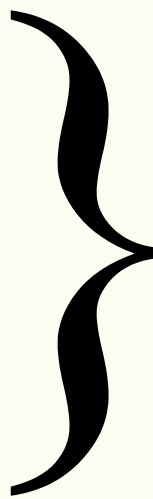


Universal Design

every thing
benefits
every one



Guidance and Resources for VSA staff, contractors, and volunteers

Welcome!

The intent of this publication is to provide guidance and resources to VSA staff, contractors, and volunteers regarding implementation of universal design principles in presentations, meeting and conference planning, accessibility services, and web content.

The objective of universal design is for everyone to access the same things at the same time, in the same place, and in as close to the same manner as possible.

No checklist can produce universal design. In achieving universal design, precision with accessibility standards is only as important as the commitment to embracing inclusion. Universal design manifests only when an understanding of basic accessibility is coupled with a flexible and open mind. Creativity and basic respect make up its foundation. Preparing your organization to embrace self-determination to the fullest extent will foster an atmosphere of universal design.

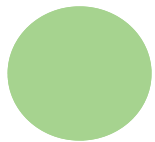
This document briefly describes the Seven Principles of Universal Design. However, Universal Design is more of an ongoing process than a prescription. We hope that you will use this document to foster the habit of using Universal Design principles to guide decision-making. More in-depth information on its history, current applications, and potential can be found by utilizing the resources section of this document.

Sincerely,

VSA

The Seven Principles of Universal Design 3-5

Accessible Meeting and Conference Planning



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The Seven Principles of Universal Design

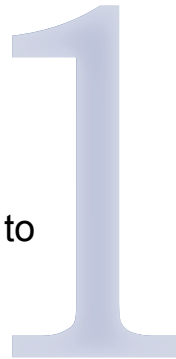
Universal Design: The design of products and environments to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design.

Equitable Use

The design is useful and marketable to people with diverse abilities.

Guidelines:

- Provide the same means of use for all users: identical whenever possible; equivalent when not.
- Avoid segregating or stigmatizing any users.
- Provisions for privacy, security, and safety should be equally available to all users.
- Make the design appealing to all users.

A large, light blue number '1' is positioned to the right of the 'Equitable Use' section, serving as a visual marker for the first principle.

Flexibility in Use

The design accommodates a wide range of individual preferences and abilities.

Guidelines:

- Provide choice in methods of use.
- Accommodate right- or left-handed access and use.
- Facilitate the user's accuracy and precision.
- Provide adaptability to the user's pace.

A large, light blue number '2' is positioned to the right of the 'Flexibility in Use' section, serving as a visual marker for the second principle.

The Seven Principles of Universal Design

Simple and Intuitive Use

Use of the design is easy to understand, regardless of the user's experience, knowledge, language skills, or current concentration level.

Guidelines:

- Provide effective prompting and feedback during and after task completion.
- Eliminate unnecessary complexity.
- Accommodate a wide range of literacy and language skills.
- Arrange information consistent with its importance.
- Be consistent with user expectations and intuition.

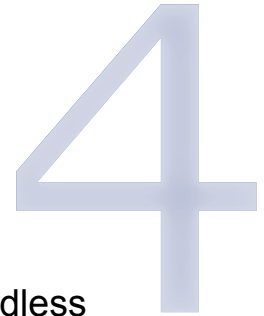


Perceptible Information

The design communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities.

Guidelines:

- Use different modes (pictorial, verbal, tactile) for redundant presentation of essential information.
- Provide adequate contrast between essential information and its surroundings.
- Maximize "legibility" of essential information.
- Differentiate elements in ways that can be described (i.e., make it easy to give instructions or directions).
- Provide compatibility with a variety of techniques or devices used by people with sensory limitations.



The Seven Principles of Universal Design

Tolerance for Error

5

The design minimizes hazards and the adverse consequences of accidental or unintended actions.

Guidelines:

- Arrange elements to minimize hazards and errors: most used elements, most accessible; hazardous elements eliminated, isolated, or shielded.
- Provide warnings of hazards and errors.
- Provide fail safe features.
- Discourage unconscious action in tasks that require vigilance.

Low Physical Effort

6

The design can be used efficiently and comfortably and with a minimum of fatigue.

Guidelines:

- Allow user to maintain a neutral body position.
- Use reasonable operating forces.
- Minimize repetitive actions.
- Minimize sustained physical effort.

Size and Space for Approach and Use

7

Appropriate size and space is provided for approach, reach, manipulation, and use regardless of user's body size, posture, or mobility.

Guidelines:

- Provide a clear line of sight to important elements for any seated or standing user.
- Make reach to all components comfortable for any seated or standing user.
- Accommodate variations in hand and grip size.
- Provide adequate space for the use of assistive devices or personal assistance.

Accessible Meeting and Conference Planning

First Things First

- A **welcoming environment** starts well before the event ever begins. Fully accessible events are created by integrating **Universal Design philosophy** into every aspect of internal planning.
- Give your audience **confidence in your commitment** to accessibility. People need to know that you are willing to provide anything. Start with the **mindset** that every access option, in the end, will be requested and will be used.
 - Make sure the access options and services that people may need are provided by a simple way to request them ahead of time. Literally list out the options you anticipate will be requested. Give people the opportunity to describe any other accommodations they need to participate.
 - In pre-event materials give explanations of what all the access options are. Help your audience understand that you are familiar with access options and ready to fulfill their requests.

“To design is to communicate clearly by whatever means you can control or master.”

Communications: Know your Audience

Pre-registration is your opportunity to convey a flexible and open-minded approach to your audience.

On all materials, provide the name and contact information of the person in charge of requests for accommodation, as well as alternate format options and deadlines.

Access Options

Please indicate any access options you will need in order to participate fully:

- Personal Assistant
- American Sign Language
- Interpreter
- Assistive Listening Device
- Other: _____

Accessible Meeting and Conference Planning

Materials and Alternate Formats

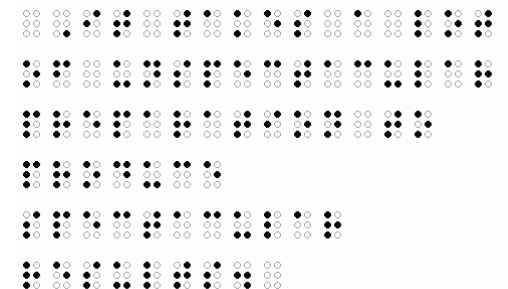
- For any public event, **have everything available** in large print, text-only, audio, and Braille, whether or not they are requested. Your audience will appreciate that you anticipated a **diversity of needs**.
- For large events with a volume of material, many people who request Braille will be unable to manage it effectively. In addition to a complete Braille package, offer essential documents like agendas, welcoming materials, and evaluations in Braille, coupled with **electronic versions** of non-essential documents on CD or flash drive.
- **Create a set of rules, guidelines, and helpful tips** for anyone who will be distributing materials at your event. From the smallest exhibitor, up to the highest level sponsors, everyone should be required to provide their materials in all four commonly requested alternate formats.
 - Most people are willing to provide alternate formats, they just feel unsure about where to go and how to proceed. Once they find out how easy it is, it will become a **more common practice** for them.
 - Be prepared to help them through the process with **referrals** to printers and the **quantity** of each format they should order. **Overestimate** the quantity. There will surely be last minute registrations and people who mistakenly did not request the format they need. Be sure to give everyone involved an **early deadline** to ensure the printer has enough time to produce every format.

Alternate Formats

Please help us provide the right format for you:

- Large Print
- Text-Only
- Audio
- Braille
- Other: _____

"It takes a lot of unspectacular preparation to produce spectacular results."



Accessibility and Accommodations

A meeting space that is only accessible by service entrance is unacceptable. When confronted with a space that is somewhat limited but offers a service route as an alternative, do not push people to use it.

Place **clearly marked signage** to the alternate route, **educate volunteers and staff** about its location, and encourage people to decide for themselves.

- Do not use the service entrance as an excuse for poor access.

If it's a public event with onsite registration, have **American Sign Language interpreters** and **CART** (Communications Access in Real Time), regardless of whether anyone requested them ahead of time. It's a tremendous expense, but a necessity in creating a welcoming environment.

- Communications access for people that don't use American Sign Language: some people require **other kinds of interpretation**, such as contact sign or pigeon sign. For very large events with multiple meetings happening concurrently, provide ASL and CART in every space and have your backup interpreters on hand to cater to the plans of the individuals requesting them.
- Provide **assistive listening device** access in every space and have the devices available at the registration desk for anyone that needs one.

Emergency Preparedness

Be prepared: every meeting should start with very specific evacuation instructions that can be understood without visual cues.

Consider asking people who would need assistance evacuating to voluntarily identify themselves and keep a list.

Quick Tip: Prepare for the Unexpected

Create a list of local service providers, including personal assistant services, equipment repair technicians, and wheelchair / scooter rentals. Include this information in the program for your event, so that guests can access the information outside conference hours.

Accessible Meeting and Conference Planning

Leveraging Access

- Ensure the hotel has enough roll in showers and that it agrees to **honor reservations**. Consider adding a penalty if they don't to your contract.
- Don't negotiate for temporary fixes. Make an impact for the whole community by **using your leverage to permanently improve access**.
- Don't forget to check the fitness center and restaurants inside the hotel for accessibility!

Auxiliary Spaces

- Accessibility is being redefined to include people with disabilities left out of traditional accommodation requirements. Use the space in your facility to **provide a Quiet Room**. This will allow people with a wide array of disabilities to participate in events to their fullest capacity.
 - The Quiet Room should be above all, quiet. Provide a **variety of seating** and **moderate lighting**.
 - Allow people to use the Quiet Room liberally, people have a wide **variety of methods to reduce overstimulation**. Designate someone to check in periodically to ensure it is not being used in a way that minimizes its benefit to those who need it.

Provide **signage and direction** to auxiliary spaces and label them on a **map of your space**.



Welcome!

Service Dog Relief Area: provide cans, gloves, and bags. Consider asking the facility to lay down temporary turf in the parking lot if they do not have a designated area.



The Details

Exhibit Areas and Stages

Leave lots of room for posters and exhibitors. Educate facility staff, exhibitors, and volunteers about keeping tables and counters low and clear.

Scrap the Stairs: ramps demonstrate universal design because they benefit all. If possible, arrange the set-up so that everyone uses the same (accessible) stage entrance.

- Ramps need railings. Make sure the installers understand ADA regulations by speaking to them personally ahead of the event and making a handout on the subject.
- Do you really need that podium? Consider doing away with it all together.

At minimum, a ramp should not slope more than a ratio of 1:12. This means that for every 12 inches of length, the ramp cannot rise more than 1 inch. To achieve design usable to the greatest amount of people use a ratio of 1:24 when possible.

Don't forget to discuss width! Ramps should be at least 5 to 6 feet wide to allow people to enter and exit the stage simultaneously.

Defining Your Space with Universal Design

Circulation space is one of the most critical elements to ensuring your event has the qualities of universal design.

The clean, clear, 7' aisle is your best friend.

All participants must be able to move without disturbing others and have choice in where to sit.

Consider the height of tables, podiums, and lecterns. Make sure presenters with disabilities have the same options as those without.

Have **personal assistants on hand** during the hours of your event. They will undoubtedly be used and appreciated.

Accessible Meeting and Conference Planning

The Details

Food and Cocktail Parties

Buffets are economical, but need extra attention to ensure accessibility. Make sure you have enough people to provide assistance, including facility staff and volunteers and schedule lots of extra time. Boxed meals may be a suitable alternative both economically and in terms of design.

- Carefully consider height and reach ranges, and discuss them with the facility.
- Provide labels or signage about ingredients and warnings.

Diversify!

For any event, make sure you provide tables that are accessible to all. Distribute tables with varying heights throughout the space.

Healthy snacks are popular, but if you plan on serving raw vegetables, include a more accessible option, such as bread and cheese cubes.

Always provide non-alcoholic and sugar-free drink options.

Bring diversity to your dishes and utensils, and provide straws at each table.

- Very small cups make drinks inaccessible to many people with disabilities. Offer several different size options for plates, bowls, and cups. Put out forks, knives, and spoons with whatever you serve.

Universal Munching

When planning to serve snacks or a meal, diversity is key. Think about texture, effort, and means.

- Do you have options that are not loud and crunchy?
- Do you have options that someone can eat with their fingers and chew easily?
- Do you have options that allow someone to carry their food with only one hand or in their lap?

For Planners

- **Form a planning committee** for your event and include people with diverse functional needs on it.

- Whenever possible, presenters should be available for a **pre-meeting with participants**, to review the agenda and the material to be covered. This is beneficial to both presenters and participants.
 - Appoint someone to help facilitate the pre-meeting and review materials with participants and the presenter. If you can find someone with an intellectual disability to fill this role or someone who is familiar with the role of being a cognitive interpreter (such as a close family member or friend), all the better!

 - This could also be accomplished through an accessible **online dialogue**, such as a wiki. See pages 20, 21, and 30 for more information on social media.

- Set some **ground rules** and ensure that presenters understand them and can communicate them to the audience.
 - Try not to use jargon or acronyms.

 - Speak one at a time. ■ Speak loudly and clearly.

Planning Quick Tips

Select **presenters who are highly engaged** and interested in the topic, they will be able to be flexible and creative in their approach.

Make sure to **orient speakers**, or your quest for universal design will be for naught.

Appoint a Go-To Person with the **knowledge, authority, and resources** to implement universal access.

“If you want to build a ship, don't drum up people together to collect wood and don't assign them tasks and work, but rather teach them to long for the endless immensity of the sea.”

Accessible Presentations

For Planners

- Provide all materials in traditional **alternate formats**, and **summaries** of each document so that participants can prepare ahead of time.
 - Ask your presenters to pull out 3 or 5 main points and include them at the beginning of each document.
 - Make sure all documents are written (or provided via alternate format) at the 10th Grade Level. See instructions on page 29.

- Work with your presenters to build **accessible learning tools** from the beginning.
 - In slideshow presentations, avoid busy backgrounds, crowded text, and use high contrast colors. See page 28 for tips and templates.
 - Make sure to caption all videos and provide audio descriptions for visual stimuli.
 - Modern technology makes universal design a reality, use it!

“Human salvation lies in the hands of the creatively maladjusted.”

Planning Quick Tips

Consider including strong **contractual obligations** in grants and contracts that require ADA compliance, including detailed accessibility guidelines.

Use checklists! Everyone has biases and the devil is in the details.

Configure the room for CART access. Audience members should be able to view it (and any other visuals, including the speaker) from anywhere in the room.

CART services can also double as a note-taking accommodation. Request transcripts from the CART provider well ahead of time.



For Presenters

- **Break participants into small groups** whenever possible. This facilitates different communication and learning styles.
- Everyone, including audience members, must **use the microphone**. Presenters must **explain** and **enforce** this very important rule.
 - **Always repeat and summarize** questions before responding to ensure the audience and interpreters understood.
- **Slow down and summarize!** The best way to ensure an inclusive meeting is for the presenter to summarize the discussion early and often, and to draw blatant connections between different sections of material.
 - Use flip charts and other visual aides to bullet the main points, just be sure to review everything verbally as well!
 - Coding can improve accessibility, if done thoughtfully and creatively. If you use color coding, which can assist people with intellectual disabilities, make sure you back it up with simple, concise titles and visual symbols.
- Presenters must **narrate and describe** information provided visually. As a rule of thumb, narrate any visuals that provide concrete information that would otherwise be gathered visually. If a presentation includes images that do not provide concrete information, the images probably don't belong in the presentation anyway.

Guide to Accessibility Symbols



Information Station:
Your Go-To Symbol



Universal Symbol of
Accessibility



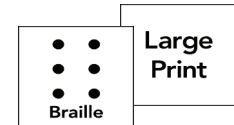
Sign Language



Audio Descriptions



Closed Captioning



Alternate Formats



Assistive
Listening Device



Options for People
with Visual Impairments

Accessibility Services for Events

Your Venue

Start with **facilities disability organizations trust**.

- ▲ Never take a facility's word on access. Select qualified people to **conduct an on-site review!** A qualified person is someone with knowledge and experience conducting accessibility reviews. Contact your local Center for Independent Living for a recommendation.

Train venue staff, especially on accessible room set up, emergency procedure, paths of travel, and the needs of people with electromagnetic / chemical sensitivities.

Entries and Paths of Travel

Lack of **attention to accessible entry ways and routes** is a common mistake.

- ▲ The main **entrance should be universally accessible**. People with and without disabilities should use the same entryway, but not necessarily via the same method of entrance. If you are dealing with a less than ideal entry and a ramp causes a person to diverge significantly from a standard path of travel, to **provide options** in order to cater to people with varying forms of disability.
- ▲ Have a specific discussion with your facility to ensure no construction or other **temporary barriers** will obstruct accessibility.
- ▲ **Directional signage** to the accessible route is essential. Be very clear by using common **symbols and respectful language**. "Accessible" is your go-to word.

Accessibility Quick Tips

Clearly indicate in all publications during and prior to the event that it is **fragrance free**. It will make your event more welcoming.

Select **locations on an accessible transit line** and be educated on the **accessibility** and **cost** of all transportation options, including taxi cabs. Be specific about **directions**.

A Welcoming Environment

It is critical for everyone involved in the process to **understand and appreciate** the **varying kinds of support** provided by personal assistants, service animals, and people in support roles. Let each person decide what access options will best fit their needs, they are the expert on their disability.

- ▲ Make your staff and your space as welcoming as possible.
- ▲ Don't try to anticipate an answer, it can stifle the **creativity needed for universal access**. Allow people to fully express themselves, rather than take on an answer you provide.

Have **personal care attendants on hand** opening night and for other large events.

Be aware of **over-stimulation**. Have an area in mind for guests to use as a **quiet space**. It doesn't have to be formal, but it should be a space fit for comfort.

Provide, wide, uncluttered halls for **easy navigation and access**.

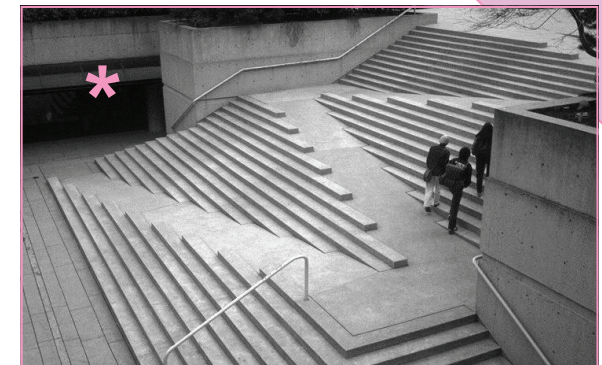
Make evaluation of accessibility part of the design! Criticism is hard to hear, but will eventually improve the design of your events. Organizations that create flawless events do so by embracing criticism.

Accessibility Quick Tips

Build **additional time** into the schedule if the facility presents access problems, such as minimal elevator access.

Don't forget field trips, meals, activities, and restrooms!

Kill the fluorescent lights! They create an inaccessible environment for some people.



“Good art is art that allows you to enter it from a variety of angles and to emerge with a variety of views.”

Accessibility Services for Events

Access, Events, and the Arts!

Visual Displays

Hang art at midpoint level (50" from the ground, instead of the typical 58". **Label** it in Braille and large print (18 point Arial, bold).

Offer **audio descriptions** whenever possible. When not available, offer a knowledgeable guide to describe works when requested.

- ▲ Have **artists who are willing available** to discuss and describe their work, especially on opening night. They may take a **personal interest** in telling people about their artwork and how it was created.
- ▲ Personal Digital Assistants (PDAs) and smartphones now have voice software on them. You can upload descriptions of the different pieces of artwork and give people the ability to go to specific works of art and play the description. However, these devices are not universally accessible.

Your Space

When using pedestals or other obtrusive displays, include **traffic patterns** to accommodate people who need plenty of space.

Provide **wide doors**, such as the kind of doors that unlock in the middle for bringing in large pieces of art and other kinds of equipment. This will provide access for even the largest mobility devices.

Provide **ample and dispersed seating**. Do not segregate it to one area. Space seating adequately, so that guests can **utilize** it throughout the exhibit.

Accessibility Quick Tips

There is always room to improve. Create and continually update a plan for improvement. Recognize your mistakes, and **keep moving forward**.

When creating a plan for improvement, **invite people from the disability community** in as part of the planning to look at the space and evaluate the plan.

Access, Events, and the Arts!

Universal Design reduces but can never eliminate the need for accommodations. You will achieve Universal Design only by being prepared to be surprised and to respond positively.

Sensitivity, creativity, and a **willingness** to get to know a person are required from those who seek to provide accommodations effectively.¹ Think carefully about how you can integrate the **8 types of accommodation**² into your events:

- ▲ **Tactile** (touch): Artists may be able to provide samples of the materials used in their work for guests to touch. For more famous pieces of art, gift shops may have miniatures that people with visual impairments can use to gather information.
- ▲ **Cognitive** (any means that can assist in processing information, including sound, imagery, and touch): Give historical and practical information about each piece. This is also helpful to people new to the arts, thereby building community.
- ▲ **Visual** (see): Add visual cues to descriptions. If the artists' work belongs to a specific genre, explain the basic concepts and add some examples for reference.
- ▲ **Olfactory** (smell): Consider whether any pieces could be enhanced by description of an associated smell, such as "this piece brings to mind the smell of dried flowers, the ocean, etc."
- ▲ **Verbal** (speak), **Rhythm or Tempo** (move), **Emotional** (feel), **Kinetic** (prompts): Be ready for anything! Your guests may request physical contact, a personal tour, or that routines be performed.

Accessibility Quick Tips

Have **accommodation services in the front of the house**, near the entrance. Place prominent, well lit signage so that people don't have to go looking for accommodations somewhere deeper in the space.

Designate or build a **grassy outdoor area** for **service animals** to use. It will make your space more welcoming to all visitors.

When people or artists without disabilities observe your inclusive design they **learn about accommodation** and this **builds community**.

Web Accessibility

For Webmasters

★ To embrace universal design, webmasters must take into account not only **accessibility standards**, but also **social, economic, and environmental considerations** as well.

★ Things to consider when bringing Universal Design to the web:

Comprehension: one of the most widely ignored barriers to online content is language. Making the language you use accessible is a daunting task, but benefits English Language Learners, people with a wide variety of disabilities, and people unfamiliar with your organization.

- ★ Accessible language is not yet mandatory, but should be a central concern for organizations attempting universal design.

Access to Technology: people access online content by a wide variety of means. Many people with disabilities use the internet as a primary form of interaction. Because of access, economic, and geographic barriers, others cannot. People who use screen readers, have a slow internet connection, or even find themselves in a chaotic environment may not be able to use online content equally.

- ★ Creating an accessible website does not mean you have to sacrifice creativity. With enough effort, almost any idea can be made accessible online.

The Basics

Universal design cannot be accomplished without prioritization of accessibility. See the resources section of this document for links to Section 508 and Consortium (w3) Guidelines.

- ★ Design a site with a strong foundation to support your efforts toward universal design. As your site progresses, always keep in mind the needs of people with visual, hearing, and movement disabilities.
- ★ Always caption and / or transcribe images and videos.
- ★ Use ample white space and concentrate on the organization of your site. A well organized website will benefit people with a variety of disabilities.

For Administrators

- ★ Web authoring is becoming increasingly more achievable to the average individual. Software like Dreamweaver and Contribute, as well as online platforms such as WordPress and Blogger can be used to create accessible or inaccessible content.
- ★ Adopt **accessibility standards** for your organization, including online content. The World Wide Web Consortium (W3C) and the U.S. Access Board produce the most commonly applied accessibility standards.
 - ★ Only organizations receiving Federal funding are required to comply with Access Board (Section 508) Guidelines, but organizations undertaking **universal design** should comply with both sets of standards at minimum.
 - ★ Find out if your parent organization has adopted web accessibility standards. If they are weaker than the W3C and 508 standards combined, **fortify them** by adopting all three.
- ★ Building accessible online content with the assistance of an experienced web author, while sometimes **costly, frustrating, and time-consuming**, will eventually lead to a site that can be **updated and maintained** more easily.

Fully **embracing accessibility** from conception will **decrease costs** and the level of expertise needed to maintain and update your site.

“Technical accessibility is not enough to make a website easy to use. The real question is whether users can get what they want from a website in a reasonable amount of time and whether the visit is pleasant for them. Users with disabilities are humans and need easy and simple user interfaces just like anybody else.”

Using Social Media

- ★ All social media sites have some accessibility issues. In order to make your content available to everyone, make sure to also post it in another accessible forum, such as your website or blog.
- ★ Here are some things you can do to help make your content as accessible as possible:
 - ★ Caption your videos.
 - ★ Title your photographs descriptively and usefully.
 - ★ Don't get carried away with abbreviations or text messaging shortcuts in your status updates.
- ★ Programmers have created applications that interface with some social media sites, including Twitter and YouTube.
 - ★ AccessibleTwitter is an alternative to the Twitter.com website. It is designed to be easier to use and is optimized for people with disabilities. This tool does nothing for the accessibility of your site because it has to be initiated by the user. Technically, this is not Universal Design.
 - ★ Easy YouTube is a tool that allows people to view YouTube videos in a more accessible manner. If your organization has its own website, you can install the player on your server and “re-skin” it with Cascading Style Sheets (CSS).
 - ★ Easy YouTube caption creator creates a caption text file that can be attached to YouTube videos.

Ditch the CAPTCHAs!



Even people without disabilities dislike being forced to use them.

Avoid sites that require the use of CAPTCHAs all together.

‘Accessible’ CAPTCHAs are unreliable and frustrating to people trying to access content.

Resources: About Universal Design

The Basics

- Wikipedia gives you the basics on [Universal Design](#), [Universal Design for Learning](#), and [Inclusion](#)
- “The Father of Universal Design” explains the difference between assistive technology, barrier-free, and universal design in [A Perspective on Universal Design](#)
- The Centre for Excellence in Universal Design presents: [10 things to Know About Universal Design](#)

History and Perspectives on Universal Design

- The Center for Universal Design briefly describes [The History of Universal Design](#)
- [The Art of Universal Design](#), by Ricardo Barreto
- The Government of Norway expands on and analyzes the Universal Design Movement in their report “[Universal Design – Clarification and Development](#)”
- George Covington provides perspective on Universal Design from a disability perspective in [The Trojan Horse of Design](#)

Quick Links

- [The Center for Universal Design](#)
- [National Endowment for the Arts](#)
- [The Centre for Excellence in Universal Design](#)
- [DO-IT, University of Washington](#)
- [The Institute for Human Centered Design](#)
- [National Arts and Disability Center](#)

“Ramping a building is easier than ramping the human heart and mind.” George A. Covington

Resources: About Universal Design

Manuals

From the National Endowment for the Arts:

- [Design for Accessibility: A Cultural Administrator's Handbook](#)
- [Accessibility Planning and Resource Guide for Cultural Administrators](#)

From the Center for Universal Design, these two guides focus mainly on accessibility, informed by the Principles of Universal Design:

- [The Universal Design File: Designing for People of All Ages and Abilities](#)
- [Accessible Environments: Toward Universal Design](#)

Tools to Help You Implement Universal Design

DO-IT explores ways to bring Universal Design to any project by starting early: [Equal Access: Universal Design of Your Project](#)

From the National Endowment for the Arts:

- [The Arts and Humanities Accessibility Checklist](#)
- [Section 504 Self-Evaluation Workbook](#)

Resource Resources!

- DO-IT's comprehensive resource list: [Applications of Universal Design](#)
- The Institute for Human Centered Design's [Universal Design Selected Bibliography](#)
- [Accessibility Resources and Publications](#), by the National Endowment for the Arts



Ron Mace, "Father of Universal Design"

"Universal design is about finding a new paradigm, a new way of thinking."

Ann-Ellen Lesser

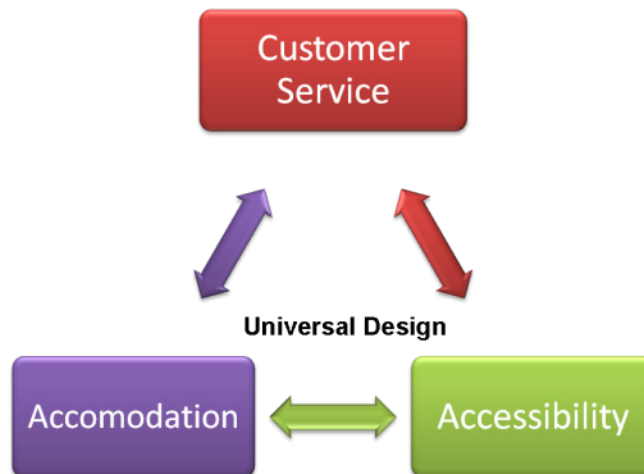


Articles

- From the Department of Justice: [Meeting on a Level Playing Field](#) and [Gathering Input from Customers with Disabilities: The Importance of Customer Feedback](#)
- [Plan an Accessible Meeting](#), by the Ministry of Community and Social Services (Ontario)
- International Meetings: [Meeting Planning and the State of Accessibility Around the World](#), by Candy Harrington
- [Implementing Accessible Meetings](#), by the Journal of Association Leadership
- [A Checklist for Planning an Accessible Event](#), by Glenda Watson Hyatt

Quick Links

- [Accessible Meetings, Panels, Lectures and Conferences](#)
- [Planning Accessible Conferences and Meetings](#)
- [Guide to Planning a Great Meeting](#)
- [Universal Design of Conference Exhibits and Presentations \(Checklist\)](#)
- [Accessibility and Accommodations: Making opportunity accessible to all](#)



“Expect the best, plan for the worst, and prepare to be surprised.”

Denis Waitley

Manuals

- [Removing Barriers: Planning Meetings That Are Accessible To All Participants](#), by the North Carolina Office on Disability and Health in collaboration with The Center for Universal Design
- See also: "[A Guide to Planning Accessible Meetings](#)", by June Isaacson Kailes (hard copies only)
- Volunteer Management: [Effective Practices Guide to Creating Inclusive and Accessible Days of Service](#)

“To me art in order to be truly great must, like the beauty of Nature, be universal in its appeal. It must be simple in its presentation and direct in its expression, like the language of Nature.”

Gandhi

Relevant Checklists and Other Resources

- [Accessibility Checklist for Lodging Facilities](#) (DOJ)
- [Removing Barriers to Health Clubs and Fitness Facilities: A Guide for Accommodating All Members, Including People with Disabilities and Older Adults](#)
- [How to Create a Quiet Room](#)



An accessible meeting is held using technology, including microphones and CART.



Universal Design for Learning

- [Universal Design for Learning Guidelines](#), by the National Center on Universal Design for Learning
- [Universal Design in Education: Teaching Non-Traditional Students](#), by Universal Design Education Online
- [Universal Design for Instruction](#), by the Classroom Accommodation Network (CAN), Kent State University
- [Equal Access: Universal Design of Instruction](#): A Checklist for Inclusive Teaching, by DO-IT, University of Washington
- Web presentation by EnACT: [An Introduction to Universal Design for Learning](#)

Resources for Written Materials and Poster Presentations

- [Poster Presenters Accessibility Guidelines for Accessible Presentations](#), by the American Public Health Association
- NYLN and KASA explain how to make language accessible to all in their [Guide to Youth Friendly / Accessible Language](#), and [Accessibility Checklist: Information for Everyone](#) (step by step instructions)
- [Alternate Formats: Making Written Information Accessible](#) (UK)

Quick Links

- [Planning Accessible Conferences and Meetings](#)
- [TechDis Accessibility Essentials Series](#)
- [Basic Tips for an Accessible Presentation](#)
- [Smithsonian Checklist for Written Materials](#)
- [Using technology to Support Diverse Learners](#)

“The state of knowledge exists. The will, the capacity, and the methods are usually the problem.”

Rod Turnbull

Resources for Oral Presentations

- Toolkit: CAST's [Universal Design for Learning Training Guide](#)
- [Creating Accessible PowerPoint Presentations](#), by TeachDis
- [Creating Accessible PowerPoint Presentations](#) by Microsoft Office (more technically advanced)
- From the American Public Health Association:
 - [DisAbility Section Accessibility Policies and Procedure For Handouts and Presentations](#)
 - [Template for Accessible PowerPoint Presentations](#) (.ppt)



Set Up Your Computer to Assess Language Accessibility

1. In Microsoft Word, select 'Tools' at the top of your screen.
2. Then select 'Options' at the very bottom of that list.
3. Then select 'Spelling and Grammar' (on the top of that screen; usually over to the right).
4. Then select 'Show Readability Statistics' (at the very bottom of that list).

To use it:

- Select 'Tools', then 'Spelling and Grammar.' (After checking the spelling and grammar, the program will show the Readability Statistics window at the very end.)
- Your document is ready if the "Flesch-Kincaid Grade Level" is 8.0 or less.



About

- ▲ [Alternate Format Handbook](#), by RAISE-UP
- ▲ [Good Practice in Getting Alternative Formats](#) (for Copyrighted material), by TeachDis

Manuals and Checklists

- ▲ [Section 504 Self-Evaluation Workbook](#) (NEA)
- ▲ [Smithsonian Guidelines for Accessible Exhibition Design](#)
- ▲ [Accessibility at Temporary Events](#) (DOJ)

Alternative Formats

- ▲ [BrailleWorks](#) (recommended)
- ▲ [Read How You Want](#)

Access Options

- ▲ CART; Sign Language and Video Remote Interpreting; Text and Video Relay Services: [Purple Communications](#)



Video Relay Services

“There is a wonder in reading Braille that the sighted will never know: to touch words and have them touch you back.”

Jim Fiebig

Resources: Web Accessibility



About

- ★ [Accessible Website Resource List](#) (NEA)
- ★ [Universal Design Guidelines and Standards for Information and Communication Technologies](#), by the Center for Excellence in Universal Design (Ireland)
- ★ [Web-based Intranet and Internet Information and Applications](#), from the U.S. Access Board
- ★ [Tips and Techniques for Accessible Web Authoring](#) (AWARE)

Manuals

- ★ [Web Content Accessibility Guidelines 2.0](#) and [Checklist](#)
- ★ [Resources on Accessible Web Design](#) (DO-IT)
- ★ [Accessibility Quick Reference Guide](#)

More Tools

- ★ From WebAIM: [Web Accessibility Principles](#) and [Testing Web Content for Accessibility](#)
- ★ From TeachDis: [Creation of E-Learning Content](#) and [Web Accessibility](#)

Quick Tools

[WebAIM Wave](#) shows your web page with embedded icons that reveal its accessibility.

[Image Analyzer](#) examines images to check for any accessibility issues.

[Color Blindness Simulator](#) reveals how your images or websites may appear to users with a variety of color blindness.

[Online Utility](#) helps you create accessible language by evaluating text and suggesting which complex sentences to take another look at.

[AccessColor](#) tests the color contrast and brightness of images on a site.

“He drew a circle that left me out - Heretic, rebel, a thing to flout, But love and I had the wit to win: We drew a circle that took him in.”

William Markham;
Justin Dart’s Favorite Quote

Notes, References, and Citations

The Principles of Universal Design (Pages 4-6): © The Center for Universal Design (1997). The Principles of Universal Design, Version 2.0. Raleigh, NC: North Carolina State University. Compiled by advocates of universal design, listed in alphabetical order: Bettye Rose Connell, Mike Jones, Ron Mace, Jim Mueller, Abir Mullick, Elaine Ostroff, Jon Sanford, Ed Steinfeld, Molly Story, & Gregg Vanderheiden. Disclaimer: “The Principles of Universal Design were conceived and developed by The Center for Universal Design at North Carolina State University. Use or application of the Principles in any form by an individual or organization is separate and distinct from the Principles and does not constitute or imply acceptance or endorsement by The Center for Universal Design of the use or application.”

Footnote 1 (Page 19): “Accommodations”, by Alan Kurtz

Footnote 2 (Page 19): 8 Types of Accommodation by Donnellan, A.M. & Leary., M.R. Movement Differences and Diversity in Autism/Mental Retardation: Appreciating and Accommodating People with Communication Challenges. DRI Press, (1995)

Quotes:

- “To design is to communicate clearly by whatever means you can control or master.” Quote by Milton Glaser (Page 7)
- "In business or in football, it takes a lot of unspectacular preparation to produce spectacular results." Quote by Roger Staubach (Page 8)
- “If you want to build a ship, don't drum up people together to collect wood and don't assign them tasks and work, but rather teach them to long for the endless immensity of the sea.” Quote by Antoine de Saint-Exupery (Page 13)
- “Human salvation lies in the hands of the creatively maladjusted.” Quote by Martin Luther King, Jr. (Page 14)

Notes, References, and Citations

- “Good art is art that allows you to enter it from a variety of angles and to emerge with a variety of views.” Quote by Mary Schmich (Page 17)
- "Technical accessibility is not enough to make a website easy to use. The real question is whether users can get what they want from a website in a reasonable amount of time and whether the visit is pleasant for them. Users with disabilities are humans and need easy and simple user interfaces just like anybody else." Quote by Jakob Nielsen (Page 21)

Pictures:

- Page 14, CART Screen: Photo courtesy of the National Council on Independent Living. Photo by Tom Olin (2008).
- Page 17, Ramped Stairs: Robson Square, by Arthur C. Erickson, at Vancouver, British Columbia, 1980. Photo by Howard Davis. © Greatbuildings.com
- Page 26, Accessible NCIL Board Meeting: Photo courtesy of the National Council on Independent Living. Photo by Tom Olin (2008).
- Page 28, Accessible Presentation Illustration: Illustration from Accessible Information Exchange: Meeting on a Level Playing Field, by U.S. Department of Justice, Civil Rights Division, Disability Rights Section.
- Page 29, Video Relay Services Demonstration: Courtesy: Significan't SignVideo Services.

VSA Universal Design Access Guide: Every Thing Benefits Every One. (2010). Washington, DC: VSA

Writing Consultant: June Isaacson Kailes

Inclusion Focus Groups:

Don Glass, Director of Evaluation

Marcie B. Goldstein, Logistics Coordinator

