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Tillgänglighet – Överväganden och hjälpmedel för tillgängliga möten (ISO 17069:2014, IDT)

Accessible design – Consideration and assistive products for accessible meeting (ISO 17069:2014, IDT)

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Den internationella standarden ISO 17069:2014 gäller som svensk standard. Detta dokument innehåller den officiella engelska versionen av ISO 17069:2014.

The International Standard ISO 17069:2014 has the status of a Swedish Standard. This document contains the official English version of ISO 17069:2014.

Upplysningar om sakinnehållet i standarden lämnas av SIS, Swedish Standards Institute, telefon 08-555 520 00. Standarder kan beställas hos SIS Förlag AB som även lämnar allmänna upplysningar om svensk och utländsk standard.

Information about the content of the standard is available from the Swedish Standards Institute (SIS), telephone +46 8 555 520 00. Standards may be ordered from SIS Förlag AB, who can also provide general information about Swedish and foreign standards.

Denna standard är framtagen av kommittén för Synfrågor / Orienteringsstöd, SIS/TK 344/AG 7.

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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.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

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For an explanation on the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the WTO principles in the Technical Barriers to Trade (TBT) see the following URL: Foreword - Supplementary information.

The committee responsible for this document is ISO/TC 173, *Assistive products for persons with disability*, Subcommittee SC 7, *Accessible design*.

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 is indispensable for full 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, more older persons and persons with disabilities are taking the opportunity to attend meetings. 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 be a hindrance. Printed meeting notices and documents might not be appropriate for a participant who has a seeing impairment or who is blind. Complicated texts might be a hindrance for a person who has a cognitive impairment. Discussions might be difficult to follow for a participant who has hearing impairment or who is deaf. Narrow passages, gaps, and stairs might be barriers for a person who uses a wheelchair or assistive products for walking. Persons with speech disability might have difficulties expressing themselves in a meeting without any support.

Meeting organizers have to understand and address hindrances so that all participants can fully take part in the meeting. Careful planning, support staff, and use of appropriate assistive products can overcome hindrances. Preparation of meeting materials in alternative formats such as large print, braille, or digital formats can facilitate understanding for a person who has seeing impairment or who is blind. Texts that are clear and concise can facilitate understanding for a person with cognitive impairment. 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. A built environment with elevators and ramps can make an area accessible for a person with mobility limitation.

This International Standard identifies areas to consider, as well as support and assistive products that can facilitate the full participation of older persons and persons with disabilities in meetings.

In this International Standard, considerations and assistive products that can contribute to making a meeting accessible are presented in relation to human abilities. To facilitate for meeting organizers, Annex A presents detailed guidelines and a checklist in relation to the process of organizing an accessible meeting.

Accessible design — Consideration and assistive products for accessible meeting

1   Scope

This International Standard specifies considerations to be taken, as well as 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.

2   Terms and definitions

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

2.1
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

2.2
assitive product
any product (including devices, equipment, instruments, and software), especially produced or generally available, used by or for persons with disability for the following functions:

— for participation;

— to protect, support, train, measure or substitute for body functions/structures and activities;

— to prevent impairments, activity limitations, or participation restrictions

[SOURCE: ISO 9999:2011, 2.3]

2.3
support staff
person who performs tasks to facilitate the execution of an accessible meeting which can include, but are not limited to, interpreting, note taking, guiding, and assisting participation of older persons and persons with disabilities

Note 1 to entry: Support staff includes *guide assistant* (2.4) and *communication assistant* (2.5).

2.4
guide assistant
person who leads and assists a person in a location in an appropriate manner for that person's impairment

2.5
communication assistant
person who assists with communication

EXAMPLE 1   A person who conveys proceedings of meetings and discussions using sign languages, live captioning, by paraphrasing or by Assistive Augmented Communication (AAC).

EXAMPLE 2   A person who expresses opinions on behalf of a participant.

EXAMPLE 3   A person who assists participant to follow documentation, e.g. turns pages of documents, points out information in documents.

2.6
attendant
person who accompanies an older person or a person with disability and enables them to participate in the meeting

2.7
information services
interactive communication support using support staff and assistive products so that older persons and persons with disabilities can actively participate

3   Planning and management for full participation

3.1   Principle

3.1.1   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. When appropriate, arrangements should be made for web conferencing such as captioning services, and auditory or textual expression for non-textual presentations. For public or open meetings where prior registration is not feasible, the organizer should carry out measures to ensure reasonable accommodation.

3.1.2   Before the meeting

All participants should receive necessary information (e.g. notice, invitation, agenda, meeting documents) in an appropriate format and be requested to express any requirements they might have in relation to active participation. For this purpose, prior registration can be helpful. (See Annex B).

NOTE   Information on formatting is available in W3C/WAI document at http://www.w3.org/WAI/training/accessible.php

The meeting venue and program should be checked to ensure that they 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 methods for 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 the participants' requirements.

The meeting organizers should provide information concerning accessibility of the web conferencing software adopted.

3.1.3   At the meeting

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

Information on meeting schedule (e.g. time for pauses, lunch breaks, end of meeting) and venue (e.g. location of restrooms) should be given when opening the meeting.

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, and any allergy, intolerance, or hypersensitivity considerations.

When appropriate, a procedure/system should be established for participants to signal (e.g. with cards) need of a short pause in discussions when more time is needed before discussions are continued (e.g. to consult with interpreter, assistant, or attendant).

Organizers should ensure that all participants can take part in discussions during breaks, lunch, and breakout meetings.

3.1.4   After the meeting

Meeting materials and minutes (including any handouts and presentations) should be produced and sent to participants in appropriate formats.

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 or checklists for subsequent meetings.

3.2   Specific considerations and supports

3.2.1   General

This Clause includes considerations and supports in relation to specific human functions. Further information on accessibility, design considerations, and human functions, abilities, or 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 a person with disability. For those that are brought to the meeting by the participant, the organizer should ensure that the assistive product or personnel can be accommodated at the meeting.

3.2.2   Seeing

3.2.2.1   Considerations

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

If appropriate, information on the meeting venue should be made available prior to the meeting or explained orally on site.

3.2.2.2   Examples of related support

The following are examples of related support for blindness and seeing impairments:

— appropriate colour scheme in documents and signage (colour identification disability);

— audio or enlarged letters version of documents (seeing impairment);

— 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 (seeing impairment);

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