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## Accessible design — Consideration and assistive products for accessible meeting

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

ICS 11.180.01; 13.180

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## Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.

The main task of technical committees is to prepare International Standards. Draft International Standards adopted by the technical committees are circulated to the member bodies for voting. Publication as an International Standard requires approval by at least 75 % of the member bodies casting a vote.

ISO XXXxx was prepared by Technical Committee ISO/TC 173, *TC Assitive Products*, Subcommittee SC 7, *Accessible Design*.

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## Introduction

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

As social participation of older persons and persons with disabilities is promoted, their opportunities to attend meetings increase. To ensure that all persons can participate in a meeting in a meaningful way considerations are required to be taken to overcome any obstacle that can hinder an older person or a person with a disability. Printed meeting notices and documents may not be appropriate for a participant who has a seeing impairment or who is blind. Complicated texts may be a hinder for a person who has a cognitive impairment. Discussions may be difficult to follow for a participant who has hearing impairment or who is deaf. Narrow passages, gaps and stairs may be barriers for a person who uses a wheelchair or assistive products for walking.

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

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# Accessible Design — Considerations and assistive products for accessible meeting

## 1 Scope

This International Standard specifies considerations to be taken, support and assistive products that can be used when organizing a physical meeting in which older persons and persons with disabilities can actively participate. Teleconferences and web conferences are important methods that can be used to include older persons and persons with disabilities in meetings but are not within the scope of this International Standard.

## 2 Normative reference

The following document applies to this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including supplements) applies.

ISO/IEC Guide 71

ISO 9999 Assistive Products for Persons with Disability - Classification and terminology

## 3 Terms and definitions

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

### 3.1

#### **accessible meeting**

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

### 3.2

#### **assistive product**

any product (including devices, equipment, instruments and software), especially produced or generally available, used by or for persons with disability

- for participation;
- to protect, support, train, measure or substitute for body functions/structures and activities; or
- to prevent impairments, activity limitations or participation restrictions

### 3.3

#### **support staff**

person who performs tasks to facilitate the execution of an accessible meeting which can include, but not limited to, interpreting, note taking, guiding, and assisting participation of older persons and persons with disabilities. Support staff includes guide assistant (3.4) and communication assistant (3.5).

**3.4**

**guide assistant**

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

**3.5**

**communication assistant**

person who assists with communication

Examples

- a person who conveys proceedings of meeting and discussions using sign languages, live captioning, or by paraphrasing
- a person who expresses opinions on behalf of a participant
- a person who assists participant to follow documentation e.g. turns pages of documents, points out information in documents

**3.6**

**attendant**

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

**3.7**

**information services**

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

**4. Planning and management for full participation**

**4.1 Principle**

**4.1.1 Basic principle**

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

When planning a meeting, the organizer should identify and consider measures they should take to facilitate full participation of the persons who intend to participate in the meeting.

**4.1.2 Before the meeting**

All participants should receive necessary information in an appropriate format and be requested to express any requirements they may have in relation to active participation. For this purpose, prior registration may be helpful. (See Annex B)

The meeting venue and program should accommodate the requirements of the participants.

The meeting organizers should inform staff concerning requirements of participants.

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

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



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

#### 4.1.3 At the meeting

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

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

#### 4.1.4 After the meeting

Meeting records should be produced in formats to accommodate requirements of the participants.

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

### 4.2 Specific Considerations and supports

#### 4.2.1 General

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

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

#### 4.2.2 Seeing

##### 4.2.2.1 Considerations

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

##### 4.2.2.2 Examples of related support

- Appropriate colour scheme in documents and signage (colour identification disability)
- Audio or enlarged letters version of documents (low vision)
- Braille, audio or digital version of documents (blind)
- Devices such as braille displays, braille typewriters, slates, computers with reading application (blind)
- Devices such as image-enlarging video systems, large screen monitors (low vision)
- Tactile walking surface indicator, tactile guide maps, etc. (low vision, blind)
- Support staff such as guide assistants
- Relevant information and work space to accommodate attendants

### 4.2.3 Hearing

#### 4.2.3.1 Considerations

Consideration should be taken in relation to spoken communication, presentations, discussions and audio alarm notifications.

#### 4.2.3.2 Examples of related support

- Devices such as amplifiers, loudspeakers, projectors, white boards, microphones (hard of hearing)
- Sign language interpretation and speech to text/CART/captioning and note-taking (deaf, hard of hearing)
- Assistive systems for hearing (hard of hearing)
- Interpreting system as per preference/requirement of participant (deafblind)
- Information services and communication assistants
- Relevant information and work space to accommodate attendants

Note 1 Assistive systems for hearing include radio frequency transmission systems, Infrared systems for audio information, and induction-loop system.

Note 2 CART (Communication Access Real time Translation) is real time display of verbatim report on a computer/large screen, using a special keyboard/stenotype via special software. CART is sometimes referred to as "speech to text".

Captioning is to provide a piece of text appearing on screen as part of a film or broadcast.

Note-taking is to produce a summary report by hand-written paper (manual note-taking) or on screen of laptop computer (computerized note-taking).

Subtitle is captions displayed at the bottom of a cinema or television screen that translate or transcribe the dialogue or narrative.

### 4.2.4 Touch

#### 4.2.4.1 Considerations

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

### 4.2.5 Taste or smell

#### 4.2.5.1 Considerations

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