ACCESSIBLE VIRTUAL MEETINGS
Tools and Resources for Nonprofits Working through the Pandemic

December 21, 1:00 - 2:30pm

Free to Register at: svcn.org
Webinar Instructions

• Participant Networking
  – *Please type your name and organization in the chat box so everyone can connect with who has joined this session*

• Housekeeping
  – *Session is being recorded and will be stored online for future reference at*

  www.cadresv.org
HOLIDAY VOLUNTEERS ARE ESSENTIAL

Public Health Stay At Home Orders ALLOW essential volunteers helping nonprofits distribute food necessities!
SVCN! Membership Meeting

Save the Date

January 27, 2021
CADRE Annual Business Meeting

March 9, 2021
1:30pm
ACCESSIBLE VIRTUAL MEETINGS
Tools and Resources for Nonprofits Working through the Pandemic
December 21, 1:00 - 2:30pm

Free to Register at: svcn.org
Session Objectives

• To provide a forum for nonprofit and community programs to learn about the importance of making virtual meetings accessible
• To share information about tools/plug-ins and apps that are being used to make sessions more accessible to people with different abilities
• To hear from populations impacted and what it means to have full and inclusive access
Today’s Agenda

1. Welcome and Introductions

2. Why Is Accessibility Important
   a) What is Section 508

3. Meeting Accessibility Protocols

4. Tools/Apps and Resources

5. Nothing About Us Without Us…

6. Closing Remarks
Why Is Accessibility Important

Vance Taylor
Chief, CalOES Office for Access and Functional Needs
"Make a beginning. It's okay not to be perfect. It's not okay not to try and just pretend that it doesn't matter."

Laurel Lawson, Access ALLways

Questions?

Please use the chatbox to enter any questions you may have
Section 508 Compliance
What is this and What Do You Need To Know

Roxann Crawford
FEMA Office for Disability Integration
What is Section 508?

- Section 508 was made part of the Rehabilitation Act of 1973 in 1998. Its purpose is to “require Federal agencies to make their electronic and information technology (EIT) accessible to people with disabilities.”

- The “Refresh” in January of 2017 updated accessibility guidelines and requirements for information and communication technology (ICT) in the federal sector.

- It also updated guidelines for telecommunications and reorganized Section 508 and Section 255 guidelines to better align with and reflect recent communication technology innovations. The guidelines affect all federal agencies and vendors, contractors and partners of those agencies operating in the United States or abroad.
Who Needs to Be 508 Compliant

• Section 508 doesn’t apply to federal agencies alone.

• It also impacts any company that does business with a federal agency.

• This includes private contractors, the financial industry, healthcare, many legal organizations, and others.
To Learn More on 508

• Pacific ADA Center

• https://www.section508.gov/about-us
Meeting Accessibility

Sheri Burns, Executive Director
Silicon Valley Independent Living Center
Meeting Access Protocols

• Developed by Santa Clara County AFN Working Group

• Purpose and who is part of this working group

• Why were the Protocols developed

• Where to send inputs or additional info
Protocols - Four Parts

1. Planning the Meeting

2. Preparing Virtual Invitations and Presentations

3. During the Meeting

4. Additional Resources
Section 1--Planning the Meeting

- Assign a Disability Coordinator for event
- Strive to include PwD in planning
- Budget for accommodations
- Check online meeting features
  - Accessible without requiring a mouse
  - Accessible to assistive technology like screen readers
  - Use of real-time captioning and ASL services
  - Phone line connection, not just VOIP
Section 2 -- Preparing the Invitation & Presentation

• Use of fonts and color
• Step by step directions on how to use platform
• Use of plain language
• Avoid ableist and other negative language
• Uncluttered slides and use of images
• Use of Alternative text
Section 2 -- Preparing the Invitation & Presentation (2)

- No flashing or strobing animations
- Video descriptions and captions
- YouTube considerations

- Use of ASL interpreters
- Professional captioning services
Section 2 -- Preparing the Invitation & Presentation (3)

• Online Meeting invitations
  – Dial-in access phone numbers
  – “One tap” option
  – Accessibility accommodations request

• Checklist
  
  I will need the following accommodations in order to participate:
  ___ Captioning
  ___ Sign Language Interpreter
  ___ Large print materials
  ___ Advance copy of slides to be projected
  ___ Other: ______________________
Section 2 -- Preparing the Invitation & Presentation (4)

- Send out materials ahead of time if requested
- Link to accessibility features and keyboard shortcuts (e.g. https://zoom.us/accessibility)
- Avoid Chat or assign a monitor to read aloud
- Describe what is onscreen, especially images and photos
Section 3 -- During the Meeting

- Audio quality
- Use of headset
- Background noise considerations
- Introductions and use of pronouns and description of self

EXAMPLE: My name is Sheri Burns, and my preferred pronouns are she/her/hers. I am an older middle-aged, white woman with short brown hair and am wearing a blue sweater and multi-colored scarf.
Section 3 --During the Meeting (2)

• Participants should indicate if they have access needs that are NOT being met

• When speaking, all should restate their name

EXAMPLE:
This is Sheri and I agree with the last statement shared…
Section 4 - Additional Resources

• CalOES Meeting Checklist
Section 4 - Additional Resources

(2)

- Universal Design Approach – Online Meeting Accessibility

Section 4 - Additional Resources

(3)

- Rooted In Rights – How to Make Your Virtual Meetings and Events Accessible to the Disability Community

Tools, Apps and Resources

Ron Halog, ILR of Solano and Contra Costa Counties
Anna Swardenski, CADRE Training and Facilitation
Video Conferencing Apps

• Video calling apps can help maintain connection and community online, even if you’re unable to in person

• How accessible or usable an app is will depend on the person using it, their access requirements
What are Live Captions

• Automatically transcribed closed captions that appear on the screen as people talk.

• Also called subtitles, live subtitles, closed captions and automatic video captions

• With artificial intelligence (AI) technology, live captions have limitations.
  – Often not perfect
  – Quality varies according to the provider.
Live Captions (2)

• Live captions work best for one to one meetings or small group conversations.

• They will become less accurate if more people, voices and noise are added to the call.

• Automated caption technology often struggles to pick up strong accents and speech impairments too.
Video Conferencing Apps

- Blackboard
- Blue Jeans
- Google Hangouts
- Hangouts Meet (by Google for Business)
- Microsoft Teams
- Skype
- Skype for Business
- WebEx
- Zoom
Considerations of Pros & Cons

• Alt text for images
• Compatible with screen readers
• Quick links and keyboard shortcuts
• Noise minimization
• Navigation issues
• If speech to text function is built in or uses plug-ins
• Slow or delayed transcription
• English-only or multi-language capability
Other Services

VIDEO CALLING
• Facebook Messenger
• Facetime
• WhatsApp
• Google Duo

LIVE TRANSCRIPTION
• Live Caption
• Roger Voice
• Google Live Transcribe
• Otter
• Just Press Record app

SOUND AMPLIFIERS
• Google Sound Amplifier for android only
• HearYouNow for iOS
• uSound app for iOS
Tips for Better Video Calls

• Remove background noise

• When using live captions, speak clearly with a natural flow

• Use a good, external mic if possible

• Make sure you have good internet connection

• Headphones/headsets improve sound quality for everyone
Tips for Better Video Calls (2)

- Ask everyone to mute mics when not speaking
- Take video call in well-lit environment
- Digital phone service = higher quality sound
- Mobile 4G or 5G is better than home wifi
What Are YOU Using?

Additional Insights or Inputs To Share…
Nothing About Us Without Us…

Christine Fitzgerald, SVILC Community Advocate
Anna Rubinfien, Joint SVILC/SCDD Leadership
Questions?

Additional Insights or Inputs To Share?
Closing Comments

Marsha Hovey, Board Chair
Collaborating Agencies’ Disaster Relief Effort (CADRE)

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THANK YOU!
www.cadresv.org

https://www.surveymonkey.com/r/GCNMFZC
Your feedback is important to us…
PLEASE GIVE US YOUR EVAL COMMENTS! 😊