ACCESSIBILITY GUIDE FOR IN-PERSON & VIRTUAL EVENTS
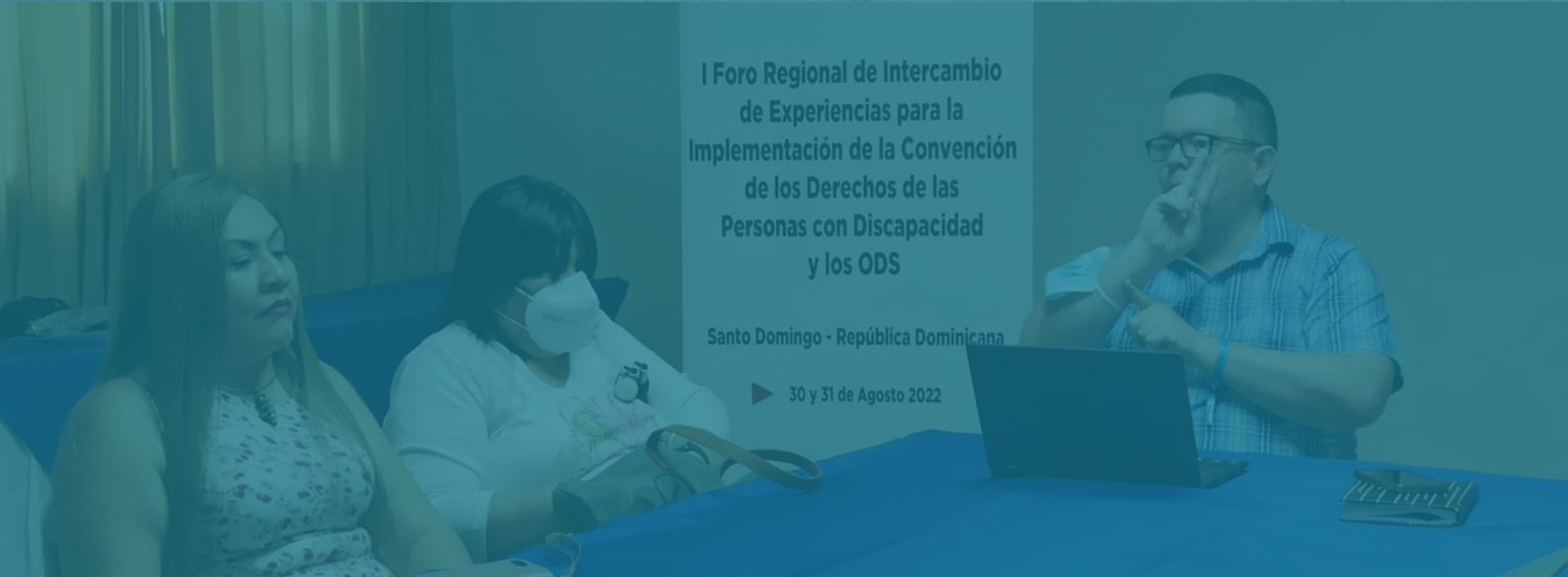
Red GIRDD LAC

ACCESSIBILITY GUIDE FOR IN-PERSON & VIRTUAL EVENTS

I Foro Regional de Intercambio de Experiencias para la Implementación de la Convención de los Derechos de las Personas con Discapacidad y los ODS

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Credits

Red de Gestión Inclusiva del Riesgo de Desastres y Discapacidad de América Latina y el Caribe

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Content

ACRONYMS

CART: Communication Access Realtime Translation.

GIRDD – LAC: Network for Inclusive Disaster Risk Management and Disability in Latin America.

RIADIS: Latin American Network of Organizations of Persons with Disabilities and their Families.

WASLI: World Association of Sign Language Interpreters.

WDF: World Federation of the Deaf.

GLOSSARY

Ableist: A form of social discrimination or prejudice against people with disabilities. It may also be known as disability discrimination.

Access bay: Vehicular space adjacent to the street to facilitate easier entry and access for those with mobility issues.

Accessibility: Set of measures, actions and adaptations that an environment, product or service must have so that all people can enjoy it under equal conditions and with the greatest possible autonomy, without putting their integrity and dignity at risk.

Accessible route: Pathway designed to provide uninterrupted and unobstructed movement, ensuring individuals with disabilities can enter, move around, exit, orient themselves and communicate safely, independently and comfortably. The width of the route should be at least 1.50 meters and preferably the shortest possible, connecting all the spaces that are to be used.

Accessible transportation: Provides the essential elements, standards, and accessories necessary for people with disabilities to move freely and autonomously. This includes equipment, devices, stations, information and vehicles that are designed to meet the needs of individuals with a range of disabilities.

Accessible zone (also known as meeting point): Spaces which are free from obstacles or, if obstacles cannot be avoided, equipped with furniture, fixtures, installations, infrastructure, and other support systems that ensure accessibility for all individuals.

Alternative formats: These are those elements that allow access to printed materials. Among them are electronic texts that are not image format, easy reading, Braille, audio, diagrams or schemes with drawings, maps with figures or lines in relief.

Assembly area: Outdoor area designated for waiting for the arrival of emergency services. Retreat areas. Area considered to be at lower risk during an emergency.

Assistive technology: The World Health Organization defines Assistive Technologies as the application of organized knowledge and skills related to the use of Assistive Products. It includes systems, services and benefits and is considered a subcategory of health technologies.

Approach area: Space immediately next to an element or equipment to approach the body and perform an action, maneuver or transfer from a support or seat.

Audio-description: Audio support system for visually impaired people to have access to what is happening in a video, theater, dance or any other event that implies a greater use of sight. This system includes the description of the space, costumes, shapes, characteristics of the people, gestures and any other element that occurs in the scene.

Braille (system): Reading and writing system based on a sign generator formed by six dots in relief. It is used by the visually impaired.

Chat Pod: During a virtual meeting, there are certain elements that can display content to all participants or exclusively to presenters within their designated area. The chat pod content will remain visible in the meeting room until it is deleted.

Circulation route: The structure of the transit and movement system between spaces.

Containment and protection area: A safe area in which people are concentrated during emergency situations.

Disability: An evolving concept that results from the interaction between people with impairments and attitudinal and environmental barriers that prevent their full and effective participation in society on an equal basis with others.

Detectable warning surface: A system of textured ground surface which warns of potential danger zones, such as approaching an object or obstacle.

Directional or podotactile guide: A route or path marked on the pavement through changes of textures and color, whose purpose is to provide useful information for the movement and safety of people with visual impairment, facilitating accessibility.

Easy reading: Concise written format, consisting of simple words and expressions, giving information, instructions, legal or technical explanations, ideas or knowledge in a clear manner. It can be supplemented by diagrams, images or different color schemes.

Evacuation route: A designated pathway that provides the shortest and most direct route, ensuring safe and unobstructed movement from any point to the designated retreat areas and safe outdoor areas during an emergency. It includes both horizontal and vertical circulation paths and emergency exits to facilitate a rapid and efficient evacuation process.

Floating Elements (PowerPoint): These are features that allow a person to be guided through a virtual site or document as they move through it. They are used as a tactic to enhance the user experience

Footprint: Depth of a step.

Hearing impairment: Refers to impairments in the auditory sense that result in total hearing loss (total deafness) or a significant decrease in hearing (hypoacusis).

Intellectual disability: Refers to cognitive impairments that limit learning and decision making, even the simplest and most everyday ones.

Ischial support: Element at hip height, for resting in an upright position.

Language: This is understood as oral language as well as sign language and other forms of non-verbal communication.

Linguistic competence: A system of rules assimilated by speakers and constituting their linguistic knowledge.

Magnetic loop: Sound system that transforms the audio signal that everyone can hear into a magnetic field picked up by hearing aids equipped with a "T" position.

Mobility: Free and unrestricted movement, whether assisted by support devices or technical aids or not, enables individuals with or without disabilities to achieve the highest level of autonomy in their physical environment, on an equal basis with others.

People with disabilities: Individuals with physical, mental, intellectual or sensory impairments, whether permanent or temporary, may face various barriers that hinder their full and effective participation in society on equal terms with others. These barriers may prevent them from accessing information, public spaces, education, employment opportunities, and other aspects of daily life.

Physical disability: Refers to physical and/or organic impairments that limit mobility.

Professionalism: Cultivation or use of certain disciplines, arts or sports, as a means of profit. Professional performers must observe technical and ethical standards as part of their professionalism.

Projected stenography or closed caption (system): Technique of transcribing a monologue, oral dialogue or music and sound effects simultaneously as it is unfolding. It is projected in the form of subtitles or text by electronic visual means.

Psychosocial disability: This refers to deficiencies and/or long-term or permanent impairments in behavior, reasoning and moods, which have an impact on the perception of reality and affect relationships with other people.

Ramp: A transit surface with a longitudinal slope of no more than 8% in the direction of traffic. It is used to bridge differences in level and facilitate the ascending or descending of individuals between different levels.

Reasonable adjustments: Necessary and appropriate modifications and accommodations that do not impose disproportionate or undue economic burdens or costs, when required to ensure to persons with disabilities the enjoyment or exercise, on an equal basis with others, of all human rights and fundamental freedoms.

Service animals: Those animals trained to support people with disabilities in their mobility, tasks, work and activities in general.

Signs: Science and technology of signage.

Signage: Complementary markers providing additional information to what is already provided in urban spaces and buildings, which are useful for orientation.

Sign Language: Language used by deaf communities, consisting of a series of gestural signs formed by the hands, accompanied by facial expressions, intentional gaze and body movement, all of which have a linguistic function. It is an essential part of the cultural and linguistic heritage of the deaf community and is as rich and complex in grammar and vocabulary as any spoken language. Every country has its own unique Sign Language(s) which are linked to its culture and worldview.

Spirit level: Measuring instrument used in construction. It is used to detect unevenness and, in this case, the inclination of ramps.

Stairlifts: Platforms or seats that allow a person with reduced mobility to ascend or descend a stairway. They are used when there is no elevator system.

Support animals: Animals that do not have specific training and provide companionship, relieve loneliness, and sometimes help with depression, anxiety, and some phobias.

Tactile pavement: A system of textured ground surface is used to give visually impaired people directional or tactile guidance about the route they can safely follow.

Tactile route: Accessible route for visually impaired persons, with tactile warning pavement in combination with directional or tactile guides.

Tagged: The action of mentioning a specific thing or person to highlight their presence.

Technical aids: Any specially manufactured or widely available external aid (devices, equipment, instruments, or software) whose primary purpose is to maintain or improve the autonomy and functioning of individuals and thus promote their well-being. Aids are also used to prevent deficits in functioning and secondary conditions.

Text reading software: Screen reader software converts text into sound and provides visually impaired individuals with access to program functions and screen layout without the need to see them.

Threshold: Lower part of the door frame. When it involves a drop of more than 13 millimeters, it becomes an obstacle.

Universal design: Design of products, environments and services suitable for use by the greatest number of people without the need for adaptations or specialized design. It must be simple and functional, allow the autonomy of users and require minimum physical effort for its use.

Visual impairment: Refers to deficiencies in the sense of sight that result in blindness or low vision.

INTRODUCTION

Accessibility is more than just a well-intentioned task; it is a fundamental exercise of human rights that ensures information, participation, integrity, and dignity for all individuals. In particular, accessibility plays a crucial role in promoting social inclusion and enabling the full and effective participation of people with disabilities by providing the necessary technical and human conditions for their development. Unfortunately, many designers and builders often overlook accessibility when creating physical and conceptual spaces, leading to significant barriers for certain individuals.

In Latin America, various countries have differing degrees of progress and recognition of the specific rights of people with disabilities. However, the Convention on the Rights of Persons with Disabilities serves as a widely recognized conceptual and rights reference for accessibility globally.

Accessibility has two critical components: a technical component and a human component. The technical component requires the application of universal design principles in the initial design phase to ensure that spaces and structures are accessible without the need for modifications or reasonable accommodations. However, the human component is also important since attitudinal barriers, such as stereotypes and discrimination, can prevent full accessibility for people with disabilities. Addressing these barriers requires knowledge and awareness with a focus on human rights.

This Guide was created by RIADIS as part of the project "Inclusion of persons with disabilities in the response and recovery to the crisis generated by the COVID-19 pandemic in Latin America". Its aim is to provide guidance, utilizing a rights-based approach that simplifies the observance of accessibility in face-to-face and hybrid training events. The Guide was developed with the participation of RIADIS members and associate institutions that are part of the Network for Inclusive Disaster Risk Management and Disability in Latin America and the Caribbean (red GIRDDD LAC). RIADIS hopes that this Guide will contribute to the creation of a world where universal design, knowledge, and fraternity among human beings make the world accessible, and guides and speeches are no longer necessary.

HOW TO USE THIS GUIDE

The great diversity that exists within the field of disability makes it impossible for a single guide to address all aspects and situations that may arise in terms of accessibility. Therefore, the main objective of this information is to provide people involved in event organization and attendees with verification tools that are useful in a considerable number of situations. In cases that are not specifically addressed, information is provided that allows for better and greater access for participants with disabilities.

This guide provides simple and useful information for accessibility in events that can be informative but also flexible and adaptable for new scenarios. The glossary is located at the beginning of the guide to facilitate a common understanding of the terms that will be found throughout the document and support material. If you are new to the topic of accessibility, we recommend reviewing the glossary first before going through the checklists.

The checklists, numbered from 1 to 5, summarize the steps to be taken and allow for quick and easy access to basic information. At the end of each checklist, links are provided where additional information can be found.

This guide aims to provide useful information for in-person, hybrid and virtual events. It is recommended to read the entire Guide, but for those who need to review the material quickly, it can be applied by simply accessing the relevant individual checklists.

Checklists to facilitate in-person events

- Checklist 1 - Overview of general aspects.

- Checklist 2 - Accessibility in documents and presentations.

- Checklist 3 - Accessibility of the venue.

- Checklist 5 - Social media posting basic guidance.

Checklists that can help you with virtual events

- Checklist 1 - Overview of general aspects.

- Checklist 4 - Accessibility of videoconferencing platforms for virtual and hybrid events.

For hybrid events, it would be best practice to consider all of the Checklists.

After the checklists, recommendations are provided, divided by activity and the timeframe for their use (before, during, and after the event).

The Annexes are located at the end of the document and highlight the importance of the use of correct terms and respectful treatment of the rights of persons with disabilities which serves as basic support material to all persons who will participate in the organization and care of the event. Annex 3 is especially useful in this light.

CHECKLIST 1
SUMMARY OF GENERAL ASPECTS

CHECKLIST 1 – SUMMARY OF GENERAL ASPECTS

Accessibility in events for people with disabilities is a matter of compliance with rights and must be approached from this perspective. Accessibility has a technical component and a human component; we must ensure both are addressed. As guiding principles for any action, the following points should be taken into account:

- Participation of people with disabilities in all moments of the organization of the event, including taking an active role in decision making processes.

- Accessibility measures should aim at the greater autonomy of people with disabilities, any consultation or request should be made directly to the person with disabilities.

- Ensure that everyone involved in the event understands the basic concepts, correct terms and ways to treat people with disabilities with respect for their autonomy and dignity.

- Inclusive events should be stress-free and in keeping with the mental and physical health care of the participants.

Below, you will find tables containing basic criteria for planning an accessible event and at the end links to further information described by topic.

Basic criteria for planning an accessible event	Compliant	Non-compliant
An Accessibility Coordinator should be defined, who will participate in all planning meetings and provide contact information to all participants.		
The event organization process should include the active participation and decision-making of people with disabilities.		
All members of the organizing team and individuals related to the event should have access to and understanding of accessibility-related information. Support is available in Annex 3.		
Contracts and other relevant documents with service providers, facilitators, hotels, and other parties should include an accessibility clause. Support is available in Annex 4.		
Request that participants refrain from wearing strongly fragranced products and taking flash photography during the event		
All event promotion and dissemination should use accessible materials. Support is available in Checklists 2 and 5.		
Accessible support materials and presentations should be requested 10 days in advance, verified, and sent to participants at least 5 days before the event. Support is available in Checklist 2.		
An accessible registration form should be provided that includes the option to indicate any measures required to facilitate participation in the event. Support is available in Annex 1.		
Select the most easily accessible geographic location based on Checklist 3.		
Choose the most accessible environment, based on Checklist 3.		

Basic criteria for planning an accessible event	Compliant	Non-compliant
Consider transportation accessibility to and from airports and bus terminals and within the city. See further information in Checklist 3.		
Verify compliance with the accessibility requirements that participants indicate on the registration form.		
Meets communication accessibility criteria such as Sign Language Interpreters, real time captioning services. Review subtitle Communicational Accessibility.		
Has spaces reserved for personal assistants that are continuous or in close proximity to the people they assist.		
Has a policy for personal assistants and service animals and support animals (some people with reduced mobility may require more than one personal assistant) Example Annex 1.		
Has accessible spaces for wheelchair users and persons with reduced mobility. Support available in Checklist 4.		
Consider subsidizing costs such as internet or lodging and tickets knowing that these services are less accessible and more expensive for people with disabilities.		
Verify the accessibility of the platform on which the event will be broadcast (applies to hybrid and virtual events) Checklist 4.		

Basic criteria during an accessible event	Compliant	Non-compliant
The accreditations are accessible and consider the maximum autonomy of people with disabilities. More information in the Accreditations subheading.		
It has a schedule of managers that allows one or more members of the team to monitor accessibility throughout the event, including meal and leisure times.		
The program includes an initial space to inform participants of the accessibility measures available and who they can contact.		
A badge is provided to differentiate the organizing team and volunteers. When interacting with people with visual disabilities, verbally identify themselves.		
Staff are available to provide ongoing technical support for technical issues such as sound, image, subtitling and others to ensure proper operation in both face-to-face and hybrid or virtual events.		

| Basic criteria after an accessible event	Compliant	Non-compliant
The material provided by the facilitators after the event is accessible to all participants.		
Prevision of videos, audio, summaries or other materials in accessible format to review after the event.		
The accessibility of the event is assessed through a participant survey and a team review.		

CHECKLIST 2

ACCESSIBILE IN DOCUMENTS AND PRESENTATIONS

CHECKLIST 2 – ACCESSIBILE IN DOCUMENTS AND PRESENTATIONS

Access to information is a right recognized in the Convention on the Rights of Persons with Disabilities. You will be participating in an event that respects the rights of persons with disabilities and is accessible, to guide this task we present the section of Checklist 2 on Accessibility in documents and presentations.

The guidelines presented not only benefit people with disabilities, they are also useful for senior participants, people who are new to the topic, and people accessing information from a mobile device or cell phone.

Use the following checklists to check that the documents, presentation slides and information you are presenting meet basic accessibility criteria. At the end of this section, you will find links to more detailed additional information for each type of document.
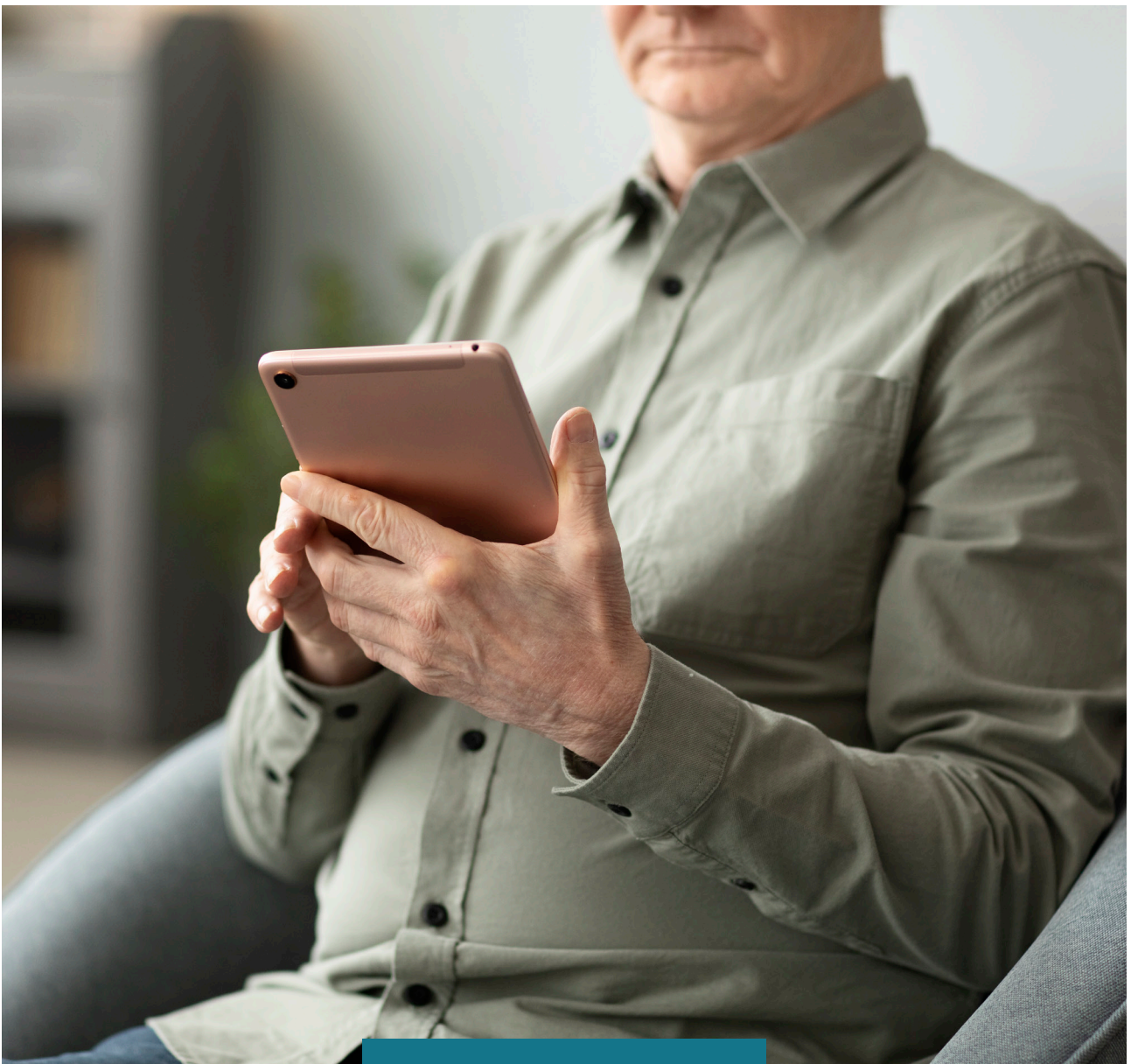
Basic criteria for accessible Word documents	Compliant	Non-compliant
Use the accessibility checker to detect accessibility problems in documents already produced and correct them.		
Use sizes between 12 and 18 points, minimum spacing 1.5 and Verdana or other accessibility-verified fonts.		
Use clear concise language.		
When using technical terminology, make sure to provide explanations to ensure understanding.		
Ensure a high level of color contrast between text and background. It is recommended to use black text on a white background. If you need to use colored text for headings, it is recommended to use blue.		
To establish a logical structure, use the Styles function and define main content groups or sections. Assign a heading such as "Heading 1", "Heading 2", or "Normal" to each section.		
Try to avoid using tables as much as possible.		
If necessary, use tables with a simple structure, specify column heading information, and add alternative text to the table properties by right-clicking on the table.		
If you use lists, use the numbered or bulleted list options to ensure proper marking. Do not use symbols such as hyphens or asterisks manually, as they may not be accessible to screen readers.		
Include alternative text in all visual objects to ensure accessibility for users with disabilities.		
Add meaningful hyperlinks, for example: https://www.gov.wales/how-create-accessible-word-documents		
Do not use color as the sole means of conveying information (this is not accessible to the visually impaired).		
Avoid writing important information in the header or footer sections of the document (screen readers do not always recognize this information).		

Basic criteria for accessible PDF documents	Compliant	Non-compliant
The PDF files to be included as supporting material are text created directly by word processors, e.g. a Word file with accessibility measures converted to PDF (scanned images are not accessible).		
The document is a tagged PDF, also known as a tagged document, which includes both the content of the document and information about its logical structure and reading order, so that the document can be read correctly by screen readers (for more information relating to this, see Tools > Accessibility > Add tags).		
Use clear and concise language. If complex technical terms are included, explain them.		
Check PDF documents for accessibility problems with the Accessibility Checker tool and correct the observations.		
Links are of an appropriate size (minimum font size 12) for easy access and do not present difficulties for people with low vision or motor impairments.		
Use a font size between 12 and 18 points.		
The information included in the document is not based on color alone.		
All visual objects such as images, SmartArt graphic elements, shapes, groups, graphics, inserted objects, pen entries and videos include alternative text (select Format > Alternative Text from the menu).		

Basic criteria for accessible PowerPoint presentations	Compliant	Non-compliant
Limit the amount of text on each slide to central ideas that can be explained without including all the text.		
Limit the number of images per slide to the essential ones only.		
Use a predefined layout for the slides, ensuring that supporting products can follow the correct reading order of the "floating" elements.		
Use high contrast between colors and backgrounds without using watermarks. It is recommended to use dark text on a completely white background or white text on a completely dark background.		
Avoid overlaying text on top of graphic elements.		
Use a font or typeface that is easy to read. Verdana is recommended.		
Ensure the presentation is accessible to screen readers that it indicates both the language in which it is written and any language changes in the document (for this go to: File > Options>Language).		
Ensure that important images are large enough to be seen from the back of the room using a minimum font size of 22.		
Avoid using red, orange, and green colors, as they can make it difficult for color-blind people to see.		
Always include a title on each slide, which can be visible or hidden. Check link information for step-by-step instructions.		
Avoid using motion, animations, or flickering effects that can be distracting, confusing, or cause seizures (e.g. scrolling text or text that appears, disappears or flickers).		
Verify in advance that videos that are included use appropriate terms to refer to people with disabilities and do not infantilize or belittle them.		

Basic criteria for accessible PowerPoint presentations	Compliant	Non-compliant
Verify in advance that the videos are of sufficient quality so that when enlarged they can be seen clearly, have good audio quality and subtitles in the language of the event.		
Send the slides, videos or other material to be used at least 10 days in advance.		
Use the PowerPoint tool to validate the accessibility of documents, which will identify potential problems and describe possible solutions.		

Basic accessibility criteria during presentations	Compliant	Non-compliant
Introduce yourself with your full name, country, position, and institution. Include your name sign (if you have one) and a brief description of yourself.		
Use the correct terms to refer to people with disabilities. For more information, see Annex 3.		
Adhere to the time allotted for the presentation (delays may affect rest times necessary for the mental and physical health of the attendees).		
Uses easy to understand words, and short concise sentences, giving clear examples and as little abstraction as possible, using a moderate pace.		
Describe images and sounds verbally, e.g. In the image a girl crosses the street at a red light, the applause from the women was louder than from the men.		
Incorporate time for questions at different moments throughout the presentation, not only at the end.		
Repeat information, if requested.		
Respects the space of the sign language interpreter.		
Address the person with a disability at all times and not the assistant, interpreter or guide. This includes observing the deaf person while signing, even if the interpreter is speaking.		

For more information on accessibility in Word documents, please click on the following link:

http://www.sigaccess.org/welcome-to-sigaccess/resources/accessible-conference-guide/

For more information on document accessibility in PDF format, please click on the following link:

https://www.csun.edu/sites/default/files/pdf_tools.pdf

https://www.bgsu.edu/content/dam/BGSU/college-of-arts-and-sciences/documents/Accessibility-Guides/Guide-to-Creating-Accessible-PDF-Documents.pdf

For more information on accessibility in PowerPoint documents, please click on the following link:

https://www.queensu.ca/accessibility/tutorials/accessible-documents/accessible-powerpoint-presentations-checklist

CHECKLIST 3
SITE ACCESSIBILITY

CHECKLIST 3 – SITE ACCESSIBILITY

Accessibility is a right, as stipulated in Article 9 of the Convention on the Rights of Persons with Disabilities. The criteria presented in Checklist 3 on Site Accessibility, in addition to facilitating accessibility for persons with disabilities, benefit senior citizens, persons or families with children, and persons with limited mobility or injuries. At the end of the Checklist, you will find links to expanded information mentioned in some of the criteria.

Basic accessibility criteria for defining the geographic location of an event	Compliant	Non-compliant
The event venue should be equidistant from the residences of most, if not all, participants.		
The chosen location must not have high levels of pollution that could affect the health of attendees, particularly those with respiratory problems		
The altitude of the location should also be considered to avoid adverse effects on attendees with high blood pressure or respiratory problems.		
The event schedule should be designed with the participants' itinerary in mind, ensuring that travel time does not pose a risk to their health.		
Adequate transportation options that are safe and accessible must be verified, including wheelchair-friendly transportation with functional ramps, security systems, and personnel trained to provide support upon request. Attendees' safety should be ensured through transportation tracking mechanisms.		
Additionally, there should be sidewalk and street accessibility for those who need to walk to the event or require reasonable accommodations to assist in this.		

Basic accessibility criteria for defining the location or place of the event	Compliant	Non-compliant
Parking spaces should be available close to the site for people with restricted mobility or those in wheelchairs. Alternatively, adequate space for temporary parking of vehicles transporting people with disabilities and cabs should be available. See links at the end of this checklist for further information		
Parking for persons with disabilities should be 5 meters long by 2.5 meters wide plus a 1.1-meter-wide manoeuvring strip. See links at the end of this checklist for further information.		
If the event utilizes public roadside parking spaces, it is important to provide a parking area that is at least 2.5 meters wide with a free maneuvering strip of 1.10 meters for entering and leaving the vehicle. Additionally, the slope of the parking area should not be greater than 2%. Further details can be found in the supporting material.		
To ensure accessibility, it is important to provide an accessible entrance with a passageway that has a clearance width of 1.80 meters and a clearance height of 2.20 meters. This entrance should be free of steps or projections and have a non-slip flooring, free of loose elements such as soil, dirt or stones. Adequate illumination should also be provided for safety and accessibility.		
The building entrance should not have stairs, reliefs, or any other architectural barriers that could hinder accessibility. If any such barriers exist, an alternative entrance should be provided.		
The entrance door must have a minimum width of one meter and be hinged or automatic with a lever-type handle. The handle should have a contrasting color to the door for clear visibility. Interior and passageway doors should have a minimum clearance width of 80 cm if they are hinged doors. Please refer to the support material for more information.		

Basic accessibility criteria for defining the location or place of the event	Compliant	Non-compliant
The corridors and passageways within the building must be wide enough to provide a minimum clearance of 1.20 meters.		
An accessible bathroom should be located no more than 30 meters away from the event venue or auditorium for use by participants.		
Accessible bathrooms are family bathrooms or gender-neutral bathrooms with direct entry and accessible signage. Please refer to the support material for more information.		
For residential events there should be accessible bathrooms in the rooms, including options such as accessible sinks, toilets and showers. Review the supporting material for further information.		
Accessible restrooms are available at off-site activities such as field trips or activities.		
Accessible bathrooms should have an unobstructed turning space of at least 1.50 meters in diameter, as well as sturdy, folding grab bars located next to the toilet at a height between 70 and 75 centimeters from the floor. Additionally, there should be a lateral transfer space next to the toilet of 80 centimeters. The sink should have a maximum height of 85 centimeters, with a free space underneath at least 70 centimeters high and 50 centimeters wide. Ideally, the bathroom should have a mixer tap or an automatic faucet. The soap dish, hand dryer, and mirror should be located at a maximum height of 1 meter. To avoid confusion, all elements in the bathroom should be chromatically differentiated. For further information, please refer to the supporting material.		
There are accessible changing rooms that also function as inclusive bathrooms, equipped with a shower, stretcher, lift, and ample space to accommodate individuals with significant support requirements. For further information, please refer to the provided link.		

Basic accessibility criteria for defining the location or place of the event	Compliant	Non-compliant
The site's ramps should adhere to technical accessibility standards, such as a maximum slope gradient of 8%, a minimum width of 90 cm, and a surface with suitable landings and handrails. Please refer to the supplementary information for further verification of the ramps.		
Whenever possible, the spaces and rooms used should be located at ground level. If this is not possible, the building should have elevators that meet the following technical accessibility criteria for the elevator cabin: at least 1.40 meters deep, at least 1.10 meters wide, at least 2.20 meters high. The elevator door should have a clearance width of 90 cm. For more information on elevators and accessibility, please refer to the provided link.		
Any stairs should have non-slip treads or surfaces in good condition, and handrails should be provided, ideally at a height of 90 cm.		
The reception or service desk should be clearly identified with accessible signage.		
Platforms and stages should be equipped with ramps or other accessible access to ensure safe and dignified access for wheelchair users. For more information on ramps, please consult the supporting material.		
The stage should be well lit and visible without barriers from all parts of the auditorium.		
The projection screen should be visible from all areas of the auditorium, and an overhead or hanging projector is preferred to avoid obstructing participant movement.		
The auditorium and all the spaces in which the event will be held have sound and architectural equipment that allows for clear listening without echoes or interference.		

Basic accessibility criteria for defining the location or place of the event	Compliant	Non-compliant
The venue has a magnetic induction loop for the hearing impaired.		
The venue or event organization has technical support personnel who will be monitoring the entire event to verify the proper functioning of images and sound (especially important in hybrid events).		
In auditoriums there are spaces without fixed seating, for wheelchairs users to situate their chairs.		
Seats and chairs have a height between 45 and 50 cm.		
Cafeteria, dining room and activity room tables have a minimum height of 85 cm.		
The furniture in the activity rooms should be easily movable for flexible arrangements.		
Emergency exits should be clearly signposted.		

For more information on accessible parking facilities, please visit:

https://adata.org/factsheet/parking

https://www.ada.gov/topics/parking/

For more information on access and accessible doors, please click on the following link:

https://adata.org/factsheet/opening-doors-everyone

For more information on accessible bathrooms, please click on the following link:

https://adacompliancepros.com/ada-guidelines-for-bathroom-accessibility/

Please click on the following link for further information on ramps and vertical circulation, including elevators:

https://www.un.org/esa/socdev/enable/designm/AD2-01.htm

For more information about accessible signage see:

https://adacentral.com/blog/ada-signage-requirements-a-quick-guide-to-compliance/

For more information on how to verify accessibility, please refer to the following link:

https://accessibility.ku.edu/best-practice-guidelines-planning-accessible-event

CHECKLIST 4
PLATFORM ACCESSIBILITY FOR VIRTUAL AND HYBRID EVENT

CHECKLIST 4 – PLATFORM ACCESSIBILITY FOR VIRTUAL AND HYBRID EVENTS

Many events are conducted through virtual or hybrid platforms. Checklist 4 provides basic information on accessibility for people with disabilities on virtual platforms where events are held in general, links to further information can be found at the end of Checklist 4.

Social aspects

It is important to consider that not all people can access a good quality internet connection due to costs or even because their regions do not have this service. People with disabilities in particular have reduced educational and employment opportunities so their income may be affected, to ensure their participation, accessibility measures can be considered such as:

- Covering internet costs for the duration of the event.

- Using a platform compatible with cell phones and other mobile devices, considering that not every home has a computer.

- Providing spaces where the event can be viewed in its geographic location. For example, a community center where the event is projected so that interested people can meet and have the opportunity to participate.

General technical aspects

Regarding the technical aspects, it is recommended to choose the appropriate platform that includes:

- Integrated subtitles.

- Compatibility with screen readers.

- Multiple ways to communicate and engage participants that do not interfere with the flow of the presentation.

- Accommodations or requirements indicated by persons with disabilities on the registration form.

- Consider hiring experts in accessibility services for virtual or hybrid events who can suggest technological solutions to make the platform being used accessible.

- Have technical support with solid knowledge in the use of the platform to be used.

- Carry out tests in advance of the event to verify sound, image, subtitling, interpreters that are clearly visible, among others.

- It is important that the registration platform is accessible, with simple registration processes that can be obtained in one place and in a short period of time.

Basic accessibility criteria for the hearing impaired in virtual videoconferencing platforms.	Compliant	Non-compliant
Provision of the appropriate number of Sign Language interpreters with high levels of linguistic and professional competence, certified by the WFD (World Federation of the Deaf) and WASLI (World Association of Sign Language Interpreters). Expanded information is available under the subtitle "Communicational Accessibility."		
If the event includes deaf individuals of different nationalities, interpreters are hired for each sign language or with linguistic competence in International Sign Language.		
The Sign Language interpreters are provided with the supporting materials and program of the event at least 5 days in advance.		
The Sign Language interpreters have a stable internet connection of at least 6 Mbps that allows them to hear the speaker clearly and be visually seen without interruptions.		

Basic accessibility criteria for the hearing impaired in virtual videoconferencing platforms.	Compliant	Non-compliant
The interpreter has indirect lighting that does not create shadows on their face or hands. They comply with dress code standards, have a solid color background, and a camera that allows clear visibility. Please refer to the expanded information provided in the link.		
The chosen platform for the event development includes the option to pin or fix the window displaying the interpreter, open a second screen, or use a technology solution guided by experts.		
Quality subtitling services are included, with translations provided by an expert in real-time. This service does not replace sign language interpretation.		
All videos presented or included in the event or supporting material are provided with subtitles.		
We verify if there are attendees with hearing disabilities who use other devices or assistive technologies that require accessibility measures.		

Expanded information about sign language interpreters:

https://aiic.org/document/4418/AIIC%20Guidelines%20for%20Distance%20Interpreting%20(Version%201.0)%20-%20ENG.pdf
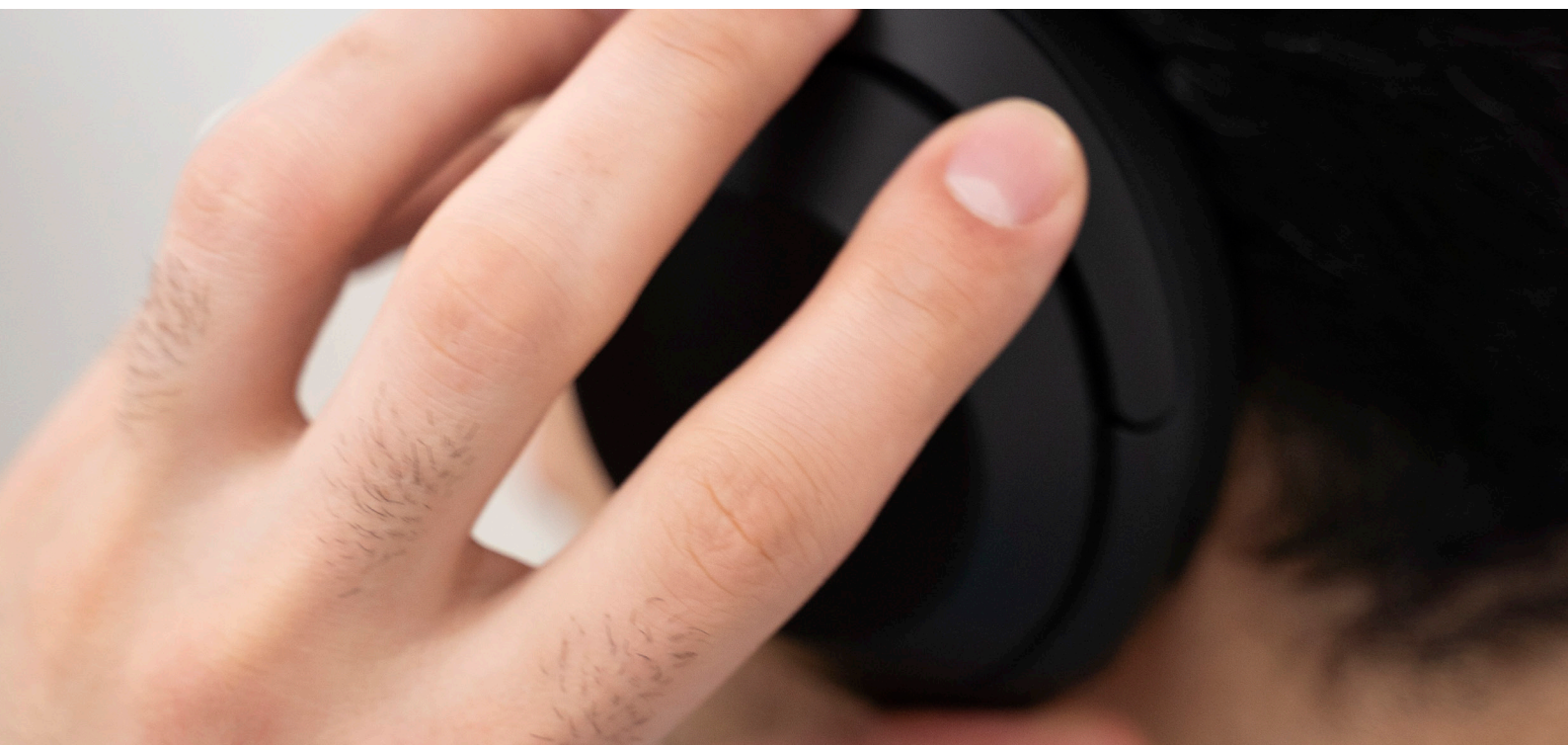
Basic accessibility criteria for people with visual disabilities in virtual event platforms.	Compliant	Non-compliant
It is verified beforehand that all content is readable by a screen reader, including the text content of PowerPoint slides. Support provided in Checklist 2.		
All images presented include descriptions.		
Accessible copies of the entire presentation, including brochures (consider Braille printing for written material), are provided.		
The inclusion of audio description or descriptive narration for the videos to be presented and throughout the event is considered.		

Basic accessibility criteria for people with intellectual disabilities in virtual video conferencing platforms.	Compliant	Non-compliant
A method is provided for participants to respond verbally via phone/microphone or in writing through a chat pod.		
Participants have access to simple instructions on how to use the captioning feature and can adjust it according to their needs.		
Participants can listen to and watch recorded content at a later time.		

CHECKLIST 5
BASIC ASPECTS ABOUT SOCIAL MEDIA POSTS

CHECKLIST 5 – BASIC ASPECTS ABOUT SOCIAL MEDIA POSTS

Social media is a constantly evolving field, with some platforms emerging while others lose popularity, and each having different formats. Here are some general recommendations that can be applied.

Most social media platforms provide specific information about accessibility measures or features on their homepage. It is advisable to review this information to optimize the accessibility of your posts according to the characteristics of each platform.

General accessibility criteria for people with disabilities in the text of social media posts.	Compliant	Non-compliant
The appropriate terms are used to refer to people with disabilities, avoiding paternalistic or discriminatory attitudes.		
The message is concrete and direct, using simple vocabulary.		
The ideas are well-organized in a few sentences.		
The hashtags or tags are placed at the end of the text, without interfering with the message.		
When the hashtag or tag consists of two or more words together, capitalize the first letter of each word. For example, #InclusiveEvent.		
The images of people with disabilities included portray positive and dignified aspects without infantilizing or stereotyping.		
The images used are accessible and include a brief and concise alternative text or description.		
All images that include text are well-described in alternative text. (Elaborated alternative text and not automatically generated).		

General accessibility criteria for people with disabilities regarding colors and typography in social media posts.	Compliant	Non-compliant
They avoid using the colors red, orange, and green, considering individuals with color vision deficiencies.		
The text and background should have a contrast ratio of at least 4.5:1.		
Headings (or simply larger text) should have a contrast ratio of at least 3:1.		
Use an accessible and easy-to-read font type or typography such as Verdana or another verified option.		
Avoid using bold and italics whenever possible.		
Use a font size that is easily visible, with consistent font sizes for titles and content.		

General accessibility criteria for people with disabilities in videos of social media posts.	Sí cumple	No cumple
Videos included in posts have subtitles.		
Sign language interpretation is provided, especially when it comes to content on government pages or other institutions with informational purposes.		
The included videos prioritize those where people with disabilities are the protagonists, expressing their opinions.		
The videos included use appropriate language when referring to people with disabilities.		
The videos included do not reinforce negative stereotypes or infantilize people with disabilities.		
The included videos do not solely focus on the difficulties or the situation of the environment of the person with disabilities.		

COMPLEMENTARY INFORMATION

COMPLEMENTARY INFORMATION

The right of persons with disabilities to freedom of expression, opinion, and access to information is described in Article 21 of the Convention on the Rights of Persons with Disabilities. Therefore, actions that ensure access to events, the relevance of information, and the participation of people with disabilities are of vital importance for the fulfillment of rights.

PRE-EVENT PLANNING

Conceptual definition

- Consider the diversity of humanity, including people with disabilities who are also diverse in other aspects of life, such as children, youth, adults, older adults, and individuals from diverse sexual orientations, among others. Therefore, the topics included in the event should consider this diversity in a cross-cutting manner and include specific points when necessary. Failure by facilitators to consider this aspect undermines the rights of people with disabilities attending the events, turning them into spaces of exclusion.

Selection of speakers or facilitators

- Include in the terms of reference and contracts that facilitators must provide accessible documents and presentations with appropriate terms. Checklist 2 and Annex 3 can be provided to guide this process.

- If there are one or more individuals with the same level of expertise, consider selecting the person who is familiar with disability rights and inclusion.

- Provide facilitators with a summary of the attendee list that includes the requirements they noted. This will help visualize specific material requirements.

- Request information and/or presentations in an accessible format according to Checklist 2 at least 10 days prior to the event. This information should be verified and provided to participants, attendees, and interpreters at least 5 days before the event for their knowledge and review. This allows individuals to

access information in advance, ensuring better understanding and verifying accessibility for all cases.

- For hybrid or virtual events, consider conducting pre-checks and preparations regarding sign language interpreters. Ensure that the interpreter's screen is fixed as a basic aspect to ensure their communicational accessibility.

- Inform the speaker that during their presentation with slide support, the chat room will be restricted to avoid interrupting the reading of software-based presentations by blind individuals.

Venue selection

- Considering the budget, city, or other limitations, choose the event venue that meets the most aspects of Checklist 3.

- It is useful to consult with organizations of people with disabilities and individuals with disabilities themselves to identify venues that offer greater accessibility.

- Not all venues will meet accessibility standards, so it will be necessary to implement reasonable adjustments. Reasonable adjustments are adaptations to the physical, social, or attitudinal environment that do not harm people without disabilities (e.g., do not impose a significant burden) but enable individuals with disabilities to exercise their rights to participation and access. For example, providing magnifying glasses for individuals with low vision, using portable ramps to ensure accessibility during the event, or setting up a room as an accessible changing area.

Accessibility of communications

- Deaf or hard of hearing individuals can use a variety of options to access communication during an event. The best option will depend on the person's preference and the type of event.

- Sign language interpretation is the translation of verbal communication into the sign language of a country by a sign language interpreter. Through the use of manual symbols and facial expressions, the sign language interpreter conveys the meaning of the speaker's message.

- Interpreters often work in teams, interpreting for 15 or 20 minutes at a time and then taking a break while their partner interprets. This is necessary to ensure the quality of interpretation, as it is a mentally and physically demanding task.

- Not all individuals who know sign language are qualified to interpret. It is important to consult with the deaf community in the country or international institutions such as the World Federation of the Deaf (WFD) regarding individuals with the necessary linguistic skills and professionalism to ensure effective access to information.

- Allocate a sufficient budget to cover interpretation services. Professional interpreters have fees that can vary from country to country, depending on specialties and other factors. Consider the rates, taking into account not only the presentation or working moments of the event but also interpreters for every interaction, such as recreational activities, meals, and others.

- Interpretation for deafblind individuals. Deafblind individuals have varying degrees of combined visual and hearing impairments. Interpretation for deafblind individuals is personalized and carried out by professional guide interpreters. This task often requires physical contact with the hands or proximity, so one or more guide interpreters should be considered for each deafblind person. More information can be found at the following link: https://wfdb.eu/interpretation/

- Determining the number of interpreters needed. The decision to use a team rather than an individual interpreter is based on several factors, including the duration and/or complexity of the task, unique needs of the individuals being served, physical and emotional dynamics of the environment, and prevention

of repetitive stress injuries for interpreters. Interpreters recommended by deaf organizations, who have appropriate linguistic and professional competencies, can provide valuable support in determining the quantity and characteristics of interpreters needed for an event. More information can be found at: https://networkinterpretingservice.com/standard-practices/.

- If you have any questions or need to contact interpreters with a high level of linguistic competence and professionalism, you can reach out to the deaf organization in the country where you are located. You can also get in touch with the World Federation of the Deaf (WFD) or the World Association of Sign Language Interpreters (WASLI) for more information. For more information, please visit the following links:

  https://wfdeaf.org/

  https://wasli.org/

- There are deaf individuals who, due to living in remote areas or being isolated without another deaf person to teach them the sign language of their country, communicate using natural signs. In these cases, an interpretation team consisting of a deaf interpreter who interprets the natural signs and a hearing interpreter who interprets into Spanish should be considered.

- Subtitles are another form of communication access. Real-time captioning (CART) is provided by trained stenographers. Subtitles are projected on a large screen or delivered to the individual through a laptop. Subtitles can also be provided remotely. This works best for events with presenters using a microphone. The remote captioner will work from the single amplified source.

- The loop system, also known as an induction loop or audio frequency loop, is a communication system for individuals who use hearing aids. Deaf or hard of hearing individuals, even with the use of hearing aids or implants, may encounter difficulties hearing in spaces with background noise or poor acoustic signals, such as supermarkets or theaters.

Event promotion

- Verify that all materials are accessible and use inclusive language.

- Use accessible formats for mobile devices, considering that many people may not have access to a computer.

- Present information in plain language, using short and concise sentences.

- In the case of printed materials, include Braille printing.

- Send the information to organizations of people with disabilities and leaders or active individuals within this community for wider dissemination.

- For printed materials, consider Checklist 2, and for social media posts, review Checklist 5.

Registration

- It is recommended to have a wide registration period that allows enough time for promotion and registrations.

- During the registration process, there are factors that interested individuals want to know about the event. Therefore, it is useful to include information about the event's theme, the location or platform where it will take place, the accessibility measures that will be provided (including the event's policy regarding personal assistants or companions and service animals or support animals), as well as the services that will be covered by the organization and those that will not. Additionally, the registration form is a key document for gathering important information about the accessibility measures required by the person.

- Not everyone has access to a computer, so it is important for registration forms to be accessible from a mobile phone or mobile device.

- In ANNEX 1, you will find an example of the information that should be provided and obtained in the registration form.

Arriving at the event – transportation

- It is important to provide accessible information about the designated means of transportation to and from the airport and the designated company if this service will be paid for by the event. If this service is not paid for by the event, include a list of accessible transportation services and how to contact them with reference prices.

- It is necessary to have a person available for consultations or to help in case of inconveniences, this person can be the Accessibility Coordinator, communication with this person should include the possibility of contacting by written message considering people with hearing disabilities, in addition to the phone call.

DURING THE EVENT – IMPLEMENTATION

Accreditations

- We may encounter different forms of communication, mobility, learning and styles. The people in charge of accreditations must be informed. It is recommended to provide them with Annex 3 of this Guide.

- Provide a sufficient number of accreditation points to avoid long waiting times. In the case of persons who, due to their health situation, cannot wait for a long time, preferential attention should be provided.

- Clear information should be provided on what is required at the time of accreditation and what material is handed out.

- The accreditation tables should be 85 cm high, allow a person in a wheelchair or seated to place his/her feet under the table, and should be firm to avoid difficulties when writing or signing.

- If credentials are to be handed out, they should also be given to the accompanying person or personal assistant.

- If it is necessary to fill out attendance lists for events with identified or previously registered participants, the lists must include the full name of the persons and other information required by the list, leaving only the signature pending at the time of accreditation.

- Having sign language interpretation for the deaf will allow for clear communication during accreditation.

- In addition to clearly explaining the content and purpose of the accreditation, blind or visually impaired persons may require that the location of the signature be indicated and a ruler provided to guide them in the location, if so gently direct the person's hand to the signature box and if required, position a ruler for accuracy.

- Some people sign by holding the pen, pencil or pen with their mouth, have disinfecting implements such as alcohol and cotton to disinfect the pen before use. Ask whether or not the person prefers to sign the list.

- People with low vision may require a magnifying glass to read independently, it is advisable to have this implement.

- If printed material is provided, an accessibility measure for blind people will be the delivery of the material in an accessible digital version or printed in Braille.

Printed material

- Consider the accessibility of the printed material that will be produced or delivered at the event, for this it is necessary to have a Braille version. An alternative is to provide an accessible digital version. To verify the criteria to be considered, review Checklist 2.

- Ensure that the printed material is easy to understand, clear and in simple language. These measures make it accessible to people with intellectual disabilities, people whose first language is not Spanish, including deaf people, and people who are new to the topic.

Monitoring accessibility

- Recommendations include having an Accessibility Coordinator, however, monitoring and care throughout the event should be the task of the entire team.

- It is necessary to have a schedule that considers times for eating, resting and socializing or recreation.

Emergency evacuation

- Before you begin your event, you should consider how the needs of people with disabilities will be handled in an emergency. An inclusive emergency plan is recommended to detail the measures.

- Include the minimum standards and procedures required by current legislation and the competent authority of the location where the event is being held.

- Include a map indicating the emergency exits. This map must contain a description in audio or accessible for blind people.

- Verify that the emergency exits are accessible, there are adequate ramps, there are 1.50 meters of free circulation, including emergency exits, there are signs to locate evacuation routes, emergency exits and meeting points, there are no stairs, slopes or slopes or there is an adequate ramp, there are no thresholds or ramps have been adapted for thresholds, at least they must reach a retreat area.

- At the beginning of the daily sessions, it is useful to remember where the emergency exits are located.

- All on-site personnel should be informed of emergency evacuation procedures. This includes members and volunteers of the organization, venue staff and participants.

- Some people with disabilities will require life-saving support in the event of an emergency, and it is important that those designated to provide this support have the necessary skills.

- Since there are both hearing and visually impaired people, the alerts provided should be audible and visual.

- Elevators will not be available during an evacuation. If a participant is unable to exit the building, an approved safe shelter should be identified and communicated to participants. A staff member should be identified who will inform first responders of the location of the participant who remained in the building.

For more information, please visit the following link: https://www.nfpa.org/-/media/Files/Public-Education/By-topic/Disabilities/EvacuationGuidePDF.ashx

Social or recreational activities

- Socialization or recreational activities during face-to-face events should consider accessibility for people with disabilities.

- The aspects related to accessibility of the venue mentioned in Checklist 3 can serve as a parameter for access to the spaces in which these activities are planned.

- Consider the availability of accessible transportation to and from the site.

- In addition to architectural or urban accessibility, it is important to consider that the activities to be carried out can be enjoyed in a variety of ways. For example, an outing for lunch at a place of historical interest that also includes music will allow for several activities that can be carried out in the same place.

- It is important to ensure the presence of personal assistants and interpreters.

Certificates

- Many of the events that are proposed are intended to provide knowledge and spaces for reflection and construction on issues that are of importance to society as a whole, having the certification of this process will allow the event to transcend by being reflected in the resume of different people.

- People with disabilities have less access to education and training, having the certification of knowledge acquired is important and can open new opportunities for labor and educational development.

- We must also consider accessibility in these documents, if the certificate has a printed presentation, it must also have Braille printing. If the certificate is virtual, it must be accessible to screen readers. Other recommendations such as high contrast and adequate font size should be taken into account and can be referenced in Checklist 2.

AFTER THE EVENT

Information and material delivered after the event

- It is important that this material can be distributed to all participants and that accessibility is observed in the formats. You can check accessibility with the criteria in Checklist 2.

Evaluation of the event

- Assistive devices and technologies, information and communication technologies, legislation and regulations are constantly evolving, many of these advances can lead to greater accessibility in face-to-face or virtual events, evaluating an event will allow us to have valuable information that may put us in contact with one of these alternatives.

- An evaluation will also allow us to know the performance of the team and the opportunities for improvement.

- The attention, predisposition and efforts of the service personnel are equally valid at the moment of considering contracts that provide a better service in terms of accessibility for future opportunities.

- For quick access to information and digital archiving, it is recommended to use web applications for the elaboration and administration of surveys that are free, accessible and suitable for use from cell phones. Among them we can find Google forms and Jotform, both free of charge and with a user-friendly interface.

- It is advisable to have the possibility of filling out the forms in printed format for those who do not have a smartphone. Another alternative is to provide the possibility of having a mobile device that can be lent to the participants for filling out the forms.

- Each event has unique themes and characteristics, so it is advisable to design the questions according to the characteristics of the event.

- Some basic aspects to consider in the evaluation of face-to-face events are: accessibility to event registration, accessibility to event materials, accessibility to event environments, accessibility to exhibits, facilitators' performance, accessibility during meals, socializing and recreation, performance of the organizing team, performance of the hotel and event room staff, and a space for complaints and suggestions.

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ANNEXES

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ANNEXES

ANNEX 1 – SAMPLE REGISTRATION FORM

A model form is included with recommendations for adapting to the event. Use of this form helps visualize important aspects relating to accessibility in the event, in addition to requesting important data from the participants that will improve the accessibility measures to be included. The suggestions for the questions (below) can be copied and pasted into platforms such as Google Forms and other free platforms for generating online forms which can then be sent to participants or included on the institution's or event's website. The form must be accessible to people who use the Internet on cell phones.

Event details

Conference/Workshop/Meeting:

Locality:

Name of contact person:

Job title of contact person:

Email of contact person:

Conference Venue

Venue name:

Venue telephone:

Venue email:

Venue contact person:

Venue accessible URL:

Accommodation request

We recommend using the conference early registration deadline as the deadline for attendees to submit accommodation requests.

Early registration deadline:

> Do you have any disabilities or requirements to ensure full participation in the event? Please describe your response in this space.

KEY INFORMATION ABOUT THE CONFERENCE

Assistant Policy

In recognition of the important role of assistants in facilitating the participation of some people with disabilities, the person registered for the event should be consulted with at all times to discuss their requirement. To facilitate decisions on the attendance of assistants to persons with disabilities, an attendee policy should be defined at the time of the organization of the event and communicated in the registration form.

It is recommended that the policy clarify the following:

- Whether assistants must register separately for the conference.

- Whether a reduced companion rate is available.

- Whether the attendee's airfare, lodging and meals will be covered.

- Whether there will be seating at the conference to ensure that attendees are in close proximity to their assistant.

- Whether accessible double rooms are available for those with disabilities can stay with their assistant.

For example:

> Attendees who are personal care assistants do not need to register for the conference. However, in order to facilitate the logistics of their participation (lodging and meals) participants should indicate whether they will be accompanied by a personal care assistant.
>
> The event will have spaces for assistant to be close to the person with a disability, there are also rooms with twin or double beds that are accessible in which the person with a disability and his/her assistant can be accommodated together, if required.
>
> Please indicate in this space if you are coming to the event with an assistant, the name of the person, contact telephone number and any information you consider important about your assistant.

Map and description of conference space

- This section should provide a map of the conference space showing the following information:

- The location of stairs, escalators, elevators, restrooms, and wheelchair accessible restrooms.

- Walking distance between sessions and the need to use stairs.

- Places to sit and rest.

- Whether there will be a quiet place where people with low hearing can talk.

- Whether there will be a private room where an attendant can rest or nurse a baby.

- Where a guide dog can be brought to relieve itself.

- For the benefit of those who cannot see the map, a textual or audio description should also be included.

In the following link you can find an example of a map with these characteristics:

https://cornell.maps.arcgis.com/apps/MapSeries/index.html?appid=80e7ca4d43d6496892de80b5e699e1d1

Description of the conference space

Provide a textual description of the conference space. Example of a textual description of the conference space for a hotel event:

The conference will be held in two rooms which are located next to each other both are on the second floor of the Hotel "Camino Real" which is accessible by elevator or stairs described in the floor plan, the Hotel staff is in the best predisposition to provide information or support if required.

The main session will be held in conference room 1, breaks will be held in the lobby outside this room, and lunches and poster sessions will be held in the Hotel restaurant located on the first floor which can be reached using the elevator or stairs.

Wheelchair accessible restrooms are located on the 1st floor off the conference hall 20 meters to the left-hand side, next to the wheelchair accessible restroom is a family restroom which can be accessed by persons with disabilities and their personal attendants.

The registration desk will be next to the elevators on the left. The lobby has several armchairs, but it is not a quiet area. For those who require a quiet area for relaxation or communication, we suggest using the Hotel's garden which can be accessed from the first floor at the back of the lobby.

Any other information can be requested to the event staff who will be in the hall and at the entrance door of Conference Room 1.

Emergency Evacuation

Include a map or floor plan indicating emergency exits. If the venue is on a floor that requires climbing or descending stairs for an emergency evacuation, it is recommended that at least two people be designated for each person with mobility difficulties or who uses a wheelchair. There must be proper signage of the exit and emergency route for the hearing impaired. The emergency warning must be transmitted to all people, for this the members of the team in charge of the attention or protocol must know how to communicate and help the people who require it. Explain the provisions that the event takes so that attendees and participants are informed.

For example:

> The event site is located in a low-risk area and has security measures such as fire extinguishers and fire alarms, so it is unlikely that an emergency requiring evacuation will occur. In case of emergency evacuation, the team staff and volunteers have information to support people who require it. We also recommend reviewing the map of emergency exits, which has a textual description.

Wheelchair and electric scooter accessibility

This section should provide information for wheelchair and electric scooter users, including:

- Wheelchair access routes to the conference venue.

- Wheelchair route from the entrance or lobby to the meeting rooms and/or guest accommodations.

- If venue is a hotel: wheelchair route from hotel rooms to meeting space.

- Location of wheelchair accessible restrooms.

- Warnings about steps or stairs between conference venues.

- Where to get more detailed information about accessibility at the venue.

- If there will be an elevated stage, will there be a ramp to it?

- Wheelchair access and transportation for any off-site events.

- Wheelchair accessible transportation.

Wheelchair accessibility (description)

Describe here what the wheelchair accessibility on site is like. Example:

> The hotel has a level entrance with automatic doors. The reception desk has a lowered section for wheelchair users and the route to the elevators is level. The elevators lead to the meeting and guest rooms. Three wheelchair-accessible rooms are available, each with a walk-in shower and handrails. The meeting room will have wheelchair spaces adjacent to the center aisle at the rear of the room. Organizers and team members will be available upon request to assist with the buffet lunch, and there will be wheelchair space at the lunch tables.

Description of accessibility for exhibitors or facilitators in wheelchairs

Describe here details about wheelchair accessibility that pertain to presenters who use wheelchairs.

> We have the possibility of incorporating a ramp to go up to the stage, if you are a facilitator who requires it for its use or to take participants up to the stage, please contact the Accessibility Coordinator mobile: Xxx xxxx email: xxx xxxx

Walking

This section should describe:

- How far is it from the conference space to the elevator?

- How far is it from the nearest accessible restroom, and

- List any ramps needed to move between parts of the space.

Directions and Access to the bathrooms
Description of the bathrooms

Indicate here where the nearest restrooms are in relation to the main conference space and how to reach them, both women's and men's restrooms. Also, indicate if there are steps between the conference space and the restrooms. Include any other pertinent restroom details, such as: how many wheelchair accessible stalls with grab bars are in each restroom? Are the restrooms equipped with double doors that open automatically? How wide are the doors and/or how wide do they open (e.g., 90 or 180 degrees)?

Service and support animals
Rest area for service and support animals

> We have an area where service animals and support animals can rest or relieve themselves outside the main entrance, to the right, at the bush line. If possible, we ask that you have your own waste collection equipment.

Indicate here where resting areas for service animals and/or support animals, if any, are located. For example:

Induction loops

The magnetic loop, magnetic induction loop, or audio frequency induction loop is a communication system for people who use hearing aids. Induction loop areas: Please indicate here which rooms or areas have an induction loop.

Non-induction loop areas: Please indicate here which rooms or areas do not have an induction loop.

Interpreters and communication accessibility measures for deaf people

Please indicate here if there will be sign language interpretation at the conference, specifying the sign language that will be used for interpretation. Additionally, if attendees requiring sign language interpretation in their country's sign language can be registered as participants, please provide information on where the interpreters will be located. Example:

The conference will provide two International Sign Language interpreters to facilitate interpretation for attendees from different nationalities. The interpreters will be located at the front right area of the conference. All speakers are kindly requested not to wear masks or face coverings during their presentations. If you require a sign language interpreter in your country's sign language, please register them as a support person, and their accommodation and meals will be covered upon registration in the attendee's section.

Food and refreshments
Please indicate in this space if you have any food allergies:

Food: Indicate here what type of meals will be available and/or provided at the conference along with details of when and/or where along with the possibility of indicating dietary needs linked to health situations. Example:

The food provided at the event will be buffet lunch on Monday and Tuesday, a seated dinner on Monday evening and light refreshments at the reception on Tuesday evening, not including room service charge or mini-fridge consumption. If you have health-related dietary requirements, please inform the Accessibility Manager Jose Perez at xxxxxxx cell phone or xxxxxx email before the registration deadline.

Designated smoke-free and smoking areas

Smoke-free areas

Indicate where smoke-free areas will be located.

Example:

By regulation of the Ministry of Health, smoking is not allowed in enclosed areas corresponding to the Hotel, therefore all enclosed areas are smoke-free. The gardens and exteriors of the Hotel are the only places where smoking is permitted.

Quiet space and sensory impact

Quiet space

Indicate here if and where there will be a quiet space for attendees to use. Include information about a quiet place suitable for conversation.

Example:

The event's host hotel has two meeting rooms that will be available to participants as quiet spaces in which people with sensory sensitivities can rest or people with low hearing can converse, in addition to the use of other participants in case there are coordination meetings outside of event hours. Ask the staff for Meeting Room 3 and Meeting Room 4, which are located on the same floor as the event.

Sensory Impact

Indicate here if there will be loud music, strobe lights, flash photography, spotlights, strong smells or other intense sensory experiences at the conference, it is recommended that participants be asked not to wear fragrances and not to take flash photography to avoid discomfort for people with sensory sensitivities. Describe where in the presentation room the audio speakers will be located, this will allow people sensitive to loud sound or those who require it to better position themselves. Off-site events will be addressed in the next section.

Example:

We are still gathering information on the sensory aspects of the conference. Participants will be asked not to use flash photography or wear strong fragrances. Please indicate on your registration form if there are specific items you would like to know about in advance.

Accessibility information for off-site events
Off-site wheelchair accessibility description

Describe here how to access any off-site event by wheelchair (if possible). For example:

The walking route to the reception is wheelchair-accessible, but is steep and hilly, with several curbs that do not have curb cuts. We recommend using the local cab service ABC Taxi, whose cabs can accommodate a manual or electric wheelchair. If you wish to attend the reception with an electric scooter, please contact accessibility contact and indicate this on your registration form. The reception area is wheelchair accessible, except for two steps to the main entrance. Hotel staff and the event team will be available upon request to assist wheelchair users with these steps. The venue has accessible restrooms near the reception area.

Description of off-site walking: Provide walking directions to off-site events here. Include details on distance, terrain (hills? How steep? Uneven sidewalks?), location of off-street event (will seating be available?), and other transportation options (will cabs be available for those who do not wish to walk?)].

Off-site sensory description

Provide a description of the sensory aspects of the off-site events. Include details about loud sounds, bright or flashing lights, and strong smells. Indicate where attendees should go if they need to take a break or find a quiet place.

City accessibility

If the city has a webpage or instructions regarding accessibility, please include it so that attendees can review it.

Accessibility contact for the city: Please indicate whom to contact for further information regarding the city's accessibility.

City's accessibility contact email: accesibilidadciudadmacondo@gmail.com

In case of emergencies

Emergency telephone: Indicate here the telephone number(s) to call in case of emergencies.

Example:

Emergency telephone number: 911

Distance to nearest hospital

Indicate the distance to the nearest hospital, the phone number, and address.

Transport

This form provides an example of the necessary components for describing accessible transportation options to the event. However, it's important to recognize that attendees' needs may vary, so it is recommended to include additional options where available. Ensure that at least one option is accessible for individuals using large electric wheelchairs.

Note: When describing a public transportation option, please include the following details:

- Include a link to the service's website that provides accessibility information, if available. You can also mention apps like City Mapper or Moovit that often indicate accessible modes of transportation or stations/stops.

- Provide email, phone, and contact information for the service.

- Specify the location of the transportation option within the airport.

- Indicate the cost of the service.

- Clarify whether the service is accessible for individuals using manual wheelchairs or larger electric wheelchairs.

- Mention if the service can accommodate larger electric scooters.

- Advise if wheelchair users need to call in advance to make a reservation.

- Describe whether the service involves significant walking distances or the need to navigate stairs.

- State whether service animals are allowed.

- Provide an estimate of the typical duration of the journey.

- Explain where the service drops off passengers in relation to the conference venue.

- Describe the wheelchair-accessible route from the drop-off point to the conference venue, or an alternative route that avoids stairs, indicating the distance that needs to be covered.

Name of nearest airport: indicate here the name of the nearest airport(s) to the event.

Airport transportation:

Include information about the transportation service from the terminal or airport and the person in charge of this service or how it will be provided.

Example:

Upon arrival at El Dorado Airport, the transportation company responsible for the transfer is Taxy Ciudad Jardín. Their office is located inside the airport, in hallway H with a yellow and black taxi sign. You can contact them on [phone number], and if you have difficulty finding the office, you can call or send a WhatsApp message. Once at the office, the attendant will verify your name on the attendee list and guide you to the accessible transportation, which is equipped according to the provided accessibility information. The event covers the cost of transportation to and from the airport, so you do not need to make any payment.

If transportation is not included in the event services, please provide information about accessible transportation options and the costs for transportation from the airport to the city or the attendees' hotel.

Cost of transportation to and from the airport:

Provide approximate costing and/or information of where to receive a reliable quote.

Estimated travel time for this transportation option:

Provide approximate travel times and where to find timetables or further guidance and mention factors that may increase travel times (rush hour, bank holidays, strikes, heavy rains).

Information on wheelchair accessibility: Wheelchair Information for the specified transportation option(s):

Please describe here what type of wheelchair, whether manual or electric, can be accommodated by the taxis, and if the taxis are equipped with ramps. Additionally, indicate if any models can accommodate larger electric scooters and if these models need to be reserved in advance.

Walking directions: Walking directions for the transportation option. For example, please provide instructions on how to walk to the taxi stand and indicate where taxis drop off passengers in the vicinity, such as the main entrance of the hotel lobby, etc. Include an estimate of the walking distance. Additionally, describe if the path has tactile paving and signage.

Stairs: Describe the places where a traveler would need to climb or descend stairs (no ramp or elevator available). Consider situations such as getting on and off the transportation or accessing the venue/hotel.

Service animals: Indicate here if guide dogs and other service animals are welcome in the specified transportation option(s) and if reservations are necessary.

Customer service numbers: Indicate telephone numbers for the specified transportation option(s).

Reservation lines: Reservation information for the specified transportation option(s). Please indicate here if and how participants should book the transportation option. For example: Call xxxxxxx 48 hours in advance to reserve a taxi.

ANNEX 2 – SAMPLE INVITATION TEXT FOR ACCESSIBLE EVENTS.

We are delighted to extend our invitation to you to participate in the 1st Latin American Seminar on Employment for People with Disabilities, to be held in Punta del Este, Uruguay, from February 20th to 23rd, 2023.

This will be a space for the exchange of experiences, both public and private, in the promotion of employment for people with disabilities in Latin American countries.

We aim to create inclusive and accessible events that allow all individuals, including people with disabilities, to fully participate. To be considerate of individuals with allergies and environmental sensitivities, we kindly request that you refrain from using strong fragrances during the event. For accessibility inquiries, please contact (name, email, phone number).

For more information and to complete the registration form, please visit the following link:[e.g.] www.registrationseminar.org.

ANNEX 3 – CORRECT TERMS AND RESPECTFUL TREATMENT OF PEOPLE WITH DISABILITIES.

When talking about people with disabilities, we refer to 15% of the global population, and this number is increasing. Anyone can experience a disability at any stage of life, which is why working on accessibility and breaking down preconceptions and taboos about disability benefits all of us.

The Convention on the Rights of Persons with Disabilities was approved by the United Nations General Assembly in 2006, and since 2007, many countries have recognized it as part of their legislation. It serves as a global reference for concepts and rights. According to the Convention, disability is an evolving concept, and it states:

"Persons with disabilities include those who have long-term physical, mental, intellectual, or sensory impairments, which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others."

Disability is not a medical problem but rather an interaction between an impairment and the environment. For example, let's imagine a person in a wheelchair living in a city with accessible streets, parks, hospitals, transportation, healthcare services, education, work, and barrier-free buildings, along with an inclusive attitude from the community. Would they face barriers that impede their participation? Would they still be considered a person with a disability?

Using correct terminology is important. The term "person with a disability" emphasizes the personhood before the disability and is the term adopted by organizations of persons with disabilities and the Convention on the Rights of Persons with Disabilities itself.

Like all individuals, people with disabilities are multifaceted and diverse, so terms that are derogatory or infantilizing should be avoided from a paternalistic attitude.

Although some terms may not seem derogatory, they have an underlying intention to define people by their disability. For example, the term "person with special abilities or differences" suggests that the disability gives them distinct characteristics. This reinforces stereotypes that automatically assign characteristics based on disability, while the diversity of thoughts, personalities, perspectives, preferences, and passions are inherent to all human beings.

It is common to hear phrases like "children with special abilities or innocent angels" when referring to individuals with Down syndrome. This perspective limits the visibility of other

aspects of their lives, such as their unique qualities and development in areas beyond the family, such as relationships, academics, friendships, and recreation.

Disability does not define individuals. Barriers to their development related to stereotypes and societal attitudes hinder full inclusion. Using correct language is an important step in breaking down these barriers.

There are also similar terms that are incorrect. For example, "disabled" is a term that defines a person by their disability. Therefore, it is important to remember that "person with a disability" is a term that cannot be separated or changed, as it carries a different connotation.

Inclusive language

Incorrect terms to refer to persons with disability	Correct terms to refer to persons with disability
Person with special abilities Person with different abilities Disabled person Invalid Minus-abled Deficient Diminished	Person with disability

Incorrect terms to refer to persons with visual disability	Correct terms to refer to persons with visual disability
Blind	Person with visual disability
Visually handicapped	Blind person
Visually challenged	Person with low vision

Incorrect terms to refer to persons with auditory disability	Correct terms to refer to persons with auditory disability
Deaf and mute	Person with hearing disability
Hard of hearing	Deaf person
Mute	Person with mild hearing loss or partially deaf

Incorrect terms to refer to individuals with physical disabilities	Correct terms to refer to individuals with physical disabilities
Lame/ cripple	Person with physical-motor disability
One-armed	Person with physical disability
Paralyzed	Wheelchair user
Wheelchair-bound	Person of short stature
Dwarf/dwarfish	

Incorrect terms to refer to people with intellectual disabilities	Correct terms to refer to people with intellectual disabilities
Backwards Retarded / tard Dumb / stupid Dim-witted Mentally slow / incapable Mongol/mongoloid	Person with intellectual disability Person with Down Syndrome (applies to individuals with this diagnosis)

Incorrect terms to refer to people with mental or psychological disabilities.	Correct terms to refer to people with mental or psychological disabilities.
Crazy Demented	Person with intellectual or psychiatric disability

Respectful treatment of the rights of people with disabilities.

The treatment of a person with a disability should be the same as that of any other person. Many individuals are not familiar with the accessibility requirements related to the use of wheelchairs, canes, sign language, personal assistants, and other elements that facilitate their lives. Here are some general aspects to consider:

- Just like in any interpersonal relationship, empathy and kindness are fundamental principles. We are all equal in dignity and rights, with unique characteristics that make us who we are. Therefore, relating to others from a place of equality is crucial to avoid falling into paternalistic attitudes. If you have any doubts about the best way to support a person, don't be afraid to ask respectfully.

- When communicating, always address the person with the disability directly, rather than their companion, family member, personal assistant, or interpreter.

- Listen to and respect their opinions.

- Address them by their name.

- Ask for permission before touching their arm or providing any form of assistance.

- Speak in a normal manner, avoiding shouting or speaking excessively slowly

Next, we will describe some aspects to consider for a friendly and respectful interaction that upholds the dignity and rights of individuals with different types of disabilities.

Individuals with physical or motor disabilities

- Regardless of whether the person is accompanied, always direct your attention and questions to him or her, and take into account their opinions and requests.

- When engaging in conversation with an individual who has a mobility disability and uses a wheelchair, it is important to position yourself at their eye level, facing them directly, or to lean in if necessary.

- To assist someone using a wheelchair, crutches, or other mobility aids, it is important to let the person guide you on how to do so. Do not invade their personal space or independence by pushing or touching them without their permission.

- If there is a need to accompany a person who uses a wheelchair, crutches, or other mobility aids, the pace and movement should be adjusted to the person's mobility capabilities.

- For individuals who use a cane, crutches, or other mobility aids, once they are seated, their aids should be placed within their reach, avoiding moving them if the person has placed them in a specific location.

- If they do not have a personal assistant and require support for their mobility, have organization staff available to assist them, always asking first if they need assistance.

- When providing assistance with their mobility, remove any objects that may obstruct their path.

- For restroom use, inquire if they require assistance and what type of assistance is needed.

Persons with visual disabilities

- Please note that there are individuals with total blindness and individuals with low vision.

- The use of a white cane distinguishes blind individuals.

- When addressing a person with visual impairment, the first thing to do is to identify yourself (name, position, role, or responsibility) so that the blind person knows who they are interacting with.

- When speaking with a blind person, always direct the conversation directly to them and only secondarily to their companion or guide.

- If a blind person has a guide dog or assistance animal, do not touch or interact with the animal unless the blind person specifically requests it.

- If a blind person needs to move around, ask if they require assistance. If they accept being guided, extend your arm for them to hold onto and guide them. Stay half a step ahead and avoid abruptly pulling or tugging their arm.

- Always provide orientation by describing the environment or location using dimensional words such as left, right, in front, behind, ahead, down, up, on top, and others. Avoid using indicative terms like there, over there, here, beyond, and similar terms.

- Do not hesitate to use words like see, look, observe, point of view, and others in a normal manner, as visually impaired individuals use them in their everyday language.

- Inform the person when you are stepping away from the location to avoid leaving them talking to themselves.

- When serving food, describe the food options to the person and assist them in picking up their food.

People with auditory disabilities

- Always face the deaf person directly and not the interpreter. When the deaf person responds to you or addresses you, maintain eye contact with them and not with the interpreter.

- Keep in mind that there are people with profound deafness and people with partial hearing who may have residual hearing.

- Under no circumstances should you shout or touch the face or body abruptly to get their attention.

- If you need to get the attention of a deaf person, use the customary signs to get their attention or gently touch their shoulder or hand.

- Communicate at a moderate pace that allows the interpreter to convey all the information.

- Some deaf individuals lip-read, so keep your mouth area visible when communicating, except in situations where face masks are necessary for biosecurity.

- Deaf communities have their own culture of which they are proud, and it is part of their way of understanding the world. Therefore, double meanings, irony, or jokes that are common to hearing people may not be perceived or understood as such. It is recommended to inform the person before making this type of comments.

- The first language of deaf individuals is sign language, which varies from country to country. In many cases, English is their second language, so the

level of writing or reading may vary from person to person. It is essential that written material be easily understandable, as exams or activities that require writing may not be accessible to deaf individuals.

- There are deaf individuals who, due to living in remote areas or being isolated without another deaf person to teach them the sign language of their country, use natural gestures to communicate. In these cases, the person will have two interpreters: one who is deaf and one who is hearing. At all times, direct your attention to the deaf person to communicate.

- Hearing-impaired individuals who have partial hearing may use hearing aids, software that converts information to text, or other assistive technologies. This may require you to speak into a microphone or speak slowly.

Persons with intellectual disabilities

- Always address the person with intellectual disabilities, listen to and take into account their requests, and only communicate with their personal assistant if it is impossible to communicate directly with the person.

- Use clear and concrete language.

- They may have difficulties in social interaction, so it is important to treat them with patience and warmth without being paternalistic.

- If they do not make eye contact when communicating, avoid touching them without permission and verbally ask if they heard and understood the communication.

- Environmental factors such as noise, loud music, or interruptions of any kind can easily distract them, so repeat the information if necessary.

- Do not make decisions for individuals with intellectual disabilities; always ask the person directly.

Persons with Mental or Psychiatric Disabilities

- Always address the person with a disability. If direct communication is not possible, you can approach their personal assistant or companion.

- If there are quiet areas available for resting, provide this information to the person in case they need to go there to take medication or rest.

- Communicate with the person using a natural tone, avoiding raising your voice or speaking excessively slowly.

- Avoid physical contact or touching the person without their request or consent when providing directions or offering assistance.

Multiple disabilities

Persons with deafblindness.

Persons with deafblindness communicate based on their varying degrees of vision and hearing. They use a white and red cane.

To establish contact with a person with deafblindness, you should:

- Approach them from the front in case they have residual vision, and articulate your words clearly to facilitate lip reading.

- Gently touch their arm to let them know of your presence.

- Speak slowly and in a slightly louder tone to see if they have any residual hearing. However, avoid shouting. If the environment is very noisy, find a quieter place.

- To guide the person, bring your arm close to their hand, and when they hold onto your arm, start walking slowly so that the movement of your body is perceptible.

- If the person is accompanied by a Deafblind Guide or a communication mediator, always address the person with deafblindness directly. A gentle touch on the arm when approaching will let them know of your presence.

Persons with Cerebral Palsy (CP)

- Address the person directly and not their companion or assistant. Listen to and consider their opinions and requests.

- When they are stationary, speak to them face-to-face. When moving together, walk alongside them at their pace. Only assist with their mobility if they ask for help.

- People with cerebral palsy may have some difficulty with pronunciation or speaking speed. Respect their pace, and if you don't understand something, ask them to repeat or clarify.

- If they need support with any action or maneuver in their wheelchair, listen to their instructions before acting.

- Under no circumstances should you touch or manipulate the wheelchair without the person's consent or request.

- If the person uses crutches or any other assistive device, do not move or alter the placement of the device unless they ask you to do so.

ANNEX 4 – SAMPLE ACCESSIBILITY CLAUSE

The legislation in each country varies regarding the rights of people with disabilities and accessibility. If there is adequate and sufficient national legislation, it is recommended to cite it, in addition to the analogous use of international standards. The following example serves as a reference and should be reviewed and customized by a professional lawyer to ensure its effectiveness.

Third Clause (Accesible services)

Through this clause, the service provider acknowledges that the contracting institution must comply with accessibility criteria according to national or analogous international regulations. Therefore, the service provider undertakes to comply with the requirements established by the contracting institution, making available all the services and personnel within the service provider's reach.

The cost of these services is detailed in the attached proforma and forms part of the overall quotation. Any other service required for event accessibility that incurs additional costs will be communicated in advance and must be approved by the contracting institution.