DCAD ACCESSIBILITY GUIDELINES 2024

Accessibility and Disability in IGF meetings

Contents

1 Introduction

The Internet Governance Forum's (IGF) **Dynamic Coalition on Accessibility and Disability (DCAD)** would like to provide the following guidelines to the IGF Secretariat on how to improve accessibility at IGF meetings and to eliminate barriers ensuring that the meetings are accessible and inclusive to all. While these guidelines were designed for the IGF, there also relate to other international organizations hosting meeting. It is our hope that these guidelines will be adopted by the IGF and other organizations. In developing these revised guidelines, we consulted with members of the World Wide Web Consortium (W3C), IGF Secretariat Staff, as well as other disability organizations. Much of the work in revising these guidelines was done by our steering committee of dedicated volunteers composed of Judith Hellerstein, Dr. Muhammad Shabbir, Maureen Aguena, and Nicodemus Nyakundi along with additional contributions by Peter Crosbie, Lidia Best, and Andrea Saks.

Remote meeting is an umbrella term used to describe real-time discussions or presentations held between two or more parties online. Other related terms often used include virtual meetings, online meetings, online presentations, and video conferencing. Webinars can also be considered remote meetings, however the interaction between presenter and attendee may be restricted.

A remote meeting generally requires the use of an online meeting platform on an online device such as a computer, smartphone or digital assistant that allows participants to interact with each other. Typical features of remote meeting platforms include the use of audio communication via an online microphone or traditional telephone, video communication via an online camera, a chat feature for text-based communication and the ability to share content. This can include the sharing of a participant's computer screen, the sharing of an on-screen presentation with media-rich content such as slides and videos, and the transferring of files. In addition, remote meeting platforms generally have the ability for participants to allocate a meeting host who controls the features that are available to other participants

Hybrid Meetings combine In-Person meetings with a remote meeting using the same platform for both. Some Meetings have all Q&A going through a remote Que but others have two Ques. One Remote and one In person. The IGF and ICANN use this later example.

Instead of repeating ourselves, we direct our readers to the excellent brief written by the W3C on Remote Meetings which can be found here, https://www.w3.org/TR/remote-meetings/ We also call our readers attention to the list of resources on accessible meetings at the end of these guidelines.

2 Accessibility considerations when organizing IGF meetings:

2.1 Be aware of attendees' needs and requirements
- There should be a space on the online registration form to record if a person has any access requirements or specific needs. Contact details of an accessibility focal point should be clearly displayed on the form. The registration form should be in an accessible format.
  - The registration form will be useful for planning the meeting and knowing who is attending so that security personnel and other staff can plan accordingly.

- Questions should be added to the form asking if the participant requires a reasonable accommodation[1] to access the event and have a process in place for the participant to communicate directly with the   accessibility focal point. In this way, organizers can anticipate the need for CART (Real Time human Transcription), sometimes known as RTT, sign language interpreters along with the type of sign language requested, assistive listening devices (ALDs), alternate print formats, etc. Please see ANNEX 1 for an example of the registration form. CART (Real Time Captioning) transcription provides a record of the meeting which is useful both for persons with hearing-related disabilities and for persons with visual disabilities who can later hear when the text is transcribed into DAISY (Digital Accessible Information System) format. It is also useful for those whose native language is not English or whatever language is used for the CART.
- Another questions could be asked if a person has food allergies or other restrictions or sensitivities.
  - One suggestion would be to have a check box that asks participants what accessibility concerns or issues they have and what services or assistance do they need from the IGF. This will enable the organizers to understand which sessions may need sign language interpretation.

2.2   Choose an accessible environment for the meeting

2.2.1   Meeting Location

- **Determine whether the location of the meeting is accessible for persons with disabilities before booking the event.**
- This includes taking into account the building, city, and surroundings, and determining whether there are enough accessible solutions for accommodation, dining, and transportation in the area where the meeting will be organized. The appropriateness of the location can be easily determined by investigating if other successful accessible meetings were previously held there. All facility entrances should be accessible for wheelchairs and/or motorized scooters and have steps that are visually marked for those with sight difficulties. Never use a building with stairs where there are no public lifts, elevators, or ramps for access. Lifts or elevators should have no barriers to access (i.e., stairs). All public lifts or elevators should have clear and visible numbering and Braille indications of the floors and, if possible, there should be audio-floor indicators or audio description so that persons who are visually impaired will know which floor they are on. All lifts should be clearly sign-posted for everyone, as well.

2.2.2   Meeting Venue

2.2.1   Choose the right venue:

- It is essential that persons with disabilities can move around freely without needing to be escorted through security checkpoints, unless requested, or without needing to wait for an elevator key. If the door or entrance is not automatic or if it is difficult to open, then a staff member should be placed to assist. This applies to moving between meeting rooms, exhibition and dining venues, as well as to the toilets. Accessible toilets should be clearly marked (in Braille also) and on the same floor as the meeting rooms.

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[1] Convention on the Rights of Persons with Disabilities, Article 2 (Definitions)

- If facilities are all on different levels, it makes it especially difficult for persons with disabilities – in particular those using a wheelchair or the visually impaired – to get from one place to another. If guide or service animals are used, then there should be a designated outdoor area available nearby to walk and water them, with disposal areas for waste.
- All conference information should be readily available and there should be an "accessibility desk" manned by trained staff.
- Other features that should be considered or made more accessible include parking and drop-off areas; proximity to public transport; security personnel should be trained to work with the local police; and under no circumstance should access entrances be blocked, especially if there is only one accessible entrance. Training should be provided to all security personnel and especially those who man the lobby entrances.
- Consider requesting that the meeting organizers or host country add tactile mapping of the conference location to assist people with visual disabilities find their way

2.2.2 Venue Accessibility

- Provide maps, plans and layout of the event venue. These should be clear and contain as much detailed information as possible without becoming over-complicated. They should include indications as to where people can get information or seek support or assistance.

- Provide information on the accessibility of the venue: For example, a tactile map can be provided with a description of how to move around between the meeting rooms and other facilities, or about the availability of accessible toilets. Today, technology allows for mapping on mobile platforms as well, which can provide expanded tools and resources for improving accessibility and should be used whenever possible in addition to other accessible formats.

- Provide photos of entrance areas and entrance hall and event spaces including theatres and event rooms as this helps people with cognitive disabilities. Also, where possible, include a video (real or virtual) walk-through of the space, at least for the main areas.

2.2.3 Meeting Rooms
- **Choose accessible meeting rooms:**
  - The plenary and workshop rooms must have accessible entrances with free and unblocked aisles so persons using wheelchairs can easily pass. There should be reserved seating spaces for persons who use wheelchairs and/or motorized scooters or who are accompanied by guide or service animals. Seating also needs to be reserved for persons with disabilities to be near captioning and/or sign language interpreters.
  - The plenary room should have hearing loop for hard of hearing people , alternatively participants should be provided with personal neck loops instead of conference headphones to allow access to sound. Alternatively, FM system should be used.
  - Sign language interpreters should be well lit and clearly visible, preferably positioned on the main stage with no distractive writings or screens behind them. There should be two screens, on either side of the stage, one for captioning and one for slide and video presentations. If the room is large, a second set of screens will be necessary, so that not only persons with disabilities but also persons with age-related disabilities can see the material at a distance. Likewise, there should always be two screens facing the presenters on stage or in the meeting rooms, one for captioning and the other for

presentations materials, so that persons with disabilities and other presenters can see all the presentations.

- Stages, door entry systems, stands, and podiums need to be accessible for persons using wheelchairs as well (i.e., meeting spaces should be equipped with ramps). The inclination of ramps must not exceed 8-10% to enable access and to avoid hazardous situations. There should also be enough quality lighting for the visually impaired. Avoid using flashlights for stage effects, the are distracting and unsafe for persons with photosensitivity and on neurodiverse spectrum
- Also, there should be enough time given between sessions for people to move between meeting rooms, especially when there are several floors involved. Staging according to specific needs is important (i.e., moving a podium out of the way for a speaker using a wheelchair).
- There should also be enough quality lighting for the visually impaired and those with hearing loss .
- All rooms used for the event need to be equipped for accessible hybrid participation from remote. If there are rooms that are not equipped for that, this need to be clearly marked in the programme and this information needs to be taken in account when the programme will be drafted.

2.2.4 Quiet Rooms

- Add a designated Quiet Room where participants can meet others for conversations. This is different from a conference room for meetings.
- Participants on the neurodivergent spectrum require the possibility to escape for short periods of time.
- Hard of hearing participants require a quiet place to rest up, speak and/or network with other delegates as the busy event place has too much distraction and background noise or just provide a place to go to rest up after intense listening and concentration.
- Hard of hearing people, spend much time and experience often concentration and listening fatigue due to effort to understand speech in busy environments such as IGF meetings.

2.2.5 Technical Accessibility

2.2.5.1 Technical Accessibility:

- All technical aspects of making a meeting accessible, including remote participation, need to be tested in advance. Hearing access, such as hearing loops and FM systems should be tested.
- The microphones should be hand-held in most circumstances; however, in the case of a person who cannot use his/her arms or hands, there should be provisions made for either a microphone that can be attached to the speaker (such as a lavalier/pin lapel microphone) or a staff member who facilitates – the former should always be preferred over the latter. Hand-held separate microphones are needed for sign language interpreters to voice the signs of persons with disabilities into speech. Special provisions should be made for persons with disabilities who cannot access the remote participation tools. The reason is that they will most likely use a screen reader that requires another audio stream. This causes participants to switch back and forth from the audio of the meeting to the audio of the screen reader when they navigate the webpage. They often cannot find how to dial-in or are not able to use the "raise hand" tool using the screen reader without disconnecting from the meeting. Until the designers of remote participation tools solve these problems, it

is required that IGF audio-visual staff arranges special call-in facilities and all volunteers are also trained to know about these procedures.

- For rooms equipped with other communication technologies like ploy studio etc., the session moderator should clearly highlight the presence of such audio and video facilities before the start of the session.

2.2.6 Improve accessibility of each session offered during the IGF.

- Add separate screens to each room so that one screen can be devoted to captioning and one screen for the speakers and remote speakers. Currently captioning
- Provide an easy way of indicating what accessibility options there are for each session, captioning, Sign Language interpretation, interpretation into other languages.
- Provide an option for alternative headphones for interpretation and also for rooms where there is no interpretation. Standard headphones are not suitable for persons with hearing aids and cochlear implants.
- We suggest that the IGF provide hard of hearing participants with portable hearing neck loops.
- These neck loops would be very helpful in all meetings rooms, even those without interpretation as it helps persons with hearing impairment fully participate in the sessions.
- Ensure the webcasting platform is accessible to persons with disabilities
- Publish the keyboard shortcuts for the Web participation tool, such as Zoom, Teams, Webex.
  o Alternatively, tables could be equipped with headset jacks for those that need these.

2.2.7 Background Noise

- Minimise background noise, This includes background music but also announcements, and includes background and extraneous noise in catering and restaurant facilities
- Some examples of background noise include noisy heating, cooling, and ventilation systems or background music. This includes white and black noises that often interfere with hearing aids and distort the quality of sound. It is advisable to use soft lightings and avoid flickering lights. To some individuals these can be distractive.

2.2.8 Sensory Triggers

- Minimise bright lighting, especially in event spaces, lecture theatres etc. In particular, try to find alternatives to fluorescent lighting as the flickering can be problematic for some PWCD. Softer, warmer lighting generally works better. Try and keep lighting as uniform as possible throughout the space, and avoid sudden changes in lighting intensity, color or environment.
- Be aware of odors around eating and refreshment areas. Where possible, consider placing any facilities where there are strong odors away from main traffic areas.

2.2.9 Other Facilities

- Ensure whether other facilities are accessible: All luncheon, dinner and reception venues should be easily accessible to wheelchairs. There should be reserved seating with appropriate table height for wheelchair users for both meals and coffee/tea breaks.

- In the hybrid sessions, breaks of any kind and time for resuming of work need to be communicated in multiple forms adapted to all kind of disabilities (on the screen, audio message, scrolls on the screen, etc.)

2.2.10 Clear Signage

- Provide clear signs in plain language: Internally and externally, to all entrances, rooms, lifts, toilets, cafes and other facilities, including temporary signs giving directions and identifying meeting or event areas.
- Avoid using navigation iconography, color-coding etc unless meaning is clear and such visuals are accompanied by an information sheet or similar
- Arrange fully accessible and clearly signed emergency exits and evacuation procedures: This will help persons with disabilities to exit the venue in case of emergency, including alternative procedures where lifts or elevators may not be operational.
- Provide information on hearing access, such as sessions with sign language, captioning and which room has hearing loop facility
- For all printed material including signage, ensure to use dyslexia-friendly fonts and check visual contrast of the text color to the paper color.

2.3 Website and Mobile App

2.3.1 Ensure website is developed to be accessible at the start.

2.3.2 WCAG minimum 2.2 standards should be implemented and certified to promote the kind of guideline and recommendation and especially on the use of text reader for visually impaired community.

2.3.3 Ensure that logins are not lost when you navigate to another section of the website. This adds significant barriers to people with accessibility issues and prevents them from engaging fully.

2.3.4 Make sure that the website is accessible and meets WCAG 2.2 or later and be AAA compliant. Also, the conference webcast proceedings should be made accessible when posting them on the web, and include captioning

2.3.5 Have a disability testing firm certify the website is accessible as often content is added at a later stage but there is no standard used and so an accessible website can quickly become inaccessible.

2.3.5.1 Have the firm do the following:

- Test the websites a few times each year as these site may start out being accessible but then as more data and pictures are added it becomes inaccessible. Continued testing will reveal these issues.
- Ensure IGF Website follows web-standards as this is not the case with the current one.

2.3.6 Create an Accessibility statement on main page telling in person and virtual participants what they can expect in attending the IGF.

2.3.7 Provide contact information of the designated focal person responsible for supporting participants with disabilities at the event to persons with disabilities so they could contract them directly with issues/problems they may have.

- More description on what to expect in a session as regards accessibility provisions

- Will it have Captioning, If so, where can you find the stream text links?
- Will it have sign language?
- Ensure that the interactive session map is done much earlier and is accessible to persons with disabilities. This will help all people.
- Excel sheet has problems with screen readers and was very difficult to manage and also did not allow you to put the program into your calendar.

2.3.8   If creating a specific app for the Event, besides ensuring it meets the accessibility requirements. Also consider including an interactive navigation map or floorpan which incorporates GPS. This will help people who are visually impaired find their session.

2.4 Increase awareness of staff and community on how to create accessible sessions.

2.4.1 Ensure that both registration and the schedule for the IGF are accessible to persons with disabilities.

2.5 Accommodation

Provide information on reasonably priced accessible hotel accommodation in advance: A listing of hotels and what accessible rooms are available should be clearly listed on the IGF Hotel site. Accessible rooms should be prioritized for persons with disabilities to avoid these to be given away to other guests. In addition, hotels with accessible rooms should be conveniently located nearby the conference site. This information should be explicitly mentioned on the IGF website, and the accessibility focal point should be aware of these rooms and be able to assist persons with disabilities on request. When IGF staff or the host country negotiates the allocation of accessible rooms, availability needs should be discussed with the hotels and updated frequently.

2.6 Food

- Clearly list the types of food being offered, the locations for the food, allergy information and whether vegetarian, vegan, or Hallal food is offered. The descriptions of the food should be in text and not in images. if images are used, these need to be described fully. For example, the website lists what the lunch meals and snacks will be provided, and this is very helpful, but then the description of the lunch means are shown only as an image without any Alternative text describing it which makes this image and the effort, inaccessible to persons with disabilities.
- Menus should be fully described on the website or provide a link to a contact us to obtain the menu so a person with disabilities could know what is offered. There should be published menus in an accessible format so persons with visual disabilities can know what food is being offered.
- There should be provisions for an alternate menu for persons with food allergies and dietary restrictions, as well as
- All condiments should be placed at accessible height.
- Trained staff should be provided to help persons with disabilities obtain meals in buffet situations.
- Try to have some food that do not have strong tastes, such as heavy on spices or odors as this can cause problems for Persons with Cognitive disabilities
- Concern should be given to the odors around eating and refreshment areas. Where possible, consider placing any facilities where there are strong odors away from main

traffic areas. If possible, please have a place where people can go to eat that is quieter so away from the noise of main dining areas and indicate this location clearly on signs throughout or on the website or app.

2.7   Meeting Dates

2.7.1   Confirm the dates of the conference or session as soon as possible:

It is more difficult for persons with disabilities to make travel arrangements on short notice. Therefore, the conference or session dates should be announced as soon as possible.

2.7.2   Provide accessible information

In addition to aural broadcast, provide text information for hard of hearing participants

2.8   Meeting Materials

2.8.1   Ensure that the informational material is accessible:

All information required for the meeting or event should be prepared in alternative formats in sufficient time for it to be distributed to participants, in their preferred format, at least 10 days before the meeting or event but preferably two weeks in advance. If documents are available for download or on USB flash drive in accessible format or posted on an accessible website, then a person using a screen reader, or a refreshable Braille display can access the documents on his/her laptop. It is suggested that there be an option and a procedure in place for a person to request information in accessible electronic formats in advance since many tablets do not have standardized access to USB ports. It is also suggested to put an open source screen reader feature on the website to help persons who do not have a screen reader or refreshable Braille display.

2.8.2   Increase awareness of staff and community on how to create accessible sessions.
- Allow participants, especially those with cognitive disabilities to use non-verbal methods of communication for questions or comments. This could be via Chat, text, WhatsApp, mail and then have these comments read out loud and captured in the record. .

2.9   Meeting Presentations
Information on events and presentations should include detailed information as to the form and format.

For example, that there will be 10 minutes for questions at the end. This should be as detailed as possible. e.g. 20 minute presentation by panelists, 20 minute discussion amongst panelists, 20 minutes of moderated discussion, feedback and questions with attendees. Information for each session should include information as to how interactive the session is.

2.9.1   Make presentations accessible:
- Check that any presentations and paperwork produced by visiting presenters will be available in accessible formats to be distributed before the meeting or event.
- Ensure that all images and presentations have clear ALT Tags and descriptions.
  - Presenters are responsible for the accessibility of their presentations, demos and videos and of any material for distribution. Where diagrams or visual images are used at a meeting, they should be described to participants verbally.

- For all printed material including signage, ensure to use dyslexia-friendly fonts and check visual contrast of the text color to the paper color.
- Presentations should ensure smooth transitions and avoid flashing lights and high-pitched sounds that could trigger seizures and epileptic episodes. Speakers should avoid using abbreviations, acronyms, jargon, technical or specialist terms without explanation during their presentations to ensure that these terms are clearly explained during the presentation, otherwise they may not be understood by participants. Speakers and participants asking questions need to identify themselves each time they take the floor so that the captioners can recognize them. It is essential to avoid having two persons speak at the same time.

2.10 Videos

2.10.1 Make videos accessible:

It is imperative that all videos projected at the conference include open captions to allow attendees with hearing disabilities and non-native speakers to understand the content. Additionally, audio descriptions should be added for participants with visual disabilities

2.11 Sign Language

Provide sign language interpretation, when attendees require it, preferably in the language of the participant, but if not than in International Sign Language: It is recommended to reserve and book sign language interpreters as early as possible as there is a shortage of qualified sign language interpreters. International sign language is technically not a language, but deaf individuals, who use different sign languages, adapt their signing to communicate with each other to make themselves understood using international signs. It is called "International Sign." Whenever possible, book the specific sign language requested by the participant. Every country has its own sign language and varying dialects, just like spoken languages. There needs always to be two sign language interpreters per sign language so each interpreter can take alternate breaks. There should be an appropriate number of interpreters in order to ensure a good functioning of the proceedings. In case resources available don't allow to have multiple languages of sign, will be privileged the one that has been requested through the registration process by the majority of concerned participants.

2.12 Aids to Listening

Ensure that listening devices are accessible: Enable the listening devices to plug in neck loops, as well as over the ear headphones, to allow persons with hearing difficulties to follow the discussions in the meeting rooms, If possible, include the list of the channels available on wireless receivers.

2.13 Seating at the Venue and in the Presentation Halls

2.13.1 Lighting

Minimize bright lighting, especially in event spaces, lecture theatres etc. In particular, try to find alternatives to fluorescent lighting as the flickering can be problematic for some Persons with Cognitive Disabilities. Softer, warmer lighting generally works better.
- Try and keep lighting as uniform as possible throughout the space, and avoid sudden changes in lighting intensity, color or environment.

2.14 Train and inform assistance staff

2.14.1 Staff and Volunteer Training

- Train assistance staff: An "accessibility desk" must be in operation and staffed by personnel supporting the conference organization (i.e., registration, etc.).
- Staff must be trained to handle challenging situations for all persons with disabilities, including those with cognitive disabilities .
- staff or volunteers should be available to direct people to the relevant parts of the venue.
- Organizers should also check that support staff, including reception, catering, technical, and security personnel, are briefed or aware of good practice, especially when using another organization's venue, such as hotels and conference venues.
- Staff should be clearly identifiable and not rely only on their conference badge. Easily identifiable neck loops or FM systems pick up point needs to be easily found by participants
- For all printed material including signage, ensure to use dyslexia-friendly fonts and check visual contrast of the text color to the paper color.

2.15 Registration Process

2.15.1 Make registration process accessible:

All reception areas and procedures at meetings and events should be accessible for persons with disabilities. If onsite registration is available, make sure that persons with disabilities be given priority. Persons with disabilities should be fast-tracked onsite with clear signage on where they are to go to register. All staff should be made aware to look for persons with disabilities and guide them to the appropriate locations for registration. Online registration should be accessible (see ANNEX 1 for sample registration form).

Suggest adding an additional line after the question do you have accessibility issues to specify what these are: Some examples could be: Visual Impairments: Do you need a person to help show you around. Hearing Impairment: Do you need a particular type of Headset. Do you require Sign Language. Cognitive or other disabilities: Do you need noise cancelling headphones.

2.16 Feedback and Comment

Provide an accessible Feedback form so participants can leave comments and suggestions

2.16.1 Encourage Feedback

Feedback by participants is encouraged and should be used as part of the learning process and a procedure should be established by the organizers to allow this.

For the convenience of the meeting organizers, DCAD provides in ANNEX 2 a sample checklist for the day of the event, to make sure that all preparations have been implemented according to these guidelines. DCAD believes very strongly that it should be involved in the planning of future IGF meetings directly with both the IGF Secretariat and the next host country. Also, DCAD should be consulted on the next negotiation and test any new remote participation tool. DCAD is also willing to assist in accessibility awareness training in all areas of conference planning.

ANNEX 1 – Sample Registration Form

This annex provides an example of what could be added to a conference registration form:

- If you have special dietary requirements, please indicate here.
- Please indicate any accessibility needs here, including whether you are bringing your service animal, food allergies and sensitivities.
- Other accessibility needs such as a wheelchair or scooter

If you require disability accommodation, please select the accommodation needed below:
- Need Sign Language Interpreter: [Yes __ No __] - [if Yes, which language?_____]
- Need CART (Real Time Captioning) [Yes __ No __]
- Need hearing loop? Assistive Listening Device (ALD)? [Yes_No_]
- Need documents on USB flash drive: [Yes __ No __]
- An assistant will be accompanying me: [Yes __ No __]
- Other requests or for further information: please contact the IGF accessibility focal point or the host country accessibility focal point (email address).

If you are attending on-line please be aware that we are using ZOOM/TEAMS/ VIDEOCONFERENCING facility. Tell us your preferences about:
- Need Sign Language Interpreter: [Yes __ No __] - [if Yes, which language?_____]
- Need CART (Real Time Captioning) [Yes __ No __]
- Asking for the floor procedure:
  - request to have your comments or questions be read out loud
  - Tell us if you can manage it or if you need other way to signal your request
- Intervention from remote:
- Tell us how do you think to intervene (in writing through the chat, through LIS (if available, indicate which language), through other means

ANNEX 2 – Checklist

Verification list for the meeting day:

1. Before the meeting or event, check for internal signage and directions.

2. Before the meeting or event, check room layouts, lighting, and online, physical, and other registration arrangements.

3. Before the meeting or event, check that all equipment works, including induction loops. A checklist should be provided by the organizers.

4. Provide communication guidelines for facilitators and participants.

5. Provide information on emergency exits, transportation, toilets, parking, and double-check that the signage is clearly visible.

6. Agree on ground rules regarding accessibility and reasonable accommodation. These rules should be agreed and posted publicly beforehand.

7. Verify the accessibility of presentations by requesting that all organizers of workshops check this aspect.

8. Allow for accessible feedback and decision-making processes and provide an accessible mechanism to do so.

9. Ensure all staff and security personnel are briefed on the services required by possible attendees and provide any accessibility awareness training, , including the right language to use.

10. Provide a specific leaflet or information on-site and on line, about the accessibility service provided in the meeting venue/s.

ANNEX 3 – References

For information, DCAD provides this annex with links to online resources for planning accessible meetings:

- [ITU tutorial on accessibility](#) (2008)
- ITU webcast tutorial – [Making ITU Accessible: Web Design, Web Conferencing and Real Time Web Captioning](#)" (2008)
- Treasury Board of Canada Secretariat – [Guide to Planning Inclusive Meetings and Conferences](#) (French/English) (2002)
- ·W3C – [Accessibility Standards Overview](#)
- W3C – [Making Events Accessible:Checklist for meetings, conferences, training, and presentations that are remote/virtual, in-person, or hybrid](#) (2022)
- W3C – [Accessibility of Remote Meetings](#) (2022)
- W3C WAI – [Planning and Policies Overview](#) (2021)
- W3C – [Developing an Accessibility Statement](#) (2021)
- W3C – [Listing of W3C Working Groups](#)
- State of Michigan – [Planning Accessible Conferences and Meetings](#) (doc)
- ITU background paper – [Meeting information and communications technology access and service needs for people with disabilities](#) (pdf) (2007)
- ITU-T Technical Paper – [FSTP.ACC-ALD Overview of assistive listening systems](#) (pdf) (2020)
- ITU – [FSTP-ACC-RCS – Overview of remote captioning services](#) (doc/pdf) (2018)
- ITU – [FSTP-AM – Guidelines for accessible meetings](#) (pdf/doc) (2015)
- ITU – [FSTP-ACC-RemPart – Guidelines for supporting remote participation in meetings for all](#) (pdf/doc) (2015)
- UN DCM [Standard Operating Procedure – Accessible Meetings and Conferences](#) (pdf) (2019)
- UN DESA – [Convention on the Rights of Persons with Disabilities (CRPD)](#)