g. notice, invitation, agenda, meeting documents) in an appropriate format and be requested to express any requirements they might have in relation to active participation. For this purpose, prior registration can be helpful. (See Annex B).

NOTE   Information on formatting is available in W3C/WAI document at http://www.w3.org/WAI/training/accessible.php

The meeting venue and program should be checked to ensure that they accommodate the requirements of the participants.

The meeting organizers should inform staff concerning requirements of participants.

The meeting organizers and support staff should plan how they will provide the support required and emergency procedures in relation to participants' requirements. Communication methods for emergency situations and evacuation procedures should be established and clarified.

The meeting organizers should brief speakers, workshop leaders, moderators, etc. concerning considerations to be taken when presenting and leading the meeting in relation to the participants' requirements.

The meeting organizers should inform all meeting participants of any allergens or sensitizing substances that they should not wear, use, or bring to the meeting in relation to the participants' requirements.

The meeting organizers should provide information concerning accessibility of the web conferencing software adopted.

3.1.3 At the meeting

Information presented at the meeting should accommodate the requirements of the participants.

Information on meeting schedule (e.g. time for pauses, lunch breaks, end of meeting) and venue (e.g. location of restrooms) should be given when opening the meeting.

All participants should be informed of considerations they should take to ensure that all present can participate actively. Such considerations include, but are not limited to, information on special seating arrangements, use of microphone, speaking slowly to allow for interpretation, introducing themselves before speaking, and any allergy, intolerance, or hypersensitivity considerations.

When appropriate, a procedure/system should be established for participants to signal (e.g. with cards) need of a short pause in discussions when more time is needed before discussions are continued (e.g. to consult with interpreter, assistant, or attendant).

Organizers should ensure that all participants can take part in discussions during breaks, lunch, and breakout meetings.

3.1.4 After the meeting

Meeting materials and minutes (including any handouts and presentations) should be produced and sent to participants in appropriate formats.

Participants should be given the opportunity to give feedback concerning accessibility of the meeting. Meeting organizers should review feedback and make adjustments in planning procedures or checklists for subsequent meetings.

3.2 Specific considerations and supports

3.2.1 General

This Clause includes considerations and supports in relation to specific human functions. Further information on accessibility, design considerations, and human functions, abilities, or disabilities can be found in ISO/IEC Guide 71.

Examples of related support include assistive products and personnel that are provided by the meeting organizer and those brought to the meeting by a person with disability. For those that are brought to the meeting by the participant, the organizer should ensure that the assistive product or personnel can be accommodated at the meeting.

3.2.2 Seeing

3.2.2.1 Considerations

Considerations should be taken regarding written information, mobility, and orientation in relation to blindness and seeing impairment as well as appropriate colour scheme in relation to colour identification disability.

If appropriate, information on the meeting venue should be made available prior to the meeting or explained orally on site.

3.2.2.2 Examples of related support

The following are examples of related support for blindness and seeing impairments:

— appropriate colour scheme in documents and signage (colour identification disability);

— audio or enlarged letters version of documents (seeing impairment);

— braille, audio, or digital version of documents (blind);

— devices such as braille displays, braille typewriters, slates, computers with reading application (blind);

— devices such as image-enlarging video systems, large screen monitors (seeing impairment);

— tactile walking surface indicator, tactile guide maps, etc. (seeing impairment, blind);

— support staff such as guide assistants;

— work space to accommodate attendants;

— relevant information (e. g. introduction of participants in relation to where they are seated at start of meeting, if appropriate);

— list of keyboard shortcuts for the web conferencing software.

3.2.3   Hearing

3.2.3.1   Considerations

Considerations such as good sound environment throughout the premises and good lighting to facilitate lip reading should be taken into consideration in relation to spoken communication, presentations, discussions, and audio alarm notifications.

3.2.3.2   Examples of related support

The following are examples of related support for hearing impairments:

— projectors, white boards;

— amplifiers, loudspeakers (hearing impairment);

— good lighting, especially on the person speaking to facilitate lip reading (hearing impairment, deaf);

— microphones (hearing impairment);

— assistive systems for hearing (hearing impairment, deaf, deafblind), e.g. induction loop system, infrared systems for audio information, and radio frequency transmission system;

— sign language interpretation (deaf, hearing impairment);

— speech to text/CART (deaf, hearing impairment). CART (Communication Access Realtime Translation) is realtime display of verbatim report on a computer or large screen, using a special keyboard/stenotype via special software;

— captioning/subtitling (deaf, hearing impairment): captioning is to provide a piece of text appearing on screen as part of a film or broadcast; while subtitling is to provide captions displayed at the bottom of a cinema or television screen that translate or transcribe the dialogue or narrative;

— live captioning provided by the web conferencing software;

— note-taking (deaf, hearing impairment): note-taking is to produce a summary report by hand-written paper (manual note-taking) or on screen of laptop computer (computerized note-taking);

— interpreting system as per preference or requirement of participant (deafblind);

— information services and communication assistants;

— work space to accommodate attendants;

— relevant information.

3.2.4   Touch

3.2.4.1   Considerations

Meeting venues should be inspected in relation to anything that might require intact sensory ability such as sharp edges and hot or cold surfaces. If there are any questions concerning safety, the participants with sensory impairment should be contacted prior to meeting.

3.2.5   Taste and/or smell

3.2.5.1   Considerations

Consideration should be taken in relation to anything that requires intact taste and/or smell abilities. If there are any questions concerning safety, participants with taste and/or smell impairment should be contacted prior to meeting.

3.2.6   Hand and arm use

3.2.6.1   Considerations

Meeting venues and routes to local parking and transportation facilities should be inspected in relation to anything that can hinder hand and arm use, such as doors that are manually opened, placement of objects and materials that are to be handled, etc.

3.2.6.2   Examples of related support

The following are examples of related support for hand and arm use impairments:

— alternate routes with appropriate signage;

— arrangement of meeting room and placement of documents, materials, refreshments, etc.;

— support staff, guide assistant;

— work space to accommodate attendants;

— relevant information.

NOTE   Hand and arm use corresponds to upper body structure functions and fine hand use abilities in ISO/IEC Guide 71.

3.2.7   Mobility

3.2.7.1   Considerations

Meeting venues and routes to local parking and transportation facilities should be inspected in relation to anything that can hinder mobility, such as uneven pavement, steps, lack of adequate space for those who have mobility impairment, or who use walking aids and wheelchairs.

3.2.7.2   Examples of related support

The following are examples of related support for mobility impairments:

— elimination or avoidance of hindrances or hazards that can cause tripping and/or falls;

— alternate routes with appropriate signage;

— arrangement of meeting room and placement of documents, materials, refreshments, etc.;

— support staff, guide assistant;

— work space to accommodate attendants;

— relevant information.

NOTE   Mobility corresponds to lower body structure functions in ISO/IEC Guide 71.

3.2.8   Voice and speech

3.2.8.1   Considerations

Considerations should be taken in relation to the number of participants, acoustics, and size of room. Meeting organizers should check with participants with voice and speech impairment prior to meeting concerning appropriate support and alternative forms of communication, such as "sign language" or "augumentative and alternative communication technology". Other means of communication support can be appropriate depending on individual needs and situations.

3.2.8.2   Examples of related support

The following are examples of related support for voice and speech impairment:

— microphones;

— voice amplifiers;

— support staff, communication assistant;

— work space to accommodate attendants;

— relevant information.

3.2.9   Cognition

3.2.9.1   Considerations

Meeting documents should be written so that they are easy to understand for all participants. Considerations should be taken in relation to the individual participant's needs and specific situations at the meeting. Meeting venues and routes to local parking and transportation facilities should be inspected in relation to anything that can be a hindrance in relation to a cognitive impairment, such as complicated routes.

3.2.9.2   Examples of related support

The following are examples of related support for cognitive impairment:

— easy-to-understand documents;

— alternative formats appropriate for individual participants' needs and specific situations;

— appropriate signage;

— audio or verbal information;

— support staff, communication assistant;

— moderator's intervention to explain and paraphrase the proceedings of the meeting;

— work space to accommodate attendants;

— relevant information.

3.2.10 Immunological system

3.2.10.1 Considerations

Allergies, intolerance, and hypersensitivity reactions can be set off by exposure. Any substance or allergen that a participant has identified as threatening to his safety should be avoided at the meeting venue. Refreshments served should be identified based on information obtained prior to the meeting. It should be noted that support animals can cause allergic reactions. If any support animal is to be present at a meeting, meeting organizers should contact relevant participants prior to the meeting.

3.2.10.2 Examples of related support

The following are examples of related support for immunological system impairments:

— information to all meeting participants prior to the meeting about any allergens or sensitizing substances that they should not wear, use, or bring to the meeting;

— clear information on refreshments served at meeting which contain ingredients that can cause allergic, intolerance, or hypersensitivity reactions.

Annex A
(informative)

Guidelines in relation to the process of organizing an accessible meeting

NOTE   This Annex provides guidelines in relation to the process of organizing a meeting to help identify relevant considerations regarding general management of meetings and use of support staff and assistive products that can facilitate the participation of older persons and persons with disabilities.

A.1   Preparation and sending of meeting materials

A.1.1   General

The decision on how to prepare and send meeting materials, including a meeting notice, should be based on the requirements of prospective participants. A prior registration form can be used to obtain information concerning required support and preferences. See Annex B.

A.1.2   Confirmation of method of delivery

The participants' preferred method of receiving meeting materials should be confirmed. Delivery by post, e-mail, and fax should be possible.

A.1.3   Preparation and sending of a prior registration form

A prior registration form should be used to obtain information on the participants' requirements and preferences.

A.1.4   Preparation of a meeting notice and an access map

A.1.4.1   General

All documents should be easy to read and easy to understand and should be prepared in formats appropriate for the participants (e.g. enlarged letters, braille, electronic medium, etc.).

A.1.4.2   Meeting notice

The meeting notice should indicate

— availability of information services at the meeting,

— alternate route(s) for persons with limitations (e.g. those who have difficulties with balance or orientation, use walking aid or wheelchair, have hand and arm impairments), and

— availability of parking.

A.1.4.3   Access map

The access map should indicate

— public transportation and parking facilities within walking distance, with route(s) to the meeting venue (e.g. alternative routes that avoid hindrances such as. steps, narrow passages when appropriate),

— nearby landmarks (which can be indicated with pictures to facilitate orientation).

If an alternatively formatted access map is provided for the participant, an access map that is understandable for accompanying person/s should be provided as well.

A.2 Preparations for an accessible route and accessible venue

A.2.1 Preliminary research and preparation

— Public transportation and parking facilities within walking distance of the meeting venue should be identified; their accessibility and routes to the meeting venue should be studied in relation to impairments.

— Accessibility of the venue should be confirmed in advance. This includes, but are not limited to, approach to the building, entrance, areas in the building that participants will use such as hallways, elevators, stairs, lunch rooms, meeting areas, and toilet and sanitary facilities (including appropriateness for use by persons who use a stoma bag).

— Building layout should be confirmed to be easy to understand and remember.

— Potential dangers such as stairs without handrails, pillars, edge of steps, change of levels, glass doors and walls, slippery floors and pavement in dry or wet conditions, poor contrast, horizontal/vertical circulation, and gaps should be identified and avoided or clearly indicated.

A.2.2 Orientation using signs and other devices

— Clear and simple instructions should be given.

— Signs/signage for guidance inside the venue should be easily recognizable and understandable. Considerations include: lighting, colour contrast, size of letter/symbol/picture, understandability.

— Use of raised letters, braille, audio guide, etc. should be considered.

— Possibility to use telecommunication such as mobile phones and the internet should be considered.

A.2.3 Orientation using human resources

— Human resources such as guide assistants should be available, especially at places where directions are not clear.

— Participants who have difficulty with orientation in the venue and to/from the venue (e.g. due to seeing, physical, or cognitive impairment) should be offered appropriate information and assistance (e.g. description of venue, tour of venue, and arrangement of taxis).

A.2.4 Accessibility of a meeting room

— A floor without any change in surface level is preferable. Otherwise, slopes, portable ramps, or portable lifting platforms should be used.

— Meeting room should be arranged to facilitate orientation for participants.

— Objects should not be placed that can hinder movement or block people as such objects can be dangerous. Even objects placed along the walls can hinder movement.

— Space for information services (e.g. sign language interpreter, hearing support systems, etc.) should be appropriately prepared.

— Space under tables should accommodate wheelchair foot and arm supports.

— Acoustic environment (volume, sound, quality, etc.) should be of good quality and appropriate to the entire meeting (including breaks, lunch, and break-out meeting).

— Audio support system should be provided as appropriate to requirements of participants.

— Lighting quality should be checked in advance. (e.g. precision, without reflection, spotting).

— Visual information should be clearly recognizable.

— Space for a participant's dog near the participant and toilet facility for the dog should be provided.

— Meeting organizer should discuss the presence of working dogs with relevant participants prior to meeting (e.g. participants that have an allergy to animals).

A.2.5   Accessible web conferencing software

Accessibility of web conferencing software should be confirmed prior to meeting to ensure that all participants can participate.

A.2.6   Accessible parking

— Accessible parking spaces should be available near the entrance of the building.

— Surfaces of route from the parking area to the building entrance should be checked to ensure that they are well-maintained. Any hinder that cannot be avoided should be clearly marked.

A.3   Meeting materials

A.3.1   General

Items listed in this subclause are important for the proceedings of a meeting. The following should be realized in accordance to the requirements and preferences of the participants:

— Readability of printed materials should be considered. (e.g. letter sizes, fonts, contrasts).

— Materials should be prepared in accessible formats according to requests of participants.

— When preparing documents, titles of figures should not be a part of image and complex tables should be avoided as they are not relayed by screen readers used by persons with seeing impairment.

— When preparing documents, colour coding should be avoided.

A.3.2   Easy-to-read materials

— Sentences should be short and easy to understand.

— Clear images should be used for graphics and pictures.

— Abbreviations should be explained at their first appearance.

— Summaries of documents that contain long, difficult words, sentences, or presentations can be helpful. The summaries can use an itemized style and clear, easy to understand expressions.

A.3.3   Materials prepared as slideshows

— Slideshow presentations should be made according to relevant accessibility guidelines.

— Slides should have images with clear contrast.

— Handouts of presentations should have no more than two slides per page.

NOTE   Guidelines such as those prepared by the World Blind Union are available.

A.3.4 Video presentations

Sign language or subtitles should be provided whenever possible. When not possible, alternative arrangements such as use of sign language interpreters, or note-taking interpreters should be considered.

A.3.5 Delivery of meeting materials

Meeting materials (e.g. invitation, notice, discussion documents, presentations etc.) should be sent prior to the meeting to participants and others who will attend the meeting such as interpreters.

A.3.6 Correction and changes of meeting materials

Any corrections and changes to the materials should be communicated appropriately to the participants and others who will attend the meeting, such as interpreters.

A.4 Meeting management

A.4.1 General

The following considerations should be realized as needed, depending on the structure of the meeting room and the meeting organizers' management system:

— Relevant information services for participants should be effectively provided.

— For participants with impairment, a program should be prepared in their preferred format and appropriate introductory information should be provided (e.g. for a person with seeing impairment a program in braille and verbal information on who is at the meeting, where they are seated as well as how meeting room is arranged; for person with hearing impairment information on support systems available such as audio support system, communication assistance).

— Meetings should be managed in accordance with needs of the participants (e.g. hourly breaks, room temperature adjustment, appropriate starting time and length of the meeting).

— Performance and effectiveness of the support and devices used should be observed and corrected when necessary.

A.4.2 Considerations relating to sound

Good acoustic environment should be maintained.

A.4.3 Considerations relating to lighting

— Adequate brightness should be maintained.

— Glare should be avoided.

A.4.4 Considerations relating to refreshments and snacks

— Labelling of foods shall be appropriate in relation to allergy, intolerance, or hypersensitivity of participants.

— Appropriate assistance should be available for persons with seeing, mobility, as well as hand and arm impairments.

A.5 Information services and proceedings of a meeting

A.5.1 Considerations relating to proceedings of a meeting

— All information should be conveyed in appropriate formats, including auditory or textual representation in the web conference.

— Information on the timetable of the meeting (duration of each section, break time, closure etc.) should be provided in advance.

— It should be confirmed that arrangements for interpretation and assistive systems for hearing impairment are ready.

— It should be confirmed that requests for support staff have been considered.

A.5.2 Support for discussion

— Arrangements for interpreters, attendants, and communication assistants should be carried out before the meeting starts, e.g. seating arrangements, how to confirm that there is sufficient time for interpretation and for attendant/communication assistant and participant to confer so that participants can take active part in discussions, etc.

— The chairperson should give information to all participants concerning how meeting has been organized so that all participants can actively participate in discussions. Information includes, but not limited to, how participants, communication assistants, interpreters, and attendants can indicate when more time is needed during a discussion to ensure that all participants can follow and participate. A procedure/system for participants to signal (e.g. with cards) that they need a short pause in the discussion (e.g. to consult with interpreter/attendant or assistant, or to take in information) can be helpful.

— The chairperson should observe proceedings, particularly in relation to persons with disabilities, communication assistants, and interpreters, to ensure that all participants understand presentations and discussions and have the possibility to participate.

— Support for the chairperson and speakers should be considered if necessary.

— Support for participants who have difficulty in handling handouts (e.g. turning pages) should be provided.

— When oral communication is difficult, written explanations can be used for confirmation, using whiteboard, overhead projector, or computers.

— Use of equipment for simultaneous translation should be properly oriented.

— Cards to express opinions such as "Yes/I agree.", "No/I disagree", "Not clear", and "I need some support" can be used when participants have difficulty expressing themselves.

A.5.3 Information for all participants

— Speakers should identify themselves before making remarks.

— Information presented in charts, whiteboards, flipcharts, and illustrations should be explained orally.

— Demonstrative pronouns such as "this", "it", or "that" should be avoided (i.e. indicate clearly that which is being referenced).

— When referring to a specific page of printed materials, relevant pages in alternative formats such as braille version or enlarged version should also be mentioned.

— Microphones should be placed so as not to cover movement of a speaker's lips.

— Participants should speak slowly and clearly in plain words with appropriate pauses.

— Presentations should be easily understandable even when interpreted.

— Before speaking, participants should make sure that the former speaker has finished speaking and should avoid breaking in on other speakers.

A.5.4 Other issues

— Resolutions should be stated clearly, as it can be difficult for some participants to understand ambiguous resolutions.

— All resolutions should be provided in appropriate formats to facilitate proper examination by participants.

— When the meeting organizer asks participants to respond to post-meeting questionnaires, the method for responding and collection of the questionnaires should be according to the preferences of the participants. It should be noted that some participants can have difficulty in answering questionnaires on site.

A.6 Checklist

Table A.1 is included to facilitate for those who use this International Standard when organizing an accessible meeting. Issues to be considered are listed with a reference to the clause or subclause in this Annex where the issues are discussed in relation to the organization of an accessible meeting. Further information on considerations and support in relation to human abilities are presented in the main text of this International Standard.

Table A.1 — Checklist to facilitate organizing an accessible meeting (ISO 17069)

Issue	Ref.	Checked	Comment
Meeting materials	A.1		
Method of delivery	A.1.2		
Prior registration form	A.1.3		
Meeting notice and an access map	A.1.4		
Accessible route and accessible venue	A.2		
Preliminary research and preparation	A.2.1		
Orientation: signs and other devices	A.2.2		
Orientation: human resources	A.2.3		
Accessibility of meeting room	A.2.4		
Web conferencing software	A.2.5		
Accessible parking	A.2.6		
Preparation of materials	A.3		
Alternative formats	A.3.1		
Easy-to-read materials	A.3.2		
Slideshow presentations	A.3.3		
Video presentations	A.3.4		
Delivery of meeting materials	A.3.5		
Correction and changes of meeting materials	A.3.6		
Meeting management	A.4		
Sound	A.4.2		
Lighting	A.4.3		
Refreshments and snacks	A.4.4		