INFORMATION
ACCESS
CHAMPION

INNOVATION
POSSIBILITIES
SOLUTIONS

# Accessibility

## Resource Booklet

## Accessibility Resource Booklet

First Edition, February 2024

This booklet is also available in alternative formats by request and on the Virginia Board's website. For more information, please contact the Board at:

## Virginia Board for People with Disabilities

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1100 Bank Street, 7th Floor
Richmond, VA 23219

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804-846-4464 (Toll-free)
804-786-1118 (Fax)
e-mail: infoaccess@vbpd.virginia.gov

# Table of Contents

# Introduction

Thank you for pledging to be an Information Access Champion!

We hope that this booklet is helpful for you. When you pledged, you committed to making info that is Accessible.

## Americans with Disabilities Act (ADA)

The Americans with Disabilities Act guides everything that we do. To understand why we need accessibility, the booklet begins with resources about the ADA.

## Accessibility

People with disabilities should be able to get information important to them. Information should be:

- Clear, understandable and jargon-free.
- Written at a 5th - 8th grade level.
- Shared in different ways.
- Available for all ages.
- Available in braille, large print and audio recordings when needed.
- Available by talking to a knowledgeable and helpful person.
- On accessible websites.
- Given to support a person's informed choice.
- Helpful whether or not a person can get any services.

In the following pages, you will also find helpful resources for most bullet points.

If you have any questions or concerns, please contact:
infoaccess@vbpd.virginia.gov

# Understand the Americans with Disabilities Act

## Read

[Guide to Disability Rights Laws](#)

Guidance from U.S. Department of Justice with links to other resources.

[ADA Requirements: Effective Communication](#)

Guidance from U.S. Department of Justice with links to other resources.

[The ADA and City Governments: Common Problems](#)

Describes accessibility problems, their impacts on people with disabilities and ADA requirements.

## Watch or Listen

[What is the ADA? Basics and Definitions of the Americans with Disabilities Act](#)

The purpose of the Americans with Disabilities Act (ADA) and definition of "disability."

English captions embedded.

Length of time: 2 minutes 12 seconds.

## How the ADA Changed the Built World

Disability advocates discuss the impacts of the Americans with Disabilities Act and what still needs to be changed.
English closed captions available.
Length of time: 11 minutes 56 seconds.



## More Help

### U.S. Department of Justice ADA Information Line

Ask questions about ADA.

Call:
Voice: 800-514-0301
Teletypewriter (TTY): 1-833-610-1264

Hours:
Monday – Wednesday: 9:30am – 12pm and 3pm – 5:30pm
Thursday: 2:30pm – 5:30pm
Friday: 9:30am – 12pm and 3pm – 5:30pm

### Mid-Atlantic ADA Center

Info and guidance on the Americans with Disabilities Act (ADA).

Call:
Toll Free: 800-949-4232 (DC, DE, MD, PA, VA, WV)
Local: 301-217-0124

Hours:
Monday – Friday: 9am – 5pm

# Clear, Understandable and Jargon-Free

## Read

[Plain Language Guidelines](#)

Federal guidance for plain language (in-depth).

[5 Steps for Plain Language](#)

Brief tips in list form.

[2023 Winners of the Center for Plain Language ClearMark Awards](#)

Examples of plain language.

[Medicaid Eligibility in Clear, Plain Language](#)

Example of plain language.

## Download

[10 Simple Steps for Plain Language](#)

A list of tips with do's and don't's.
Length: 1 page.

## Watch or Listen

[Plain Language for Everyone, Even Experts](#)
Explanation of plain language and benefits.
English closed captions available.
Length of time: 2 minutes 38 seconds.



[Easy Read and Plain Language](#)
Why you should use plain language and tips.
English captions embedded.
Length of time: 2 minutes 34 seconds.

[Put the Main Message First!](#)
Funny example of plain language.
English closed captions available.
Length of time: 2 minutes 51 seconds.



## More Help

[Plain Language Consultants](#)
Consulting agencies for plain language help.

# Write at a 5<sup>th</sup> - 8<sup>th</sup> Grade Level

## Read

[Check Reading Level in Microsoft Word](#)
Official Microsoft help page.

[3 Easy Tips to Use Microsoft Word's Readability Feature on PC & Mac OS](#)
Instructions with screengrabs for PC and MAC. Also help on how to understand readability statistics.

## Watch

[Check Reading Level in Microsoft Word 2016 for Mac OS](#)
Tutorial for Mac.
English closed captions available.
Length of time: 59 seconds.



[Check Reading Level in Microsoft Word for Office 365](#)
Tutorial for Microsoft Word 365.
Auto-generated English closed captions.
Length of time: 3 minutes 44 seconds.

[Check Reading Level in Microsoft Word for Office 365, with ASL and captions](#)

Instructions in American Sign Language (ASL) with some screengrabs. English captions embedded. ASL.

Length of time: 5 minutes 4 seconds.



## More Help

[Put Your Text into Hemingway Editor](#)

Online app that automatically checks readability for your text. Also gives specific tips.

# Share Info in Different Ways

## Read

[Communicating Effectively with People with Disabilities](#)
Examples for different ways of communicating. Example scenarios and solutions.

[How Can Multi-Format Content Help Attract New Customers?](#)
Explains benefits of giving info in different formats.

[Example: COVID-19 Posters and Videos in English & Spanish](#)
Example of info in different formats.

[What Does TTY Mean on A Phone and How to Use It](#)
A brief explanation of the teletypewriter (TTY) and how it works. Includes instructions and screenshots for turning TTY mode on an Android or iPhone smart phone.

## Download

[RID Explanation of Credentials](#)
Registry of Interpreters for the Deaf (RID).
Explanation of interpreter national credentials.
Download this from the "Directory of Qualified Interpreters" section.
Length: 4 pages.

[VQAS Explanation of Credentials](#)
Virginia Quality Assurance Screened (VQAS) Interpreters.
Explanation of interpreter Virginia credentials.
Download this from the "Directory of Qualified Interpreters" section.
Length: 1 page.

[Use of TTY Devices with Digital Wireless Phones](#)
Federal Communications Commission's (FCC) explanation of the importance of the teletypewriter (TTY). Also contact information for filing a complaint if a person has trouble making a 911 call using TTY.
Length: 1 page.

## Watch or Listen

### Sign Language Isn't Universal

Brief intro to different sign languages.

English closed captions available. American Sign Language (ASL). Little audio.

Length of time: 4 minutes 32 seconds.



### A Few Things to Know About American Sign Language

Experiences with American Sign Language (ASL). Mentions of ASL grammar, Black ASL and deaf culture.

English closed captions available. ASL.

Length of time: 4 minutes 20 seconds.

[What is BASL?](#)

History of Black American Sign Language (BASL). Also differences between BASL and American Sign Language (ASL).

English captions embedded. BASL and ASL. No audio.

Length of time: 2 minutes 6 seconds.



[Software TTY: TTY to TTY Calls](#)

An explanation on how to turn on teletypewriter (TTY) mode on an Android or iPhone smart phone. An example of TTY in real time is shown, beginning at timestamp 1:48.

English captions embedded. American Sign Language (ASL).

Length of time: 4 minutes 34 seconds.

[Learning About Relay: Teletypewriter (TTY)](#)

Scenario of a person using an older model of relay TTY.

English captions embedded.

Length of time: 1 minute 46 seconds.



[Learning About Relay: Teletypewriter (TTY) to Voice Carry Over (VCO)](#)

Scenario of people using an older model of relay TTY to VCO.

English captions embedded.

Length of time: 1 minute 48 seconds.

## More Help

### Find a Sign Language Interpreter

How to get a sign language interpreter.

### Virginia Relay

How to get relay services for people who are deaf, hard of hearing, deaf-blind or have a speech disability.

### Virginia Voice

Radio reading, online and audio description service for people who are blind or vision-impaired. Audio readings of printed media in a 24/7 broadcast. Connects listeners to news, information, culture and local community. All services are free.

Call:

(804) 266-2477

Hours:

Monday – Friday: 8am– 5pm

Email:

Tim Vogel
Program and Volunteer Manager
tvogel@virginiavoice.org

# Braille, Large Print and Audio Recordings

## Read

### An Explanation of Alternative Formats

Examples of alternative formats, details and scenarios for use.

### Quality Braille Matters

Why quality matters. An example in English and braille.

### Large Print Guidelines

Bullet point list of large print guidelines.

### Video, Audio and Image Accessibility

How to write closed captions, transcriptions, audio descriptions and image alt text.

## Watch or Listen

### Is Braille Still Relevant in a High-Tech World?

Students and professionals share how they use braille in life.
English captions embedded.
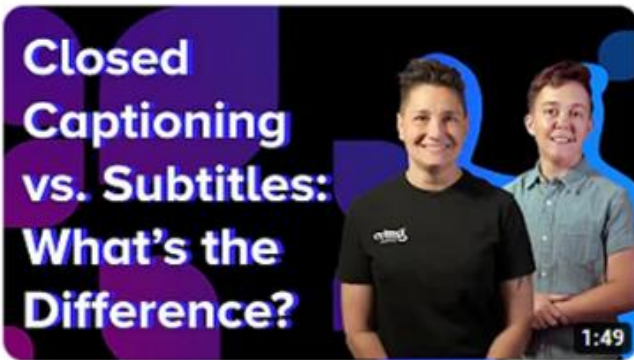Length of time: 5 minutes 8 seconds.

[Closed Captioning vs. Subtitles: What's the Difference?](#)

Difference between closed captions and subtitles.

English captions embedded. One American Sign Language (ASL) speaker.

Length of time: 1 minute 49 seconds.



[Audio Descriptions – At a Glance](#)

Example of audio description and best practices.

English closed captions available.

Length of time: 2 minutes 4 seconds.



## More Help

[Producers of Braille Documents](#)

Companies that transcribe written English into braille.

# Be a Knowledgeable and Helpful Person

How to Effectively Complete a Knowledge Transfer Plan

Knowledge transfer: what is it, what to include and how to do it.

7 Tips of Communicating New Policies

How to tell employees about policy changes and frequently asked questions (FAQs).

Etiquette: Interacting with People with Disabilities

Bullet points about interacting respectfully with people with disabilities and video.

English captions embedded.

Video length of time: 3 minutes 41 seconds.



8 Tips for Providing Excellent Customer Service

Brief list of tips.

Providing Excellent Customer Service – What Does It Mean?

Brief list of tips, including following up with customers.

## Watch or Listen

[When You Work for an Organization That Changes Their Policy Everyday](#)

Why don't employees always give good customer service? Maybe they have competing priorities like learning new policies. Learn through comedy with this video. An employee learns about policy changes without any company support.

Japanese Audio. English captions embedded.
Length of time: 2 minutes 51 seconds.



[Disability Etiquette - Respectful Ways to Interact with People with Disabilities](#)

Video instructions for respectfully interacting with people with disabilities.
English captions embedded.
Length of time: 1 minute 59 seconds.

[Empathetic Listening](#)

3 ways to practice empathetic listening.
Auto-generated English captions.
Length of time: 2 minutes 4 seconds.



## More Help

[2024 Customer Service Training Guide, Templates and Resources](#)

Importance of customer service, types of training, soft skills, hard skills, how to create a training program and hiring.

# Create an Accessible Website

[Accessible Website Myths](#)

Myths, debunking and links to relevant articles.

[Introduction to Web Accessibility](#)

Intro to accessibility with video. Website has many resources / tips.
Closed captions available in 23 languages.
Video length of time: 4 minutes 7 seconds.



[10 Most Common Accessibility Issues](#)

Common issues and solutions.

[Guidance on Web Accessibility and the ADA](#)

Federal guidance.

[Make Technology Work for Everyone: Introducing Digital Accessibility](#)

15 tips for making your website or mobile app accessible.

English closed captions available.

Length of time: 4 minutes 42 seconds.