Accessible Service at Brandon University Checklist

# Ask “How can I help?”

* Focus on removing the barrier, rather than identifying the disability
* Avoid acting on stereotypes or making assumptions about what a person can or cannot do
* Be patient when a person needs time to understand, respond, etc.

# Use person-focused language

* See Words with Dignity card

# Include the Active Offer

* **All Publications**  
  “This publication is available in alternate formats upon request.”
* **Communications**   
  “This communication is available in alternate formats upon request.”
* **Campus Events**  
   “To ensure this event is accessible to all interested individuals, please advise of any accessibility needs in advance by contacting <insert contact info>.”
* **Employment/Volunteer Opportunities**   
  “To ensure this employment opportunity is accessible to all interested individuals, please advise of any accessibility needs by contacting <insert contact info>.”

# Create Accessible Documents

* Use the Accessibility Checker when creating documents in MS Office
  + Click **File**
  + Under **Info** heading, click **Check for Issues**
  + Select **Check Accessibility**
* Provide a description in alternate text for photos, icons, or graphs
  + Right click the image
  + Select **Format Picture**
  + Click **Alt Text**
  + Enter a Title and Description for the image
* Considerations for an easy-to-read document
  + Use 12 pt font size or larger
  + Use sans serif fonts (no lines at the end of the letters) such as Arial, Calibri, Helvetica
* For regularly used forms or publications, save a plain text version to make responding to requests for alternate formats such as large print or braille copies easier

# Plan Accessible Events

* Assess the venue before booking an event
  + Check for accessible washrooms, entrance ways, doors, parking, signage, pathways, etc.
  + Ensure the space can accommodate service animals, support persons such as sign language interpreters or waived admission, assistive devices such as wheelchairs or FM systems.
  + Check for any accessible services that may be temporarily unavailable such as an elevator or accessible washroom.
    - Provide notification with an explanation including the reason for disruption, how long the service will be unavailable, and a description of alternate facilities or services if available.
    - Provide advance notice whenever possible.

# Person accompanied by a Service Animal

* Welcome service animals to the campus. Under the Human Rights Code, service animals have the right to enter any place where the public is allowed.
* Do not pet, feed, or distract a service animal. They are a working animal.

# Person accompanied by a Support Person

* Welcome support persons to campus.
* Speak directly to and make eye contact with the person you are providing service to, not the support person.
* Avoid charging fees to a support person such as admission. If you must, clearly state the fee and advise in advance.

# Person using an Assistive Device

* Ask permission before touching or handling any assistive device.
* Do not move an assistive device out of the users reach.
* Let the public know what assistive devices you offer such as wheelchairs, elevators, stair lifts, etc.