
Resource pack on accessibility for people with disabilities

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accessibility.ie

A person wearing a yellow and black jacket is using a white handheld device, possibly a scanner or a specialized keyboard. The background is blurred, suggesting an indoor setting like a store or office.

Commit to providing accessible services

State your commitment.

Tell your customers what to expect.

Collect feedback.

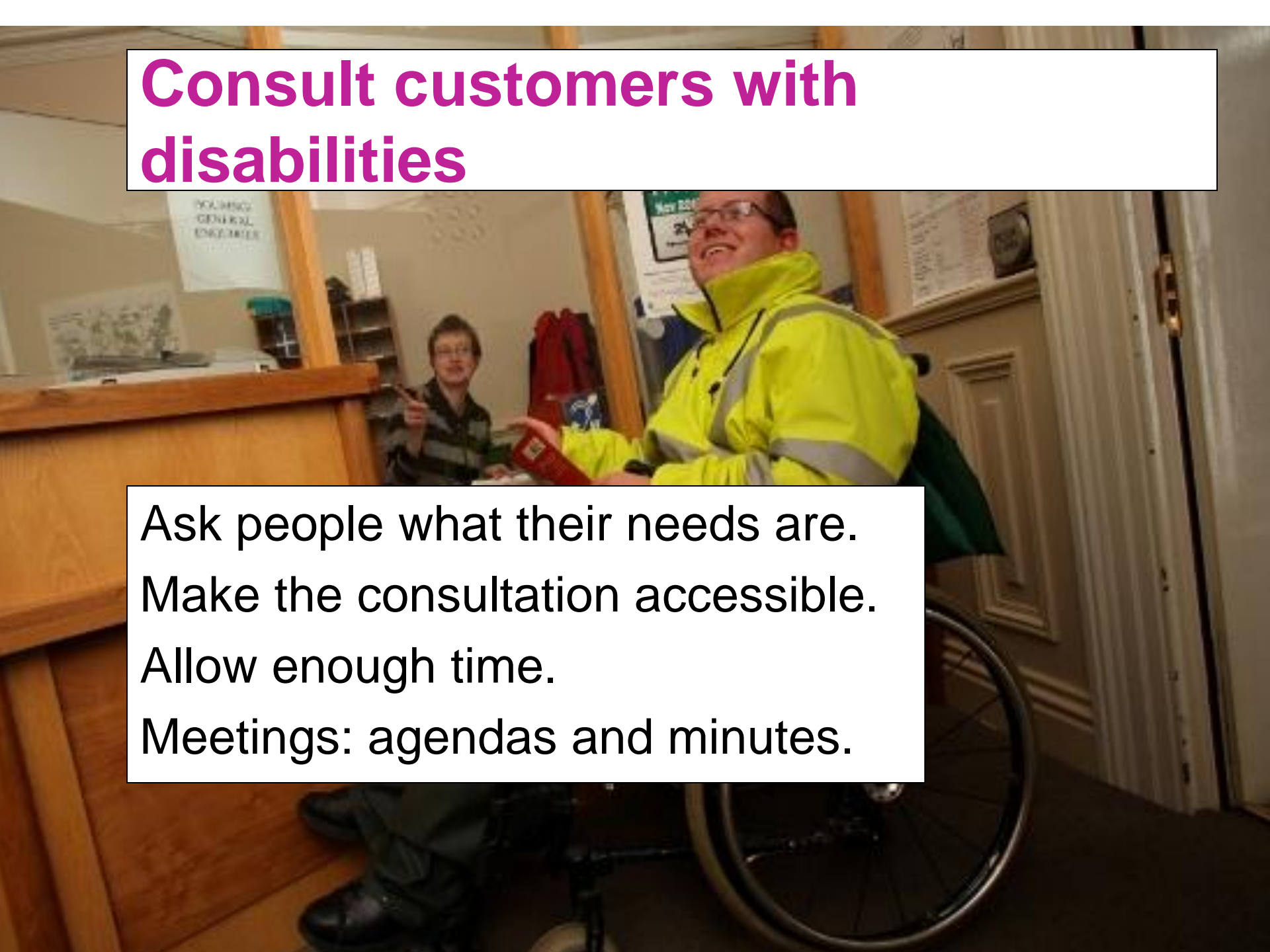
A photograph showing a woman with short brown hair, wearing a grey sweater, seated in a black wheelchair with a blue headrest. She is smiling and looking towards a laptop held by a Black woman in a white uniform, who is also smiling. They are in an indoor setting with a window in the background. The text is overlaid on the image in two white boxes with black borders.

Provide disability equality training to staff

Ongoing disability equality training.
NDA's eLearning Centre.
Find an experienced trainer.

Consult customers with disabilities

Ask people what their needs are.
Make the consultation accessible.
Allow enough time.
Meetings: agendas and minutes.



A man with a beard, seen from the back, is looking at a large, circular, illuminated display in a museum or gallery. The display shows a globe or a similar image. In the background, there is a sign that says "Changing Climate".

Consider accessibility when procuring

Section 27 of the Disability Act 2005.
State accessibility in requests for tenders.
Identify accessibility standards and
guidelines.
Make sure that your suppliers conform.



Include accessibility in Customer Charter

State commitment to accessibility.

Promote complaints procedure.

Promote ways for customers to contact you.

Understand how Customer Charter affects your work.

Appoint Access Officer & Access Team

Train Access Officer.

Access Team: departments, functions, seniority.

Regular meetings.

Meet customers and disability groups.

A man in a dark suit is seen from behind, opening a large glass door. The door is set in a modern building with a glass facade. The interior of the building is visible through the glass, showing a bright, open-plan office space with wooden accents and large windows. The floor is dark and polished.

Make your services more accessible

Consider difficulties your customers might have.
Can customers access your services?
Ask how you could improve access to your services.

Make your buildings more accessible

A photograph of a library interior. A man in a striped shirt is looking at a book on a high shelf. In the foreground, the large front wheel of a wheelchair is visible on a blue carpet. The background shows bookshelves filled with books and a red armchair.

Audit buildings every 3 years.
Develop implementation plans.
Create an Access Handbook.

Plan safe evacuation for all customers and staff

Provide Personal Emergency Egress Plans (PEEP).

Evacuation drills: at least 2 a year.

Can people can use lifts in emergency situations?

Some people cannot use evacuation chairs.

A woman with long brown hair is holding a large white sheet of paper in front of her face. The paper has Braille dots visible on the left edge. The background is a blurred office setting.

Make your information more accessible

What information do customers need?

What formats?

Use clear, user-focused language.

Know how to get alternative formats.

Develop an Accessible Information Policy.

Make your websites more accessible

Web Content Accessibility Guidelines (WCAG) 2.0.

Use word-processing software properly.

Audit websites.

Create web accessibility statements.

Review your content management system.

accessibility.ie



Universal Design

**Dr Ger Craddock
Chief Officer**

**Centre for Excellence in
Universal Design (CEUD)**

NDA

What is Universal Design?

Universal Design in Ireland

Universal Design is the design and composition of an environment so that it can be **accessed, understood and used** to the greatest extent possible by **all people** regardless of their **age, size, ability or disability**.

(Synopsis of the Irish Disability Act 2005)

An approach for achieving more accessibility and usability in Built environment, Products, Services and ICT systems.

Centre for Excellence in Universal Design, CEUD

Established January, 2007 in the NDA



Universal Design



The Know Do Gap (WHO)



Bridging the Know Do Gap



Centre For Excellence in Universal Design (CEUD)

Standards

- Stimulate research
- Participate in Standardisation work nationally and internationally
- Provide advice to stakeholders
- Encourage compliance

Education and Professional Development

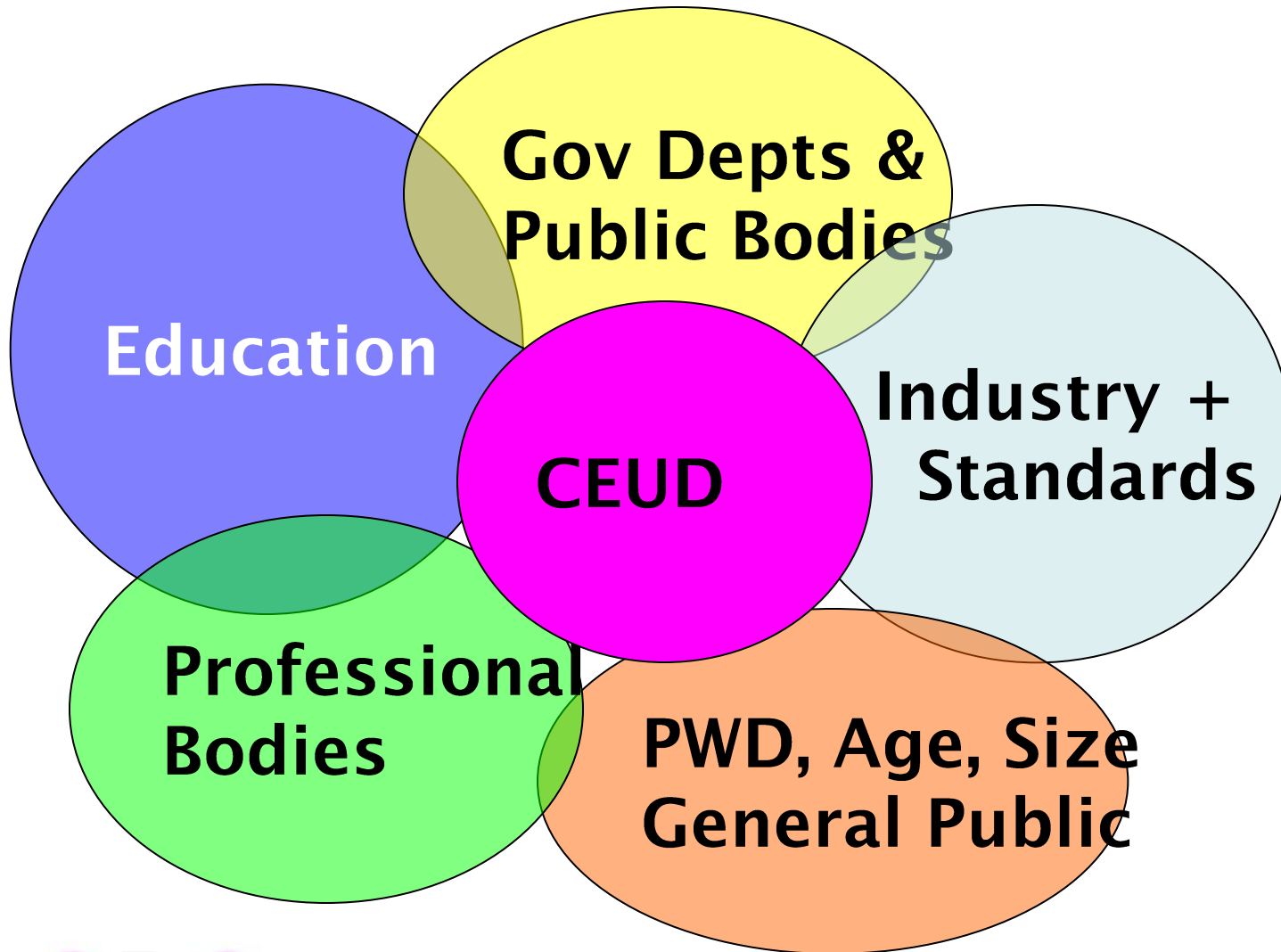
- Incorporate UD content into design curriculum
- Guidance on Universal Design for teaching, examinations and accreditation

Awareness

- Maintain a best practice database (website)
- Promote awareness and understanding



CEUD Key Stakeholders



”Good Design is Good Business”

Thomas J. Watson, IBM

Product designs that are Easy to Use:

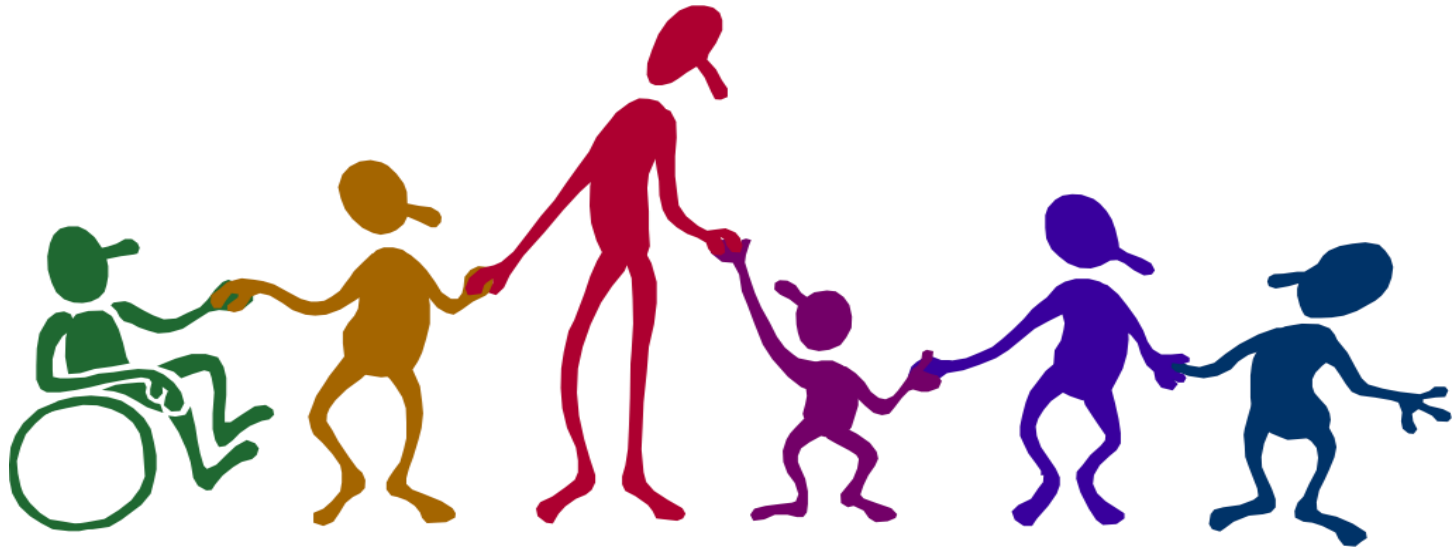
- Gets a better product to market, faster
- Builds business growth on satisfied customers
- Creates satisfied employees and more productivity
- Prevents 80% of downstream user requirements

”Usability equals Profitability”



It is **normal** to be different

Knowing your customer is key to Universal Design



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Universal Design



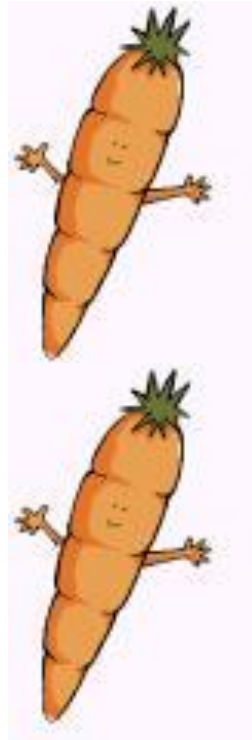
Key benefits of Universal Design



Requirement

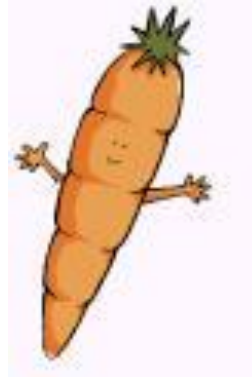
(Legal, organisational)

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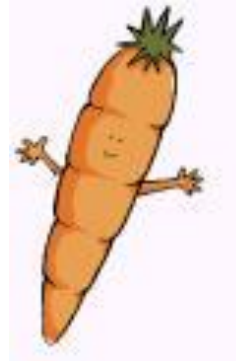
Increased reach

(increasing the usability of your product, increased market)



Increased efficiency

(reduce costs of maintenance, support)



Social Responsibility

(Ethical, the right thing to do, leading from the front)

Universal Design



**“Design is not just what it looks like and feels like.
Design is how it works”**

Steve jobs Apple

**what distinguishes innovators is a powerful drive to
understand—and please—the people who buy their products.**

Open innovation: How to create the right new products, the right way – Accenture 2009

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CEUD Work 2011-12 ICT

- National Universal Design Digital TV guidelines **Feb 2012**
- European guidance Standard on Training ICT Professionals in Universal Design **April 2011**
- Best Practice in Universal Design of the Web **Oct 2012**



CEUD Work 2011-12 Built Environment

- Built – Building for Everyone (BFE) – Guidance on Universal Designed Environment **23rd Feb 2012**
- Universal Design homes national guidelines **Sept 2012**
- Guidelines on Universal Design of Educational Campus **Dec 2012**



Building for Everyone:
A Universal Design Approach

External environment and approach

1



Building for Everyone:
A Universal Design Approach

Entrances and horizontal circulation

2



Building for Everyone:
A Universal Design Approach

Vertical circulation

3



Building for Everyone:
A Universal Design Approach

Internal environment and services

4



Building for Everyone:
A Universal Design Approach

Sanitary facilities

5



Building for Everyone:
A Universal Design Approach

Facilities in buildings

6



Building for Everyone:
A Universal Design Approach

Building types

7



Building for Everyone:
A Universal Design Approach

Building management

8



Building for Everyone:
A Universal Design Approach

Planning and policy

9



Building for Everyone:
A Universal Design Approach

Index and terminology

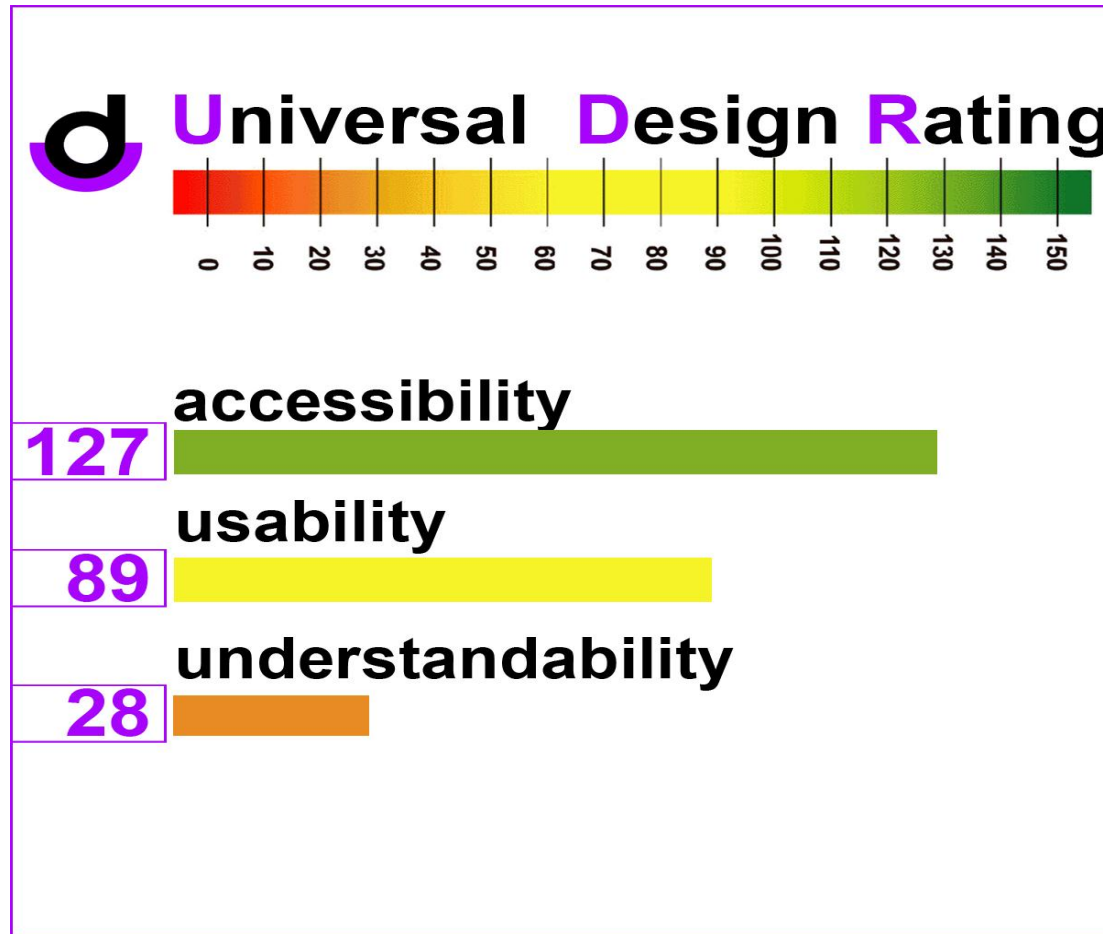
10



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Research on UD Rating System for Buildings – Doctoral Researcher Trinity College Dublin



CEUD Work 2011-12 Education

- European Workshop Agreement on Training ICT Professionals in Universal Design **April 2011**
- Universal Design **Curriculum** for **3rd** level education **Sept 2012**
- Universal Design **Curriculum** for **2nd** level education **June 2012**



CEUD Work 2011-12 **Standards, User participation** and **Awareness Raising**

- User Participation in **Standards** working group 7 in partnership with National Standards Authority of Ireland (**NSAI**)
- First national **Size** guidance for Ireland **Oct 2012**
- Universal Design Standard for Customer Services for Energy Suppliers (Electricity and Gas) **9th Feb 2012**
- 24 Hour Universal Design Challenge 09/10/11



Universal Design for Energy Suppliers



Thank you for Listening

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