



School Nutrition Association

Accessible Event Planning Tool Cheat Sheet

SNA Accessible Event Planning Tool

Cheat Sheet

IMPORTANT NOTE	4
On-Site	4
A/V	4
Interface With Accessibility Features	4
All Presentation Rooms Have PA Equipment	4
Accessibility Vendor(s)	4
Identify Mobility Device Vendor Info For Attendees	4
Secure an ASL Vendor	5
Secure CART (Communication Access Realtime Translation)	5
Communications	5
AI-Generated Captions For All Live Content	5
Accessible Communications	6
Best Practices for Commonly Used Social Media Platforms	6
Scent Sensitivities	7
Content	7
Accessible Presentation Materials	7
Review Presenter Preferences on Mics	7
Test PA Equipment	7
Video Captions (Open Captioning Closed Captioning)	7
Download-able Accessible Content	8
Prepare ASL Interpreters	8
Placement of ASL Interpreters	8
Emergency	9
Coordinate With First Responders	9
Food & Beverage	9
All Food And Beverage Items Are Clearly Labelled For Ingredients And Potential Allergens	9
All Food And Beverage Items Are Accessible	9
Dietary Options	10
General	10
ADA Coordinator	10
Event Accessibility Budget	10
Layout	11
Quiet Room	11
All Stages Have Ramps	11



Training	12
Presenter Best Practices	12
Staff: Accessible Features	13
Audience Participation	13
Disability Etiquette	14
ADA & Service Animals	14
Event Emergency Procedures	14
Venue	15
Review Emergency Evacuation Routes For Accessibility	15
Secure a Venue	15
General Questions	15
Venue Selection: (Contractual Provisions)	16
Walk-Thru	16
Accessible Directional Signage	16
Entrance Paths of Travel	16
Paths Of Travel To Functional Areas	16
Signage For Designated Accessible Seating	17
Temporary Signage Does Not Block Critical Permanent Signage	17
Design Accessible Signage Digital Signage	17
Way-finding	18
Directions To/From The Venue Specify Accessible Routes	18
Virtual	18
Content	18
Platform	19
What to Look for in an Accessible Meeting Platform	19
Review Platform Accessibility Features	19
Post-Event	19
Survey	19
Testing	19
ASL Interpreters	19
Wayfinding	20
Directions To/From The Venue Specify Accessible Routes	20
Website	20
FAQ	20
Registration	21

IMPORTANT NOTE

**Nothing in this cheat sheet is to be construed as legal advice!
If you have any questions about anything contained in this
document please consult legal counsel.**

On-Site

A/V

Interface With Accessibility Features

If you are using AI-generated captions, make sure that there is a direct audio feed (versus ambient) between the speaker(s) and the audio capturing device or interface. Work with your captioning provider to make sure A/V vendors are equipped to interface with this service.

All Presentation Rooms Have PA Equipment

All speakers should use a mic, regardless of room size or number of guests. Failure to use a mic could exclude guests who are Deaf or Hard of Hearing. Asking guests if it is ok to speak without a mic forces guests either to disclose in public, or to not disclose and potentially be excluded from event content.

Accessibility Vendor(s)

Identify Mobility Device Vendor Info For Attendees

Identify a local vendor who can provide mobility devices for guests if needed. Confirm with the vendor that they will be open and available if needed for the duration of the event (if they won't be open, see if they will provide a way to reach them outside of business hours). Make sure that the availability of this vendor is communicated to event staff in case a guest approaches them with this particular need. In your Event



Accessibility FAQ, inform guests that this service is available to them, but that this is not a cost or service covered by the event itself.

Secure an ASL Vendor

Even if no ASL is requested by a guest, identify a local vendor who can provide ASL services for guests just in case it is requested close to or during the event. Confirm with the vendor that they will be open and available if needed for the duration of the event (if they won't be open, see if they will provide a way to reach them outside of business hours). Make sure that the availability of this vendor is communicated to event staff in case a guest approaches them with this particular need. In your Event Accessibility FAQ, inform guests of what the event already plans to provide for its guests who may be Deaf or Hard of Hearing (e.g. open | closed captioning, AI-generated captioning), and that if any other accommodation is needed to please make that request at least (72 hours or preferred time frame) in advance.

Secure CART (Communication Access Realtime Translation)

Even if no CART is requested by a guest, identify a local vendor who can provide CART services for guests just in case it is requested close to or during the event. Confirm with the vendor that they will be open and available if needed for the duration of the event (if they won't be open, see if they will provide a way to reach them outside of business hours). Make sure that the availability of this vendor is communicated to event staff in case a guest approaches them with this particular need. In your Event Accessibility FAQ, inform guests of what the event already plans to provide for its guests who may be Deaf or Hard of Hearing (e.g. open | closed captioning, AI-generated captioning), and that if any other accommodation is needed to please make that request at least (72 hours or preferred time frame) in advance.

Communications

AI-Generated Captions For All Live Content

AI-generated captions are captions that are automatically created using artificial intelligence (AI). AI-generated captions for live events use speech recognition technology to convert spoken words into text in real time. This text is then displayed on a screen for guests to read. There are an increasing number of companies who provide this service, and the accuracy of these services is constantly improving. When vetting companies to provide this service, make sure to ask about their word accuracy (or error) rates, number of years in business, other clients, whether they have worked for live



events, how they interface with A/V vendors, and what is required from your production team to ensure seamless integration.

In your Event Accessibility FAQ, note that this service will be provided (and where), as well as how guests can access this service. Also note that if any other accommodation is needed to please make that request at least (72 hours or preferred time frame) in advance.

IMPORTANT NOTE

AI-generated captions are not a substitute when CART or ASL is requested by a guest.

Accessible Communications

Communications with guests (e.g. marketing emails, know-before-you-go emails, social media posts, newsletter emails, etc.) should follow WCAG 2.2AA guidelines. Here is a link to a Harvard University webpage explaining how to create an accessible email: <https://accessibility.huit.harvard.edu/creating-accessible-emails>.

Best Practices for Commonly Used Social Media Platforms

Below are some best practices for creating accessible content on a few of the more common social media platforms.

- Use plain, active language
- Explain any acronyms
- Use Camel Case for hashtags
- Use alternative text/image descriptions
- Limit use of emojis

Additionally, keep the following in mind when implementing different formatting or media into your posts:

- Images: After ensuring color contrast accessibility and uploading the image to your post, click “Add Description” and enter your alt text.
- Videos: Before uploading a video, ensure you have included any audio description where needed. When uploading the video, ensure you have either closed or open captions. If you are using the closed captions (CC) option
- GIFs: some platforms have an in-house feature for adding GIFs to posts. It’s recommended not to use animated GIFs unless they are fully accessible\
- Documents: some platforms allow users to upload documents to their posts. This has the potential to present several accessibility barriers. PDFs can be more difficult to make accessible than other files, such as Word documents. It is best to avoid posting documents and instead link back to an accessible web page with the relevant information.



Scent Sensitivities

Sample language to use to raise awareness around scent sensitivities:

"To accommodate individuals with scent sensitivities, please refrain from wearing scented products such as perfume, cologne, lotions, and hair sprays while in this area. We appreciate your cooperation in maintaining a fragrance-free environment."

Content

Accessible Presentation Materials

Here is a link to a guide that explains how to create an accessible presentation:

https://www.jmu.edu/accessibility/_files/presentation-best-practices.pdf

Review Presenter Preferences on Mics

When possible, offer presenters a choice of microphone type (headset, lav/lapel, table-set, or hand-held) so that presenters can use the type that best meets their needs and preferences. Ideally, do this prior to signing a contract with your A/V provide in order to prevent work order/equipment changes/additional costs

Test PA Equipment

Ensure that all PA equipment is functioning prior to the beginning of the event. If A/V is interfacing with AI-generated captions, ensure that this technology is correctly linked and functioning optimally.

Video Captions (Open Captioning | Closed Captioning)

"Open captioning" means that text captions of the spoken words in a pre-recorded video are displayed on screen automatically for everyone watching, without the option to turn them off; essentially, the captions are "burned in" to the video, making them visible to all viewers at the same time. Closed captioning means that captions can be selected by the viewer, e.g. via the toggle button on Zoom.

Videos presented at the conference (onsite) should have open captioning. Videos presented online should have closed captioning. Ideally, all captions should have descriptions of non-verbal elements of the video (e.g. music, laughter, clapping). Captions should also distinguish between speakers, where appropriate.

Download-able Accessible Content

Generally, accessible materials will use:

- A san-serif font, such as Arial or Helvetica
- Right margins that are ragged, not justified
- One-and-one-half or double spacing between lines
- Spacing between letters that is not too tight or too loose
- Lower case letters with initial capitals rather than all capitals
- Black lettering on white (or high contrast)

For Microsoft tools (Word, Powerpoint) and PDFs (Adobe), use built-in accessibility checkers to make sure that content is accessible.

Prepare ASL Interpreters

- Pre-meeting preparation: Interpreters need to prepare for an assignment by familiarizing themselves with the topic, the meeting style, and any specialized vocabulary that may be used in the meeting. Provide interpreters with the following:
 - Presentation materials or handouts;
 - A list of commonly used acronyms or other vernacular and their meanings;
 - Correctly spelled names.

Placement of ASL Interpreters

- Typically, interpreters should be placed at the front of the room near the speaker in a well-lit area. If the speaker is on a platform, the interpreter should generally be on the platform as well. There must be light on the interpreter at all times, even if lights are dimmed for a performance or video. Sign language is very precise and relies heavily on facial expression for meaning, so adequate lighting is necessary.
- In an extremely large event where cameras are used to put the speaker on a large screen, the interpreter should be on screen as well to ensure that everyone using the interpreter is able to see adequately.
- If the audience is divided into small groups for discussion, interpreters should be placed within each group that includes a Deaf person. If an interpreter is working with a deaf-blind individual or someone with low vision, the interpreter may sit directly in front of that individual to perform close-range interpreting or tactile interpreting.

- If the interpreter will be voicing for a Deaf presenter, the interpreter will typically sit in the first or second row of the audience, where they can clearly see the signer for whom they are voicing. In this case, the interpreter should use a microphone, and adequate lighting on the Deaf presenter should be provided.
- Ask Deaf attendees where they would like interpreters placed to best meet their needs.

Emergency

Coordinate With First Responders

Event coordination with first responders involves establishing clear communication channels and collaborative planning with local emergency services like police, fire, and EMS. Ensure a safe event by having designated response protocols in place for potential incidents, including designated access points, emergency staging areas, and clear procedures for reporting emergencies during the event.

Food & Beverage

All Food And Beverage Items Are Clearly Labelled For Ingredients And Potential Allergens

Coordinate with your food and beverage vendor to ensure clear labelling and notice of potential allergens (or cross-contaminants). Signage should follow best practices, e.g. for way-finding and presentation.

- A san-serif font, such as Arial or Helvetica
- One-and-one-half or double spacing between lines
- Spacing between letters that is not too tight or too loose
- Lower case letters with initial capitals rather than all capitals
- Black lettering on white (or high contrast)

All Food And Beverage Items Are Accessible

Use the following guidelines when setting up buffet lines and stations:

- Buffet service tables should be no higher than 36 inches.
- Set plates, cups, and other service items, as well as food and beverage items, at table height, within reach of people using mobility devices and those of short stature. Avoid food set-ups with multiple tiers.
- Set buffet tables in straight lines (avoiding patterns will reduce wait times).

- Keep chafing dishes for hot food (also known as “chafers”) as low as possible. Avoid gel fuel heaters, since they are a frequent source of reaction for those with chemical sensitivities.
- Generally avoid soup as a buffet menu option (it can be difficult for some people to serve or carry); serve soup at tables.
- Ensure that there are servers to assist attendees. Servers may offer assistance describing items, reaching for food, and carrying plates and drinks to tables.

Dietary Options

The number and variety of special diet requests has grown significantly in recent years. These needs include attendees with food allergies and intolerances, as well as those on special diets for medical, health, religious, or other reasons. Dietary needs can include avoiding common allergens (milk, soy, egg, wheat, peanuts, tree nuts, fish, and shellfish) as well as vegan, vegetarian, organic, kosher/kosher style, and any number of “free” diets (free of gluten, sugar, fat, etc.).

You should collect information about your guests’ dietary needs during the registration process. But when selecting a vendor (usually well before registration takes place), ensure that the vendor is able to meet a variety of dietary needs. If your vendor will also be providing beverages (including alcohol), ensure that there are also a variety of beverages and mocktails.

General

ADA Coordinator

Designate a person or persons responsible for event accessibility per this checklist. This person or persons will also be responsible for: responding to requests for reasonable accommodations prior to and at the event, sending post-event accessibility surveys, integrating new recommended best practices into the event accessibility tool for future events.

Event Accessibility Budget

Budget should include considerations for: accessibility vendors, any other costs that may be associated with this accessible event planning tool



Layout

Quiet Room

How to Build a Quiet Room (or a “Sensory” Room)

Selecting a Room: Choose a moderately sized room somewhat distant from the main hub of your event but close to a restroom, well-ventilated, and reasonably quiet. Make sure the quiet room is a comfortable temperature and is not overly bright (no unblocked direct sun or bright lighting). The lighting should be on the dim end of standard indoor lighting. Make sure the room is wheelchair accessible i.e.,: accessible path of travel to the room, accessible entrance, and accessible navigation inside the room (paths of travel are not blocked by furniture).

If applicable, make sure the quiet room has good wifi coverage and that there are outlets for device charging.

Furnishing: Provide a mixture of work furniture, e.g. tables and chairs — aim for good ergonomics for people with pain conditions — and a few softer furnishings such as beanbags or couches. Make sure that any tables are wheelchair accessible, and that there are open spaces for people who use wheelchairs to relax.

Other considerations: Offer a selection of: fidget or stim tools (even paper and pencil can be stim tools), noise canceling headphones, snacks, water. If possible, provide a space that people can enter and secure for privacy, for attending to medical needs such as medication, injections, blood glucose testing, ventilation and suctioning etc. (this could be offered alongside spaces designated for lactation).

Signage: Include large print signage indicating “Quiet Room”, along with a visual logo (something like this:

<https://www.shutterstock.com/image-vector/quiet-zone-line-icon-clipart-image-1620706849>).

Directions: include Quiet Room directions/location in event map and directional materials.

All Stages Have Ramps

This is a recommended best practice, the premise of which is that it enables access for all speakers, and does not require a “separate but equal” stage access system for speakers with disabilities. If space constraints do not permit room for a ramp, consider whether the room requires a stage at all, or if the stage height could be lower to



accommodate a shorter ramp. It is recommended that all speakers be asked whether they will need accommodations to access the stage, but it's also not unheard of for an otherwise non-disabled speaker to acquire a temporary disability in the days leading up to an event.

Training

Presenter Best Practices

Tips for Presenter Best Practices:

- If there is a sign language interpreter, please wait for him/her to be in place before beginning your presentation.
- Always face the audience; this is especially helpful for audience members who are speech readers (lip readers).
- Speak at a normal rate, neither too slowly nor too quickly; this is especially helpful for the sign language interpreters.
- All the information on your slides should be part of your spoken presentation; you don't need to simply read the text to the audience, but be certain that all information is addressed.
- Describe all *meaningful* graphics in your presentation (such as photos, images, charts, and illustrations).
- Use felt tip markers free of scents and solvents and replace the cap when not in use.
- Use lasers to point only; resist the urge to wiggle the light around the screen (this can be problematic for people with a variety of conditions, including vision disabilities), and turn it off when not in use.
- If you are a panelist and are not introduced immediately prior to speaking, introduce yourself. This is helpful for audience members who are blind or have low vision.
- Always use the microphone; individuals may have hearing aids or may be using an assistive listening system that cannot pick up your words if you do not use the microphone. This has nothing to do with how loud you speak or how well you project.
- If you are asked a question by someone not using a microphone, be sure to repeat the question into the microphone.
- Ensure that only one audience member speaks at a time.
- If you ask the entire audience a question, offer several ways to respond, including raising hands, calling out, standing, nodding; this will facilitate participation for those who may not be able to raise hands, speak, or stand.

- Following the response to an audience question, let the audience know the count or estimate, such as “about half responded yes.”
- To ensure access for attendees with electrical sensitivities, turn off non-essential computers, projectors, microphones, and other electronic equipment when not in use.

Staff: Accessible Features

Train event staff on accessible features of the venue and event including but not limited to:

- Availability of an ADA Coordinator
- How to respond to an on-site request for reasonable accommodation
- Accessible Parking
- Accessible Transportation Options
- Accessible routes to/from venue and recommended accommodations
- Accessible entrances
- Accessible restrooms
- Accessible interior paths of travel (e.g. elevators, ramps)
- Accessible communications (e.g. AI generated captions)
- Mobility Device vendor

Audience Participation

There are a variety of strategies and tools, from low-tech to high-tech, for managing audience participation in a large gathering:

- When wireless microphones and staff are available:
 - Ensure at least two to three staff with wireless microphones are circulating in the crowd during question and answer periods.
 - Instruct speakers and panelists not to answer questions from individuals who are not using a microphone.
 - Be aware that attendees with electrical sensitivities may not tolerate wireless microphones. In this case, ask an event staff member to convey the question via microphone for the attendee.
- If audience participation is encouraged via an app:
 - The app has been previously vetted for WCAG 2.2AA compliance
 - Instructions on how to use the app are available in pre-event comms, on-site signage, and announced prior to each presentation.
- When microphones are not available:
 - Place blank cards and pens on each table and tell attendees in advance to use these to write down their questions. Cards can then be collected and



speakers can read them into the microphone before answering. Plan for staff to assist participants who are not able to write on cards.

- Less optimal: have questions called out to speakers, who then repeat the questions into the microphone before answering.

Disability Etiquette

For now, have event staff review this guide from the United Spinal Association prior to the event:  [Disability Etiquette Guide.pdf](#) (Please download this guide). Going forward, you may consider creating your own branded version of this guide. Also, please review USA generated guides for updates. Ensure that Staff are also familiar with ADA and State/Local rules regarding service and emotional support animals.

ADA & Service Animals

The Americans with Disabilities Act requires that the service animal be under control of their handler at all times. The ADA does not require service animals to wear a vest, tag, specific harness, or have any specific certification. If questions arise regarding the validity of a service animal the ADA only allows two questions of the handler:

1. Is the dog (or horse) a service animal required for a disability?
2. What work or task is the animal trained to perform?

If the person responds with yes and indicates a task, the animal is a service animal and should be permitted to accompany their handler in the event.

Event Emergency Procedures

Inform event staff of the accessible emergency evacuation route and coordination with first responders. Additionally:

- Communicate and Document Special Needs: If a guest has self-identified their need for assistance, emergency coordinators should discuss with staff any logistics related to an guest's plan and document special instructions (e.g., location of Area of Refuge or stairwell, request to be assisted using an evacuation chair, etc.) in emergency plan documents.
- Buddy Systems: Suggest a buddy system with a friend or colleague who can alert guests of an emergency, check with them, or assist them as needed.
- Assess Emergency Route for Barriers: Ask staff to periodically review and ensure that the path of travel to the Emergency Action Plan (EAP) is wheelchair accessible (step-free) and free of obstructions periodically throughout the duration of the event.

- **Alternative Communication Methods:** You may have a guest who is blind or visually impaired in your area; consider alternative methods of identifying emergency access procedures (e.g., large print sign, calling out location, etc.).
- **Areas of Refuge:** Have staff identify and be familiar with the location of the Areas of Refuge and/or designated stairwells where a wheelchair user can wait for assistance during an emergency.

Venue

Review Emergency Evacuation Routes For Accessibility

Paths of travel are wide, level, well-marked, and lead to ground level exits and/or ground level designated evacuation areas. Ideally, there are no stairways, elevators or escalators. If there are stairs: stairwells have functioning evacuation chairs. Where necessary, there are designated areas of refuge. Evacuation routes are approved in partnership with local first responders.

Secure a Venue

General Questions

- Ask about the venue management's awareness of and commitment to accessibility for people with disabilities. By asking this question first, the venue immediately knows that this is a priority.
- Ask whether the venue has been sued for disability access and, if so, the result of that. (You don't need to get into specifics, but you do need to know that it's been satisfactorily resolved).
- Ask the venue about its compliance with legal requirements for ADA access.
 - When stating that they are compliant, ask which codes does the venue refer to?
 - For example, the ADA, the state and local building codes, which version of the codes given that codes are updated and venues may have existed prior to those updates. You don't need to understand all of these, but the idea is to determine whether the venue is as up to date as possible.
 - When was the venue most recently inspected for accessibility, and who performed that inspection?
 - Is there currently any ongoing construction, or is construction planned anytime soon?
 - What is the current working order of features that support access, for instance: elevators, escalators, restrooms, lighting?



- What assistance is available from the venue to address any issues that may come up relative to the working order of things like elevators and escalators?
- Are there any other resources that the venue has with regard to ensuring access for people with disabilities?

Venue Selection: (Contractual Provisions)

- Be sure that your contract addresses the issues of access and obligations to comply with disability laws. Most contracts have standard language like this, but some don't. Make sure that it is clear that both parties agree to comply with all disability and civil rights related laws.
- Make sure that your contract contains provisions for any failures to comply. It isn't enough to simply state that laws will be complied with. Create a contractual clear process and path forward if or when that compliance breaks down or doesn't actually happen. Ideally there is a designated point person, a process, and an amount of time noted for how soon it will be addressed.

Walk-Thru

Accessible Directional Signage

Ensure that there is directional signage from arrival points to entrances and to all accessible features of the venue itself. Ensure there is also accessible signage to all event areas. Accessible signage should use accessible fonts, be high contrast, and be placed in viewable locations.

Entrance | Paths of Travel

Ensure there are no temporary items (e.g. sandwich board signage, construction barricades, etc.) obstructing paths of travel from arrival points to the entrance. Ensure that any event wayfinding directs guests to accessible routes (e.g. horizontal paths, ramps, elevators). Ensure that any power door operators are in working order. Ensure that guests are not funneled to a revolving door only, and that there is always an alternative, accessible entrance. It's recommended to post docents at entrances to ensure ease of access.

Paths Of Travel To Functional Areas

Paths of travel to functional areas should be wide, free of obstructions or protrusions (e.g. footings for temporary signs), and the surface should be firm, level and slip resistant. Any carpeting (permanent or temporary) should not exceed a 1/2" pile.



Signage For Designated Accessible Seating

Seating designated for accessible needs should be in place before guests arrive. See notes on SNA policy review regarding the placement and dispersal of accessible seating.

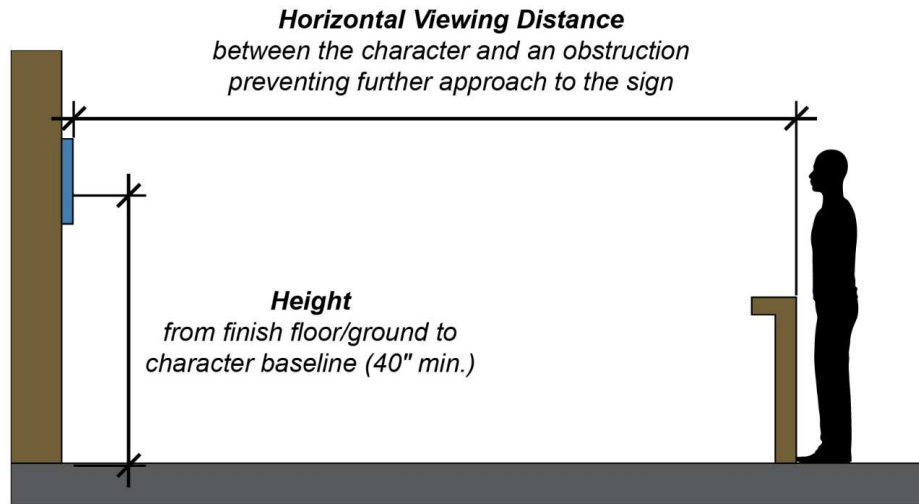
Temporary Signage Does Not Block Critical Permanent Signage

Ensure that any temporary signage does not block critical permanent signage, e.g.: restrooms, emergency exits, staircases, elevators, areas of refuge, etc.

Design Accessible Signage | Digital Signage

- A san-serif font, such as Arial or Helvetica
- Spacing between letters that is not too tight or too loose
- Lower case letters with initial capitals rather than all capitals
- Black lettering on white (or high contrast)
- For critical signage, ensure accompanying audible announcements (e.g. evacuation instructions)

Here is a helpful chart (from the US Access Board) on appropriate character size depending on sign height and viewing distance:



Height	Viewing Distance	Min. Character Height
40" – 70"	under 6'	5/8"
	6' or more	5/8" + 1/8" per foot of viewing distance above 6'
above 70" to 10'	under 15'	2"
	15' or more	2" + 1/8" per foot of viewing distance above 15'
above 10'	under 21'	3"
	21' or more	3" + 1/8" per foot of viewing distance above 21'

Way-finding

Directions To/From The Venue Specify Accessible Routes

If you provide guests with directions, ensure that these are accessible routes. If they are not, ensure that you provide an alternative set of directions that are accessible, and specify them as such.

Virtual

Content

Offer content available for download in accessible formats prior to the event

For Microsoft tools (Word, Powerpoint) and PDFs (Adobe), use built-in accessibility checkers. Here is a link to an explainer on Microsoft Accessibility Checkers: <https://support.microsoft.com/en-us/office/improve-accessibility-with-the-accessibility-checker-a16f6de0-2f39-4a2b-8bd8-5ad801426c7f>. Here is a link to an explainer on Adobe PDF Accessibility Checker: <https://helpx.adobe.com/acrobat/using/create-verify-pdf-accessibility.html>

Platform

What to Look for in an Accessible Meeting Platform

When looking for an accessible meeting platform, prioritize features like live captioning, keyboard-only navigation, screen reader compatibility, screen magnification options, the ability to add interpreters, clear audio quality with noise reduction, and the option to pin a sign language interpreter's video during a meeting; essentially, ensuring users with visual or hearing impairments can fully participate without barriers.

Review Platform Accessibility Features

Review the accessibility features of your virtual event platform (most platforms will have an accessibility FAQ). Even though you will have reviewed this prior to securing a platform, accessibility features (or feature controls) may have changed or improved.

Post-Event

Survey

After the event, send a survey assessing event (and ancillary amenities) accessibility (e.g. transportation, accommodations, wayfinding, restrooms, conference rooms - seating set up & stages, furniture, food & beverage, requested accommodations). Seek both feedback and suggestions. Make sure the survey itself is accessible (pro tip: Google forms are pretty solid on accessibility).

Testing

ASL Interpreters

Test out your meeting platform with your ASL interpreter to ensure you know how to make this feature available to guests at the time of the event. Most meeting platforms allow you to add an ASL interpreter by going to the settings or accessibility options



within the meeting interface and selecting "Sign Language Interpretation" or a similar option.

Pre-assigning interpreters:

You can often pre-assign an interpreter when scheduling a meeting to ensure they are readily available when the call starts.

Viewing the interpreter:

Once added, the interpreter's video will be visible to all meeting participants, allowing them to follow the conversation in ASL.

Examples of how to use ASL on different platforms:

Zoom:

Go to meeting settings, enable "Sign language interpretation," and then invite the interpreter to join the meeting.

Microsoft Teams:

Access the Accessibility settings, turn on "Sign Language View," and select your preferred ASL interpreter.

Webex:

When scheduling a meeting, navigate to "Advanced Settings" and choose to assign a sign language interpreter.

Wayfinding

Directions To/From The Venue Specify Accessible Routes

If you provide guests with directions, ensure that these are accessible routes. If they are not, ensure that you provide an alternative set of directions that are accessible, and specify them as such.

Website

FAQ

Sample Language (modify to your event)

[NAME OF YOUR EVENT] is committed to providing universal access and welcomes guests of all abilities. Any guest who needs an accommodation for a disability is invited



to make this request as part of registration. To request a reasonable accommodation for a disability outside of registration, please send an email to [accessibility@nameofyourevent.com] or call [PHONE NUMBER] and let us know how we can best assist you. In order to provide the best service, we ask that requests be made at least 72 hours in advance.

Please note that the following on-site amenities are available to assist our guests with disabilities:

(sample on-site amenities):

- Accessible parking located at (fill in where available and if it's pay parking or free and/or first come-first serve).
- Shuttle service to/from and whether to call ahead for assistance.
- Accessible entrances and routes
- How to request alternate security procedures/what alternate security procedures are in place for people with disabilities.
- Disability assistance available at the information desk/concierge/etc.
- dedicated on-site staff to assist with reasonable accommodations requests.
- Where elevators and escalators (or any other form of vertical access) are located.
- Where accessible restrooms are located.
- Where a quiet room (or mother's room/nursing room) is located (Note, these are not the same thing!)
- Food options for varied dietary needs.
- Locations for accessible seating.
- If ASL or captioning is planned to be provided (regardless of and specific request) and for which elements of the event.

The FAQ should also include detailed instructions and a map of the event. Make ample use of Google Maps, site photos, event maps, etc..

Registration

Sample Language for Request Form (adjust based on registration process)

- Name
- Email Address
- Phone
- How would you prefer to be contacted (phone/email)



Please briefly describe the nature of your disability and how you would like us to assist you. (Please do not include medical information, but please do include any details that you think would help us best help you).

Important Note:

Requests for reasonable accommodation should be directed to a dedicated person or group of people who

- Understands how to process these requests;
- Are empowered to implement requested/reasonable accommodations; and
- Can respond to these requests in a timely manner.