
Access and Inclusion

Planning for Accessibility

- Understand the range of access needs
 - [Interpreters](#)
 - [Plain language](#)
 - Flexibility
 - Accessible platforms: [designing accessible resources](#)
 - [Other auxiliary aids](#)
- [Leverage existing resources through partnership](#)

Considerations for Access (1)

Telephone Advocacy

- Clarify needs at the beginning of the call and then check in throughout
- Train staff on working through Video Relay Service (VRS) and let the community know you are prepared
- Build in more time
- Decide now how you will work with someone who relies upon a support person to communicate
- Don't pretend to understand someone if you don't

Considerations for Access (2)

Text/Chat –based Advocacy

- Check in about access needs at the beginning and throughout the exchange
- Communicate using short and direct sentences
- Remember that English may not be the survivor's first language (GLOSS)
- Use the simplest terms as possible
- Avoid acronyms and jargon
- Build in more time, be patient
- Ask for clarification

Considerations for Access (3)

Video-based Advocacy

- Understand the limitations of the platform you are using
 - Video resolution
 - Ease of use
 - Reliance on bandwidth
 - User's experience with platform
- Explain confidentiality and privacy concerns in ways that are clear and understandable
- Ask for clarification

Considerations for Access (4)

Social Media

- Include #hashtags and @mentions at the end of tweets and posts.
- Capitalize the first letter of each word in hashtag– this is called camel case: #VeraInstituteOfJustice
- Draft tweets/posts in advance and test them using screen reader software before posting to social media
- Screen readers can read emoji. Be strategic about where emoji are located in your posts.
- Avoid interspersing emoji between words, which awkwardly breaks up phrase.
- Add alternative text to social media images/videos

Considerations for Access (5)

Website

- Include alternative text for all images and non-text items (charts, buttons, graphics)
- Caption videos and include audio descriptions
- Use descriptive hyperlinks
- Ensure high color contrast
- Use sans serif font
- Ensure keyboard navigation
- Use heading level structures
- Use descriptive labels (label form fields)
- Offer re-sizable text options
- Make sure your site is also mobile-friendly
- Avoid content that blinks or moves automatically
- Use more than color to convey meaning

We're here to help!

Disability and Deaf Resource Center

cvs@vera.org

<https://www.endabusepwd.org/>