ACCESSIBLE COMMUNICATION GUIDE

Accessible communication to provide complete healthcare for persons with disabilities

Conferences, seminars, workshops and other events of a scientific or cultural nature promoted or financed by the government must ensure accessibility and provide assistive technology resources (art. 71, LBI).

THIS GUIDE IS DESIGNED TO HELP ELIMINATE COMMUNICATION BARRIERS

You will find tips about:

- → **How to refer to persons with disabilities**.
- → **Accessibility in meetings and documents.**

In healthcare, **communication barriers hinder or prevent** persons with disabilities from:

- → Receiving a **quick and correct diagnosis**.
- → **Talking** about their **health condition**.
- → **Participating in decisions about their health and well-being**.

In Brazil, Persons with disabilities' rights, fundamental freedoms and citizenship are based on:

- → Convention on the Rights of Persons with Disabilities, with Constitutional power.
- → Brazilian Law on the inclusion of Persons with Disabilities - LBI, among other laws.

USE OF WORDS
HOW TO REFER TO PERSONS WITH DISABILITIES

✔ RIGHT	✘ WRONG
Always use Person combined with the disability or other characteristic. *Examples: blind person, deaf person, person with Down syndrome, wheelchair user.*	Do not used **disabled**, **differently-abled, special needs**, PwD, etc. Do not use **offensive and prejudiced words**: invalid, exceptional, retarded, sick, angel, special, deaf-mute.
Use the words **issue or condition.**	Do not use the words **illness or problem.**
Use the words genetic **condition or genetic arrangement.**	Do not use the words **genetic aberration, anomaly or error.**
Say **person without disability.**	Do not say **normal person.**

When in doubt ask the person with disability.

GROUP MESSAGES

- Use **simple** fonts (no serifs).
- **Describe all images,** using #imagedescription.
- **Use images that are described by screen readers**, such as emojis (DO NOT use stickers).
- **Share documents in accessible formats**, such as videos with subtitles, transcripts and sign language interpreters.
- Use easy-to-understand language, **with short sentences** and **everyday words.**

VIRTUAL MEETINGS

Before the meeting:

- **Ask if anyone needs accessibility resources**.
- **Inform everybody how the platform works**.
- Ensure **accessibility of the material** presented at the meeting.
- **Share material** before the event.

During the meeting:

- Have each person make an a**udio description** and **say their name** before speaking.
- Use **short sentences and everyday words** (easy-to-understand communication).
- **Speak slowly** and **take breaks** to allow time for interpretation.
- Use **audio description resources, sign language interpreter, subtitles, transcription**.
- **Read chat messages** before replying.

To learn more about accessibility in web conferencing platforms:
Assistive Connections: Technology and Accessible Teaching Materials.
https://drive.google.com/file/d/1_BM6zQywOF1XtAiU45MmOcAh9_2PgRoI/view

IN-PERSONS MEETINGS

Before the event:

- → **Ask** about the **need** for **accessibility** resource in the enrolment.
- → **Enable** required **accessibility resources**.
- → Choose a location **without architectural barriers**.
- → **Book seats** according to needs.

During the event:

- → **Flag up available accessibility services**.
- → **Start** speeches with a brief **audio description**.
- → Start speeches without a microphone so that people who are blind or visually impaired can locate the speaker.
- → **Describe all the images** displayed.

Aid communication by using easy-to-understand language and hiring sign language interpreter, audio description and live subtitling (stenotype) services.

SLIDES PRESENTATIONS

- Use **simple fonts** without serifs. Ex. Arial, Calibri, Tahoma, Verdana.
- Choose **24-size** font for content and size **32** (or larger) for titles.
- Use colors with **high contrast** (e.g. white and black).
- Present **little information and few images** per slide.
- Use easy-to-understand images.
- Use easy-to-understand language, with **short sentences and everyday words**.
- **Read all slide content and describe images and worksheets.**

Use the accessibility check when preparing slide presentations. This tool identifies accessibility issues and suggests solutions.

DIGITAL / WRITTEN DOCUMENTS

- Use **simple fonts** (no serifs, e.g. Arial, Calibri, Tahoma, Verdana).
- Choose font size **12** (or larger).
- Respect the **space between letters and words**.
- DO NOT use condensed letters.
- Use **1.5 line** spacing.
- Use **short sentences** and **simple words**.
- **Highlight** information by underlining the phrase or with icons (DO NOT just change the color to highlight information).
- Use word processor **heading levels** feature (DO NOT use only colors or font size to identify title and subtitle).
- **Describe images and tables** throughout the document.
- **Use links that describe the content** (DO NOT use links such as "learn more" and "click here").
- **Use accessible features** for screen readers (DO NOT use text boxes feature).
- DO NOT use files where the text has been scanned and presented as an image.

Documents are more accessible when they use easy-to-understand language, enlarged font, good contrast, as well as additional features (braille, sign language, audio, among others).

To learn more: Guidelines for creating accessible documents in Microsoft Word.
http://nau.uniriotec.br/images/pdf/guia/v2-guiaWord.pdf

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Scan me

Commuication Accessibility is everyone's right!

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Rio PREFEITURA SMPD

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