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ENABLE MONTREAL

INCLUSIVE INNOVATION GUIDE

Key considerations for making social innovation activities more accessible for people with physical disabilities

SHIFT

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THE CRITICAL DISABILITY
STUDIES WORKING GROUP

District 3

Vie autonome
Independent Living
Montréal

Table of Contents

This report was prepared by the Office of Community Engagement. This is an evolving living document, if you would like to submit additional information please email enable@concordia.ca

Executive Summary

Starting in the summer of 2017, the Office of Community Engagement (OCE) oversaw the coordination of the first edition of Enable Montreal, a non-competitive design challenge to co-create solutions towards an inclusive and accessible city for people living with physical disabilities. This project was made possible thanks to financial support from the Fondation Mirella et Lino Saputo and the Maison de l'innovation sociale.

Between March 9 and June 8, the organizing team programmed 12 participatory workshops that engaged a diversity of facilitators and facilitation techniques. Participants were introduced to concepts related to accessibility, inclusion, innovation and design thinking, but most importantly they were led through activities that encouraged them to work together and learn from one another.

Project funders and steering committee partners were committed to the guiding principle that hosting a design challenge about accessibility required holding ourselves and this project to the highest possible standards of accessibility. Concretely, this commitment meant shifting the burden of accessibility from participants to the organizing team, which ensured that everything from communication to room set-ups allowed people with disabilities to participate more seamlessly in the Enable experience.

Because this was a pilot project, we were learning as we went. Thanks to a high degree of dedication and flexibility—as well as listening to ongoing feedback from participants, mentors and community liaisons—the project team was able to respond to shifting participant needs and expectations as they emerged. By recognizing the expertise of people living with physical disabilities and by centering their experiences in our planning and programming, this initiative became a meaningful opportunity for design done by, for and with the community.

This document is inspired by the key lessons we learned during the design and delivery of Enable Montreal. While there is no one-size fits all approach to planning an accessible event, our hope is that this guide will serve as a practical tool for other social innovation practitioners as they seek to make their activities more inclusive and accessible to all. The recommendations outlined in the pages that follow should be adapted for each initiative depending on its objectives, its activities and the participants involved.

Engaging Stakeholders & Designing Project Parameters

Social innovation refers to "any initiative that challenges and, over time, contributes to changing the defining routines, resource and authority flows or beliefs of the broader social system."[1] Because this work requires bringing people together to solve challenges that can't be solved by a single person or a single sector of society, it is important to have the right people in the room for every step of the process, from designing the event or initiative to developing and pitching potential solutions. Below we describe three particularly important components to making sure you've engaged the right stakeholders in your social innovation project.

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[1]*Frances Westley as cited by the McConnell Foundation https://mcconnellfoundation.ca/wp-content/uploads/2017/10/What-is-Social-Innovation.pdf*

Steering Committee

Include diverse perspectives, set clear expectations and put thought into how you facilitate communication. A well-informed and high-functioning steering committee will guide your project in the right direction.

- **Ensure diversity:** Compile a steering committee that is made up of relevant stakeholders and covers a range of relevant expertise, such as design, social innovation, community organizing and accessibility.
- **Meet frequently:** The committee will be more effective and engaged this way.
- **Hear from everyone:** Make sure that meetings are timed to ensure that committee members are able to share their expertise at appropriate moments and contribute meaningfully to decision making.
- **Encourage flexibility:** Committee members need to genuinely listen to community and end user needs, and must be prepared to adjust their plans and ideas accordingly.
- **Overcome barriers:** Because your committee will be made up of people who aren't used to working together, they may have different vocabularies, knowledge bases and ways of working.
  - Facilitate your committee meetings carefully to overcome these barriers and ensure that everyone feels comfortable and able to contribute.
  - Start each meeting with a check-in activity to break the ice and foster open dialogue.
- **Be clear:** Your committee members are likely busy people with a lot on their plates.
  - Define expectations up front regarding their time and depth of commitment.
  - If there are changes to the needs of the project, communicate these as quickly as possible so that new levels of commitment from partners can be negotiated.

Community Mobilization

Recognize the value of insights from community members and organizations. Solicit critical input from these stakeholders and try to integrate suggestions into your project.

- **Listen:** Meet with community organizations and people with lived expertise early on in the planning process to gather their input.
  - Be in listening mode, open to any critiques and suggestions for revamping your program and objectives.
  - Describe your objectives and what you are envisioning.
  - Ask: What excites you about what I'm proposing? What concerns you?
- **Respect valuable time:** When reaching out to new community organizations, phone calls are an effective way to make contact. Community organizations are underfunded and very busy, so make sure you are connecting at a time that is convenient for them.
- **Compensate:** Community partners are strengthening your project by sharing their insight, and it is important to ensure that the exchange is mutually beneficial.
  - When possible, compensate partners for the time they invest in meeting with you.
- **Bring people together:** Once the plans for the project are starting to solidify, it is useful to plan and host a Community Consultation Day where all your community-based stakeholders can come together to discuss and brainstorm.
  - The ideas you collect in this forum will serve as a helpful launching point for the rest of the project.

Recruiting Participants

Each team should incorporate diverse perspectives. Recruit using a variety of media, forums and networks. Consciously design recruitment materials to be accessible.

- **Seek diversity:** It is important to recruit a wide variety of participants to make sure that you have a range of perspectives on each team in terms of age, gender, cultural and linguistic background, education, profession, etc.
- **Have a robust strategy:** Use multiple recruitment tools, including posters, postcards, a website, Facebook events, kiosks and info sessions. When possible, make quick presentations at events where you might have a captive audience—classroom visits, movies or speakers on a related topic and events by relevant community organizations.

- **Create accessible materials:** To recruit participants living with physical disabilities, make sure that your recruitment materials are accessible:
  - Accessibility commitments should be listed up front (e.g. all venues will be wheelchair accessible and have an accessible washroom, ASL and LSQ interpretation will be provided, etc.).
  - All printed materials should also be printed in braille.
  - All digital content should include videos interpreting the information in ASL and LSQ.

  - All digital images should include descriptive text to be read by a screen reader.
- **Use networks:** Potential participants are more likely to respond to people they know.
  - Have your core partners recruit participants from their own networks.
- **Evaluate profile:** At the midpoint of your recruitment, look at your pool of participants and do additional targeted outreach for any missing profiles.

Mandates

A *mandate* is a fundamental "how might we" question that serves as a launching point for the innovation process. For example, "How might we ensure the rapid evacuation of people living with disabilities during an emergency?"

Community engagement is key to developing appropriate mandates. Make sure your mandates address real needs and can be approached practically and within your timeframe.

- **Applicability:** There's no point bringing people together to solve a challenge the community isn't concerned about.
  - Develop mandates with the community in order to ensure their relevance.
- **Priority and ownership:** If there are more mandates than can fit into the challenge, allow participants to rank them to decide which ones move forward.
  - This will give participants a sense of ownership over their mandate and increase their motivation by aligning their work and interests.

- **Feasibility:** Ensure that all mandates are relevant, researchable, implementable and feasible in the timeline provided.
  - Mandates should be broad enough to allow for creativity and flexibility, but not so general that they become unwieldy.
- **Implementation:** Ensure that there is an interested recipient for each of the proposed solutions that could potentially move it forward when the design challenge concludes.

Planning Logistics

Planning an accessible environment requires a conscious, thoughtful approach to basic logistical aspects. There will be a range of disabilities represented in your participant pool, so you will need to understand the potential barriers these participants might encounter in your programming and incorporate accommodations.

Schedule

There are a few things to keep in mind when scheduling events for people living with disabilities.

- **Start time:** Many people living with disabilities require support to start their day. They don't have control over the schedule of aid workers, and some need considerable time to get ready and may also rely on adapted transportation.
  - Do not schedule events to start earlier than 10 a.m. We found 11 is even better.
- **Transportation:** Accommodate for adapted transportation drop-offs and pick-ups.
  - Start each session 10 minutes late and end 10 minutes early.
  - Make sure the room is available 30 minutes before the event for anyone who may get dropped off early by their transport
- **Break duration:** Allow a minimum of 20 minutes for break, longer if there is only one accessible washroom for all participants to use.

- **Lunch break:** Some participants may need help eating or require extra rest time.
  - Allow a minimum of one hour for lunch to accommodate these needs.
- **Activity duration:** You may need to re-explain instructions or adjust activities to meet everyone's needs. If unanticipated, this could lead to you falling behind your schedule.
  - Plan for 20% more time per activity than you think it will take.
- **Event duration:** Energy levels and other commitments can make a long day difficult.
  - Promote attendance, alertness, and enjoyment by limiting events to four hours.

Venues

Unfortunately, a truly accessible venue can be hard to come by. Take a critical look at your event space and keep the following requirements and strategies in mind when preparing it.

- **Think ahead:** Book spaces far in advance because of a lack of fully accessible venues.
- **Establish routine:** Use the same room as often as possible to make it easier for participants to find their way there.
- **Share information:** Give participants specific details about the venue ahead of time so that they can plan accordingly.
  - Useful details include: width of doorways, angle and length of ramps, number of steps, availability of accessible washrooms, etc.
- **Adapted transportation considerations:** Set the locations of your events as early as possible and identify the address in the STM's system. Participants need to book their transport at least 48 hours before each event.
- **Think of entrances:** Have an accessible entrance at every event, meaning ramps, elevators and snow removal when required. Prepare shovels for winter activities.
- **Widen aisles:** People using wheelchairs should be able to navigate freely in the space.
  - Use bigger rooms than capacity estimates would recommend. Leave four-foot pathways between rows and aisles, paying particular attention around food stations and doorways.
- **Double-check bathrooms:** Every space you use must have accessible bathrooms.
  - If possible, visit the bathrooms with someone using a wheelchair or motorized chair to make sure they have enough room to navigate the space.

- **Manage lighting and sound where possible:** Some people with visual or even hearing impairment may need lighting changes to see what is going on.
  - For instance, placing an LSQ interpret next to a window with sunshine may make it difficult for someone with Usher Syndrome to see what the interpreter is doing.
- **Manage scent sensitivity:** Perfumes or other strong scents can make people feel ill.
  - If a scent-free space is requested, contact participants in advance to ask them not to wear scented perfumes, lotions, hair products, etc.
  - Use scent-free markers for whiteboards and flipcharts.
- **Provide adapted chairs:** In many coworking spaces, there are unconventional chairs or bean bags, but some people might not be able to sit on these. Ask what people need.
- **Offer a quiet room:** Nearby quiet space can help people who need a moment to relax and offer a place for those with auditory sensitivities to work during small group activities.
- **Consider live streaming:** Streaming and teleconferencing technology can allow people who aren't able to travel to the venue to still participate in your events.

Food

Some participants may need support when eating or drinking. Furnishings, plates, cutlery, clear labelling and adapted options must all be considered.

- **Menus and labels:** Some people will have allergies and intolerances to certain foods.
  - Provide adapted menu options and always ensure clear labelling of all food.
- **Straws and supplements:** Some people cannot sip from a cup or eat solid food.
  - Ensure the availability of straws and food supplements such as Boost.

- **Eating assistance:** Some people can only eat food cut into small pieces.
  - Always provide plates, knives and forks.
- **Provide tables:** Many people will need a place to rest their plate or cup.
- **Cleanliness:** Food on the floor can distract service dogs. Always keep the floor clear.

Additional Accessibility Considerations

Make sure you inventory all the specific needs you must accommodate so you can be prepared to hold an inclusive, accessible design challenge.

- **Budget for accessibility:** The accessibility services described in this document all require time and money to implement, so it's important to budget accordingly.
  - See **Appendix A** for rough cost estimates
  - If funding is not available to meet all of the accessibility requirements, be transparent about which services are available and which are not in order to allow people to make informed decisions about their participation in your events.
- **Use checklists:** Include a comprehensive accessibility checklist in the registration form in order to have a clear understanding of all participants' accessibility needs.
- **Have attendants available:** Attendants are versatile and can:
  - Help participants travel from the accessible transit drop-off point to the event;
  - Help them to the bathroom and to move around the room between activities;
  - Retrieve food and assist eating as needed.
- **Make visuals accessible:** Prepare braille versions of PowerPoint presentations and handouts and describe any images and gestures used to allow participants with visual impairments to follow along.
  - Consider hiring an audio-visual describer to provide live descriptions of what is happening at your event.
- **Hire interpreters:** LSQ and ASL interpreters are essential for DEAF participants.
- **Provide translation:** Live French/English interpretation is needed for unilingual participants and LSQ/ASL interpreters.
  - If you must save on translation costs, you can ask volunteers to do whisper translation. However,

keep in mind that whisper translating can make it difficult for people with hearing impairments to concentrate.
  - If using whisper translation, be sure to place people with hearing impairments far away from people who need simultaneous translation.
- **Think of stress:** Fidget toys and relaxation spaces can help participants manage stress.
- **Review:** Double-check accessibility considerations to begin each event, making sure to take note of your communication strategies and what your participants need to know.
  - **Introduce the attendants and interpreters** to ensure everyone is aware they are available for support as needed.
  - **Identify yourself by name each time you speak** to ensure people with visual impairment know who is talking.
  - **Describe any gestures or actions you make** to ensure people with visual impairment know what's going on.
  - **Talk clearly and at a moderate pace** to give time for translators or sign language interpreters to convey your message.
  - **Avoid side conversations or making other noises** to ensure people with hearing impairments are able to hear what the facilitator is saying.
  - **Show your appreciation in two ways: clap and wave your hands** to ensure your appreciation is felt by DEAF participants and people with visual impairments.
  - **Point out the quiet areas** to ensure people know where they can go if they feel overwhelmed.
  - **Keep aisles and walkways free** to avoid creating obstacles for people using wheelchairs or motorized chairs.

Facilitating Events

Presentations, materials and activities are all aspects of your events which require special attention. Specific strategies can ensure your events are as accessible as possible, and therefore inclusive and effective.

Speaking

To ensure your presentations are engaging and easy to follow, be mindful of both hearing and visual impairments.

- **Introduction:** When you introduce yourself for the first time, identify yourself by name and give a brief description of yourself for participants who have visual impairments.
  - "This is Mary speaking. Some of you already met me at the welcome table. I have long brown hair that I'm wearing in a ponytail. Today I'm wearing black pants and a grey sweater that my Grandma gave me."
- **Identify yourself:** Each time you speak, begin by identifying yourself by name.
  - "This is Mary speaking."
- **Be clear and concise:** Simple language and short presentations help keep people engaged and involved.

- **Speak slowly:** Allow time for translators and ASL/LSQ interpreters to keep up.
- **Quiet the room:** Those with hearing impairments can't hear you over side conversations.
  - Make sure everyone is quiet while you are speaking.
- **Describe:** Explain your gestures to keep participants with visual impairments in the loop.
  - "I'm walking across the room to pass the microphone to Philip."
  - "I'm holding up my hand as a gesture to ask people to be quiet."

PowerPoints

PowerPoints are great presentation aids, but because they are inherently visual you will need to pay special attention to ensuring they are used in an inclusive manner.

- **Be bilingual:** Design slides to be in French on one side and English on the other. Be consistent in the placement of each language so that participants know where to look.
- **Circulate slides in advance:** Visually-impaired participants can use electronic readers to benefit from your slides, but this requires time and discernable description.
  - Give participants at least 48 hours to review your slides in advance.
  - Make sure to provide a written description of any images, graphs, etc.

- **Describe visuals:** If you are using any images or graphs in your slides, make sure to describe them while you are presenting for participants who have visual impairments.
  - "This slide has four squares on it in a line. Each square represents a different phase in the Enable Montreal process. Under the second square, there is an arrow to represent that we are currently in the second phase."

Handouts

Like PowerPoints, handouts should be designed or augmented with visual impairments in mind.

- **French, English, large font and braille:** Any handouts should be prepared in advance to allow the organizing team enough time to print versions in each format.
- **Braille requires time:** In order to receive documents printed in braille, you need to send your content to the braille printer well in advance—ideally two weeks prior your event—to ensure there is enough time for your documents to be read, codified, printed and mailed back to you in braille format.

Activities

Planning and executing activities requires attention to scheduling requirements, accessibility implications and a mind for how assistance from organizers may help groups succeed.

- **Provide clarity:** Clear instructions can ensure activities operate as envisioned.
- **Assist:** Have members of the organizing team work with participants during small group activities to ensure that they understood the instructions and are staying on track.
- **Consider accessibility:** Think of the accessibility implications of each activity.
  - **Writing tasks:** Activities that require writing should always be done in pairs or larger groups to accommodate anyone who might not be able to write.
  - **Finding partners:** For any activities that require participants to find a partner or group to work with, make sure someone assists participants with visual impairments so they are not excluded.
- **Moving around:** Extra time needs to be budgeted for any activities that require participants to move to a new location. Clear directions and a reminder to keep walkways free are particularly important to allow everyone to circulate.
- **Coordinating breaks:** Schedule extra time for breaks to allow enough time for anyone who might need help eating or going to the washroom.

Supporting Participants

It is important to execute your design challenge with support and supportiveness in mind. What can you offer your participants to help them succeed? You will need to implement accommodations similar to those recommended in previous sections, but you should also be mindful of broader strategies for cultivating a supportive environment.

Many of your participants may feel intimidated or uncomfortable in the unfamiliar environment of a design challenge. Make your participants feel welcomed, supported and valued throughout the process. This, too, is an aspect of accessibility. Each of your participants has something unique to contribute, and a welcoming, supportive atmosphere will enable them to share it with you.

Team Work

Working together brings out the best in everybody, in addition to promoting accessibility.

- **Start with the basics:** Host an initial training session to prepare participants for what they can expect during the challenge and to answer any questions they might have.
- **Encourage ownership:** Allow participants to pick mandates based on their own interests and skills. This helps to provide a sense of agency.
- **Prioritize diversity:** Having diverse team members strengthens a group.
- **Consider availability:** When forming teams for the challenge,ensure team members have compatible schedules so they can find times to work together between events.
- **Be clear:** Make sure participants understand how much work, time and effort will be required from them right from the beginning. Clear expectations will help them plan their involvement and avoid feeling overwhelmed.

- **Reserve spaces outside your event schedule:** Providing options for accessible meeting rooms makes it easier for groups to work together between events.
- **Front-load extra time:** Team building is not instantaneous. Allocating ample time at the beginning of the process can help reduce the potential for tensions down the road.
  - Dedicate time to team building and developing healthy communication skills and consensus-based decision making.
- **Ensure inclusive participation:** Make sure everyone in your groups has the opportunity to contribute meaningfully to their team.
  - Everyone has something of value to offer, and contribution facilitates a sense of engagement that will make groups more productive and ensure a positive experience for all your participants.

Ongoing Communications

Using only one method of communication is not adequate for an accessible event.

- **Identify relevant needs:** Take note of who uses email and who needs a phone call.
- **Delegate:** Your mentors can relay important information to the teams.
- **Digitize with accommodation in mind:** All information shared digitally should be easy for all participants to access.
  - Check out this free **Web Content Accessibility Guidelines Checklist** for more information.

- **Ensure open communication:** Dedicate time each week to connecting with participants to answer questions and address their concerns.
  - This will keep you apprised of their thoughts and help sustain engagement.

Mentors

We found mentors to be a key resource. Their versatility in supporting groups and individuals make them an important part of maximizing cooperation, engagement and success.

- **Understand their role:** Mentors are important allies in:
  - supporting the participants and helping their team to gel;
  - fostering healthy group dynamics;
  - supporting conversations around money and division of labour;
  - making sure the group stays on track to meet key deliverables;
  - touching base with teams weekly between events to ensure they are progressing;
  - monitoring accessibility to make sure there are no barriers to participation;
  - and keeping an eye on inclusion to make sure that everyone has the opportunity to contribute meaningfully.

- **Set boundaries:** Ensure that participants understand the role of their mentors and how much support they can expect.
- **Recruit the right people:** Mentors need certain skills and expertise in order to fully support your teams, including:
  - good coaching and leadership skills;
  - strong communication skills;
  - a solid understanding of team dynamics and interpersonal communication and how to support people in these areas;
  - and a familiarity with accessibility and inclusion principles and how to support teams in these areas.

- **Allocate compensation:** Mentors should hold a paid position in recognition of the significant labour involved in supporting a team.
  - Paying mentors for the hours they invest makes them more accountable to the organizers and sets clearer boundaries and expectations around their role.
- **Keep them around:** Mentors should be available to support participants and the organizing team from the beginning of the design challenge through to implementation.

- **Meet regularly:** Mentors should have regular meetings with the organizing team to keep them updated about changes to the project and informed about possible challenges.
- **Bolster their efforts with additional design support:** Teams will also need access to design expertise, but this doesn't necessarily need to come from the mentor.
  - Instead, you could have one design consultant to whom all the teams have access for one or two sessions

Community Liaisons

A *community liaison* is someone affiliated with an organization whose work relates to the chosen mandate. Their professional experience makes them a useful resource to their team.

- **Make liaisons available:** Community liaisons should be available to check in with teams throughout the research and design process.
  - This helps ensure a proposed solution would resonate within the applicable field.
- **Have checks and balances:** Community liaisons can help ensure teams don't go too far off-track or develop a solution that is already being offered or has been tested and failed.
- **Set boundaries:** Like steering committee members, community liaisons are very busy.
  - Make sure teams clearly understand boundaries, including around emails and phone calls. Consider limiting interaction between teams and liaisons to events.
- **Ensure relevance:** A good fit will avoid frustration on both sides, so make sure the expertise of liaisons matches the mandates of teams.

- **Compensate:** Community liaisons are sharing their insight and valuable expertise, and it is important to ensure that the exchange is mutually beneficial.
- **Make it count. Have a "client":** You will also need someone who can receive the proposed solution and test it out in their organization.
  - Take, for example, this mandate: "How might we make the job market more accessible for people living with disabilities?"
    - The **community liaison** might be a community organization that supports people living with physical disabilities who are looking for jobs.
    - In the same scenario, **the client** might be a bank who has been looking to diversify its workforce and would like to better support job seekers with disabilities.

Financial Support/Prizes

If you take care to facilitate a supportive, engaging design challenge, participation should be a rewarding experience. But it is also a form of labour.

- **Downplay competition:** We found that the non-competitive nature of our challenge allowed for cooperation between teams.
- **Recognize participation as work:** Participating in the challenge is a form of labour.
  - Use prize funding to compensate all participants for the time they invest rather than only rewarding the top team(s).

- **Avoid out-of-pocket expenses:** Some participants might be in tight financial situations.
  - Ensure participants have access to gift cards or upfront funding to offset any expenses related to the challenge.
- **Know the implications:** Be aware of the tax or income implications of compensation for participants who might be receiving social assistance, as there could be unintended consequences.

Implementation and Follow-up

A proposed solution is only as good as the ability to put it into practice. After the challenge, meet with each team individually to determine their particular needs and motivations moving forward and to explore potential pathways for them to pursue.

- **Personalize follow-ups:** Small group conversations and one-on-one interactions are good opportunities to gather feedback and develop customized plans with each team.
- **Identify next steps:** Clearly communicate what is happening after the challenge ends and outline available options so that participants know what to expect.

- **Send updates:** Participants invest a lot of time and energy into social innovation projects and want to be kept in the loop as the project evolves.
- **Keep in touch:** Continue cultivating the relationships built with community organizations and people living with physical disabilities after the challenge ends in order to maintain trust and strengthen connections for future collaborations..

Useful References

Accessibility Guidelines for Organizers and Facilitators

Ressources et références pour l'organisation d'un évènement

Accessibilité universelle des outils de communication
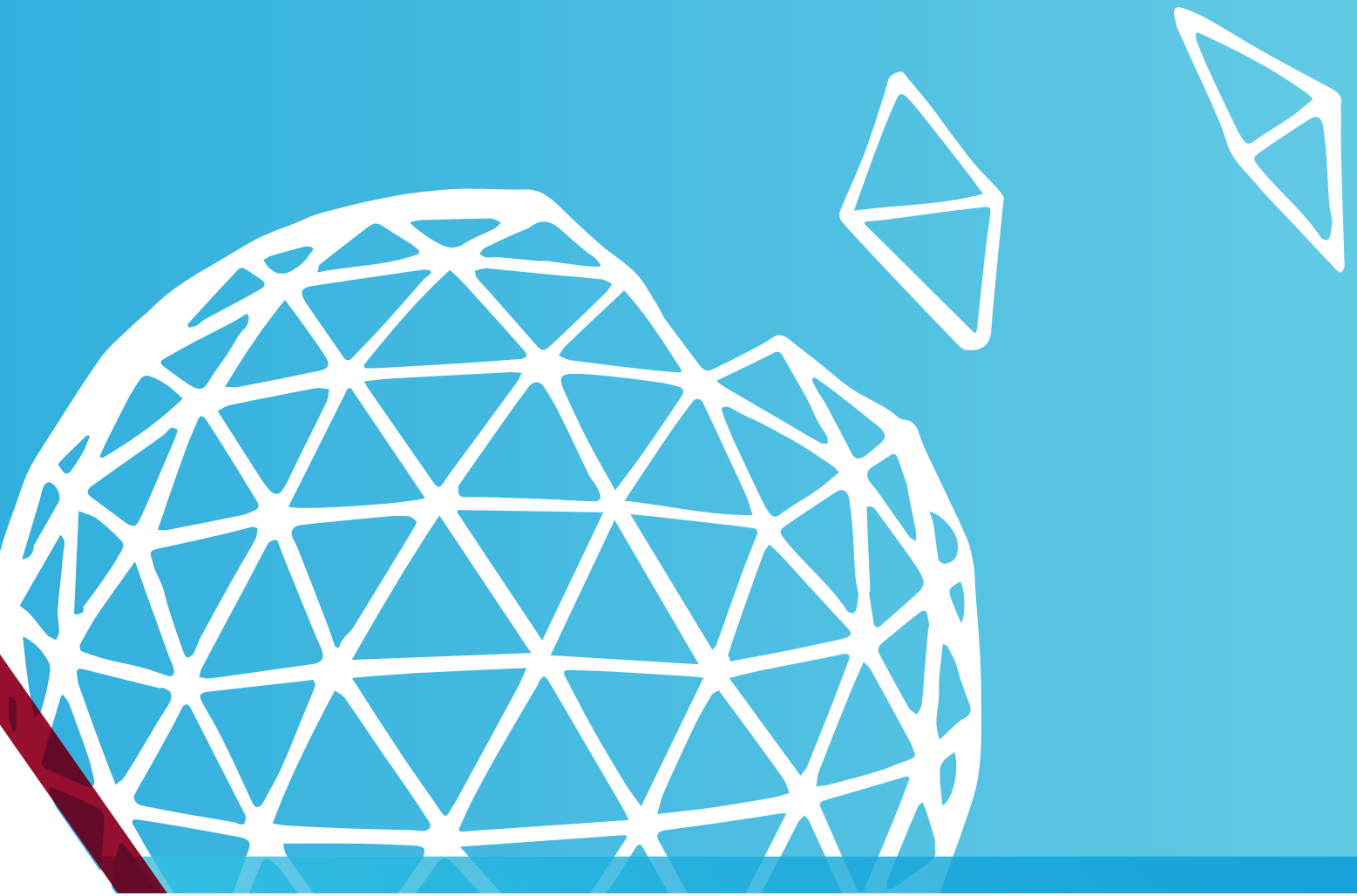
Appendix A: Budgeting for Accessibility

The example outlined is based on a three hour event with approximately 50 participants. Please note the costs used are simply estimates and are based on 2018 prices.

Accessibility cost estimate for three hour event

Accessibility Coordinator	$300	*1 person @ $30/hour to oversee all of the accessibility needs before and during the event*
ASL & LSQ interpretation	$880	*2 LSQ and 2 ASL interpreters at $55/hour + for 3 hour event + 1 hour for travel*
French/English translation	$1,125	*Half-day rate for 1 translator + equipment*
Attendants	$200	*2 attendants at $25/hour for 3 hour event + 1 hour before/after to help with transport*
Visual adaptations	$250	*2 French and 2 English copies of PowerP oint slides printed in braille*
Anti-stress toys	$15	*Fidget spinners, squishy balls, rubix cubes etc. from a dollar store*

$2 770

The budget presented above only reflects accessibility costs, and excludes other expenses associated with room rental, catering etc. We recognize that financial commitments of this scale are not realistic for many community organizations and grassroots initiatives that operate on tight budgets. Nonetheless, we encourage event organizers to include these numbers in their funding requests as an accurate representation of the cost of hosting truly accessible and inclusive events.

If sufficient funding is not available, other lower cost options can be explored such as:
• Use whisper translation or repeat everything in both languages for bilingual events.
  • If repeating everything in both languages, be sure to allow double the time for all presentations.
  • If using whisper translation, be mindful to seat those needing whisper translation far away from those with partial hearing loss to avoid auditory interference.
• Provide only ASL or LSQ interpretation depending on participant needs.
• Provide real-time audio descriptions of visual information instead of printing braille handouts.
• Ask volunteers to supplement or replace attendants.
  • Ideally, volunteers should be trained in how to provide respectful and effective assistance to people with physical disabilities.

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