Digital Accessibility & Agile: Building Inclusive, Iterative Solutions

Accessibility made Accessible® — ensuring that knowledge, tools, and resources are within reach of everyone.

Developed by Unified Accessibility
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Training Topics

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Learning Objectives

Why Accessibility?

What is Accessibility?

Accessibility Benefits Everyone

Four Principles of Accessibility (POUR)

Business Case for Accessibility

Agile and Accessibility

- Introduction to Agile
- The Agile Manifesto & Principles
- Benefits of Accessibility in Agile
- Agile Frameworks (Scrum, Kanban, Extreme Programming, & Feature Driven)
- Agile Roles and Responsibilities
- Agile Planning & Estimation
- Scaling Agile
- Cultivating an Agile Culture

Q&A

Learning Objectives

Understand the principles of **Digital Accessibility** and how they apply across digital spaces.

Recognize **why accessibility benefits everyone,** not just people with disabilities.

Identify key **digital accessibility principles and best practices** for inclusive experiences.

Explore the **business case** for accessibility and how it drives innovation and inclusivity.

Understand how **Accessibility embedded into Agile methodologies** supports iterative and **accessible development** across every phase of product development.

Understand the role of **integrating accessibility into Agile practices** to build inclusive, user-centered solutions that **benefit diverse stakeholders** across every phase of product development.

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Why Accessibility?

Key Global Metrics

- **1.3 billion people worldwide** live with disabilities (16% of the global population).

- **Over $1.9 trillion in annual disposable income** is controlled by people with disabilities.

- **$13 trillion in global market influence** when including friends and family who consider accessibility when making purchasing decisions.

- **80% of disabilities** are acquired between the ages of 18-64, the working-age population.

- **71% of users with disabilities** leave a website if it is not accessible.

Business and Economic Impact

- **Digital accessibility expands market reach** – 1 in 6 people globally require accessible digital experiences.

- **Companies with strong accessibility practices** outperform peers in innovation, market reach, and customer satisfaction.

- **Accessible websites have higher engagement and conversion rates,** reducing bounce rates by up to 85%.

- **$6.9 billion in ADA-related lawsuits** have been filed against inaccessible businesses in the U.S. since 2018.

- **Inaccessible workplaces cost businesses billions** annually in lost productivity and employee turnover.

Competitive Advantage

- **Inclusive design drives innovation** – Many mainstream technologies (voice assistants, captions, predictive text) were originally designed for accessibility.

- **Brand loyalty and reputation improve** when businesses commit to inclusivity and accessibility.

- **Compliance with accessibility laws (ADA, WCAG, Section 508)** reduces legal risks and ensures future-proofing against regulatory changes.

What is Accessibility?

Accessibility: Accessibility refers to the practice of **designing and developing** physical spaces, digital products, technologies, and services to be **inclusive and usable by people of all abilities**. It ensures that individuals can independently and effectively navigate their environment, use technology, access information, and engage with essential services—both at work and at home.

Physical Accessibility: ensures that buildings, public spaces, transportation, and workplaces are designed to be navigable, usable, and inclusive for everyone, including people with mobility, vision, hearing, and cognitive disabilities.

Digital Accessibility: Ensures that websites, mobile apps, electronic documents, and digital tools can be used by individuals with disabilities, including those with vision, hearing, motor, or cognitive impairments.

In this training, we will be focusing on **Digital Accessibility.**

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Accessibility Benefits Everyone

**Usability:** Enhances the ease of use for all users.

Convenience: Makes tasks easier and more straightforward.

User-friendly: Simplifies interactions for a better experience.

Efficiency: Increases productivity by streamlining processes.

Inclusive: Ensures everyone can participate equally.

Adaptable Environments: Allows customizations (ex. Text size, color contrast, etc.) to meet diverse needs.
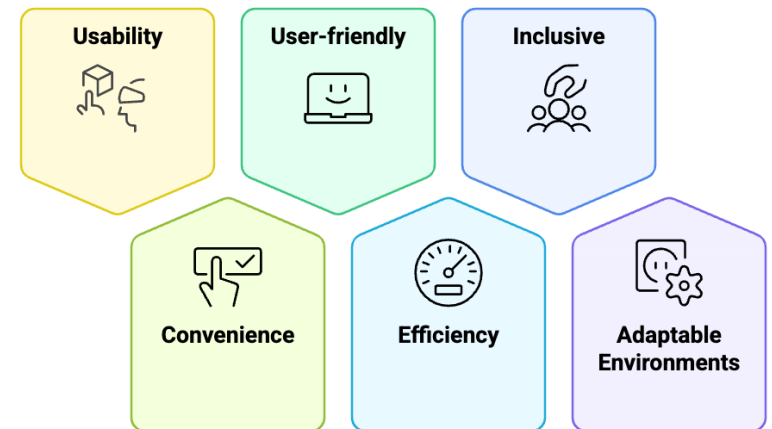
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Digital Accessibility Standards

Web Content Accessibility Guidelines (WCAG)

A set of guidelines developed by the **World Wide Web Consortium (W3C)** to ensure web content is accessible.

WCAG 2.1 A/AA is the current standard and is widely adopted and referenced by **laws worldwide**.

Perceivable

Definition: Information and user interface components must be presented to users in ways they can perceive.

- **Text Alternatives:** Provide alt text for images so screen readers can describe the content.

- **Captions and Transcripts:** Ensure videos and audio content have captions and transcripts for users with hearing impairments.

- **Color Contrast:** Use sufficient contrast between text and background colors for readability.

- **Adaptable Content:** Allow content to be presented in different ways (e.g., larger text, simpler layout) without losing information.

Operable

Definition: User interface components and navigation must be operable by all users.

- **Keyboard Accessibility:** Ensure all functionality is accessible via keyboard, not just a mouse.

- **Time Limits:** Provide users with enough time to read and use content; allow for adjustable time limits.

- **Navigation:** Make sure navigation is consistent and predictable, including clear and descriptive headings and labels.

- **Avoid Seizure-Inducing Content:** Avoid flashing content that could cause seizures.

Understandable

Definition: Information and the operation of the user interface must be understandable.

- **Readable Text:** Use clear and simple language; avoid jargon and complex sentences.

- **Predictable Behavior:** Ensure that web pages operate in predictable ways and provide feedback for user actions.

- **Input Assistance:** Help users avoid and correct mistakes with clear instructions and error messages.

Robust

Definition: Content must be robust enough to be interpreted reliably by a wide variety of user agents, including assistive technologies.

- **Compatibility:** Ensure content is compatible with current and future user tools, including different browsers and assistive technologies.

- **Valid Code:** Use clean, standardized code to ensure long-term accessibility and functionality.

- **Assistive Technology Support:** Ensure that the website or application works well with screen readers and other assistive devices.

The Business Case: Lessons from Leading Brands

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Target (2006)

National Federation of the Blind (NFB) sued for having an inaccessible website.

Target settled and committed to making their website accessible.

Netflix (2012)

National Association of the Deaf sued Netflix for failing to provide closed captions on streaming content.

Netflix settled and committed to 100% captioning of its video library.

Bank of America (2013)

Bank of America led the way by introducing Talking ATMs (2013-2014), influenced by disability rights advocacy by **American Council of the Blind (ACB)** and **National Federation of the Blind (NFB)** in compliance with ADA and Section 508, paving the way for industry-wide adoption

Domino's (2019)

Domino's, **sued by Guillermo Robles**, fought and lost a landmark ADA lawsuit at the US Supreme Court over their inaccessible website, reinforcing the legal necessity of digital accessibility for businesses.

Nike (2021)

Nike created **FlyEase** shoes, **inspired by a disabled athlete**, to provide hands-free footwear for people with limited mobility, demonstrating the market potential of inclusive design

Positive Brand Recognition	Netflix Inspired Industry Change.	Bank of America Industry Inspired Change.	Negative Brand Reputation	FlyEase Became A Global Sensation.

Introduction to Agile

What is Agile?

Agile is a project management and software development methodology that emphasizes flexibility, collaboration, and customer satisfaction. It focuses on iterative development, continuous feedback, and delivering incremental value.

Core Principles:

Iterative Development: Breaking projects into small, manageable iterations (sprints) to continuously improve and deliver value.

Customer Collaboration: Working closely with users with and without disabilities to understand their needs and incorporate their feedback throughout the development process.

Cross-Functional Teams: Self-organizing, cross-functional teams that collaborate to deliver complete accessible product increments.

Adaptability: Being responsive to change and adapting to evolving requirements and feedback.

Continuous Improvement: Regular reflection and adaptation to enhance processes and deliverables.

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The Agile Manifesto with Accessibility

1. **Individuals and Interactions Over Processes and Tools**:

   Foster team collaboration and teamwork, including accessibility experts, users with disabilities over rigid processes and tools.

2. **Working Software Over Comprehensive Documentation**:

   Focus on delivering functional **accessible** software rather than extensive documentation.

3. **Customer Collaboration Over Contract Negotiation**:

   Value customer input from users with and without disabilities, accessibility advocates and collaborate to guide the development process.

4. **Responding to Change Over Following a Plan**:

   Embrace flexibility, accessibility and adapt to changing requirements and feedback.

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12 Agile Principles with Accessibility

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Customer Satisfaction: Deliver valuable accessible software early and continuously.

Welcome Change: Welcome changing accessibility standards, even late in development.

Frequent Delivery: Deliver working accessible software frequently, with a preference for shorter timescales.

Collaboration: Business, accessibility experts, users with disabilities and development teams must work together daily.

Motivated Teams: Build projects around motivated individuals. Provide accessibility training, resources and support and trust them.

Face-to-Face Communication: The most efficient and effective method of communicating is face-to-face. Include accessibility in regular face-to-face meetings and reviews.

Working Software: Working accessible and usable software is the primary measure of progress.

Sustainable Pace: Agile processes promote sustainable development. Maintain a constant pace indefinitely and ensure accessibility is continuously addressed.

Technical Excellence: Continuous attention to technical and accessibility excellence and inclusive design enhances agility.

Simplicity: Emphasize simplicity by focusing on the essential tasks, simplify designs, reduce complexity and unnecessary work.

Self-Organizing Teams: The best architectures, requirements, and accessible, inclusive designs and tasks emerge from self-organizing teams.

Reflection and Adjustment: Regularly reflect on how to become more effective and adjust accordingly. Include accessibility in retrospectives.

Benefits of Accessibility in Agile

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1. **Inclusivity and User Satisfaction**: Regular feedback from diverse users, including those with disabilities, ensures product meets the needs of all users.

2. **Early Detection and Resolution**: Continuous testing and iterations help identify and address issues, including accessibility issues, early in the development process.

3. **Flexibility and Adaptability**: Agile's adaptability allows for quick adjustments to features based on feedback and changing standards (ex. WCAG 2.1 A/AA to WCAG 2.2 A/AA).

4. **Cross-Functional Collaboration**: Collaboration between cross-functional teams, including accessibility experts, individuals with disabilities, fosters a holistic approach to accessibility.

5. **Continuous Improvement**: Regular retrospectives and feedback loops focus on continuous improvement, including accessibility enhancements.

6. **Enhanced Product Quality**: Emphasis on technical excellence and good design principles, including accessibility considerations.

7. **Broader Market Reach**: Inclusive design and accessibility efforts open the product to a wider audience, including people with disabilities.

8. **Risk Mitigation**: Regular accessibility testing and compliance checks reduce legal and compliance risks.

Integrating Accessibility with Scrum

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1. **Product Backlog Refinement:** Include diverse and inclusive personas in user stories. Ensure accessibility criteria are part of the definition of done and prioritize user stories based on inclusive design principles that ensures the product is accessible and usable by everyone, including those with disabilities. Engage with stakeholders, including accessibility experts and users with disabilities, to gather input and validate requirements.

2. **Sprint Planning:** Allocate time for accessibility-related tasks within the sprint backlog, ensuring these efforts are planned from the start. Define "done" criteria that include accessibility checks to ensure compliance, ensuring each increment meets accessibility standards.

3. **Daily Standups:** Regularly discuss the progress of accessibility tasks, address any accessibility-related blockers, and ensure the team is aligned on accessibility goals.

4. **Sprint Execution:** Adhere to established accessibility coding standards and best practices during development, ensuring inclusivity is baked in from day one. Perform both automated and manual accessibility testing continuously to identify and address issues as they arise.

5. **Sprint Review:** Demonstrate accessibility improvements and gather feedback from stakeholders, including users with disabilities. Ensure that accessibility features are effectively showcased and reviewed.

6. **Sprint Retrospective:** Reflect on the team's accessibility practices, identify areas for improvement, and create actionable items to enhance accessibility in future sprints, fostering a culture of continuous improvement. Ensure accessibility is a key topic during retrospectives.

Integrating Accessibility with Kanban

1. **Visualizing Work:** Use a Kanban board to visualize tasks and their progress. Include accessibility tasks as part of the workflow to ensure they are visible and prioritized.

2. **Work in Progress (WIP) Limits:** Set WIP limits to manage the flow of tasks and prevent bottlenecks. Ensure accessibility tasks receive proper attention by monitoring them alongside other work items.

3. **Continuous Delivery:** Deliver value continuously by implementing accessibility improvements in small, incremental updates. Regularly review and adjust tasks to maintain accessibility compliance.

4. **Collaboration and Feedback:** Foster collaboration between team members, including accessibility experts and users with disabilities. Actively gather and integrate feedback from users with disabilities to make iterative improvements based on their needs.

5. **Quality Assurance:** Conduct comprehensive accessibility testing as part of the workflow. Use both automated and manual methods to ensure the product is accessible to all users. Continuously verify that every release meets accessibility standards for all users

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Integrating Accessibility with Extreme Programming (XP)

1. **Pair Programming**: Ensure that accessibility considerations are included during pair programming sessions. Share accessibility best practices and expertise between partners to enhance code quality and accessibility.

2. **Test-Driven Development (TDD)**: Write accessibility tests before code to ensure that accessibility requirements are met. Continuously run these tests to catch and address issues early in the development process.

3. **Continuous Integration (CI)**: Integrate automated accessibility testing into the CI pipeline. Ensure that accessibility compliance is maintained with each build and deployment.

4. **Refactoring**: Continuously refactor code to optimize and enhance feature accessibility and maintain compliance. Simplify complex implementations to ensure that accessibility improvements are efficient and sustainable.

5. **Customer Feedback**: Engage with users with disabilities to gather feedback and insights. Make iterative improvements based on their feedback to ensure the product meets their needs.

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Integrating Accessibility with Feature-Driven Development (FDD)

1. **Domain Object Modeling**: Incorporate accessibility requirements into domain object models from the start. Ensure models represent the needs of users with diverse abilities.

2. **Feature Lists**: Create a list of accessibility features and prioritize them based on user needs and impact. Break down features into smaller, manageable tasks for development and tracking.

3. **Design by Feature**: Apply inclusive design principles when designing each feature. Conduct regular design reviews with accessibility experts and users with disabilities to identify and address accessibility issues.

4. **Build by Feature**: Implement accessibility best practices during the development of each feature. Perform accessibility testing for each feature to ensure compliance.

5. **Regular Builds**: Integrate accessibility checks into regular builds to maintain ongoing compliance. Gather feedback from users with disabilities and make iterative improvements based on their input.

6. **Feature Reviews**: Demonstrate accessibility improvements during feature reviews and gather feedback. Refine and enhance accessibility features based on feedback and testing results.

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Agile Roles & Responsibilities

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1. **Product Owner**: Define the product vision, considering diverse and inclusive personas. Prioritize product backlog, ensuring accessibility requirements are embedded in user stories. Ensure alignment with business goals and advocate for an inclusive product.

2. **Scrum Master**: Facilitate Agile processes, remove impediments, and ensure the team follows Agile principles, including accessibility best practices. Promote accessibility awareness and foster a culture of inclusivity within the team. Ensure accessibility is a regular topic in daily standups, sprint planning, and retrospectives.

3. **Development Team**: Design, develop, and test the product increments with a commitment to quality and inclusivity. Integrate accessibility standards and best practices into coding, ensuring that features are usable by all users from the outset. Perform ongoing accessibility testing, both automated and manual, to catch and resolve issues early in the development process. Collaborate closely with UX/UI designers to create accessible user interfaces and features.

4. **UX/UI Designers**: Create user-friendly and visually appealing designs that prioritize usability, inclusiveness, and adhere to inclusive design principles. Conduct usability testing with users of diverse abilities to gather feedback and ensure designs meet accessibility standards. Collaborate with developers to implement accessible design solutions.

5. **QA/Testers**: Ensure the product meets quality standards, including robust accessibility compliance, throughout the development cycle. Conduct comprehensive accessibility testing, using both automated tools and manual evaluation techniques, to verify the product works well for users with disabilities. Track and collaborate on resolving accessibility issues to maintain high quality and inclusivity in every release.

6. **Business Owners and Stakeholders**: Provide strategic input and oversight to ensure the product's direction aligns with organizational goals and inclusivity standards. Champion accessibility as a core business value, ensuring necessary resources and support are available. Review and offer feedback on product features, ensuring accessibility aligns with overall business objectives and deliver measurable value

Agile Planning and Estimation

1. **Estimation Techniques**: Use estimation techniques like Planning Poker, T-Shirt Sizing, or Story Points to estimate the effort required for tasks. Ensure that the estimation process accounts for accessibility implementation and testing.

2. **Capacity Planning**: Assess the team's capacity for the upcoming sprint, ensuring accessibility tasks are included. Balance the workload to maintain a sustainable pace while prioritizing accessibility alongside other requirements.

3. **Risk Management & Dependency Mapping**: Identify and address accessibility-related risks and dependencies early in the planning process. Develop strategies to mitigate potential accessibility issues to avoid project delays.

4. **Road-mapping & Release Planning**: Integrate accessibility milestones and measurable outcomes into the product roadmap and release cycles. Ensure that accessibility is a key component of the project's long-term vision and goals.

5. **Continuous Feedback**: Leverage retrospective insights to adjust estimates and capacity planning, maintain a focus on accessibility improvements to ensure accessibility remains a long-term priority.

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Scaling Agile

1. **Popular Frameworks for Scaling Agile**:

   SAFe (Scaled Agile Framework): Ensure accessibility roles and responsibilities are defined within SAFe practices.

   LeSS (Large-Scale Scrum): Maintain consistent accessibility practices across all Scrum teams.

   Disciplined Agile (DA): Customize integration of accessibility practices based on the organization's needs and scale, while ensuring compliance with accessibility standards.

2. **Key Principles of Scaling Agile**:

   Alignment: Ensure all teams are aligned with the organization's vision and goals, including accessibility objectives.

   Collaboration: Foster collaboration between teams to share knowledge, including accessibility best practices and solutions.

   Consistency: Maintain consistency in Agile practices and accessibility standards across all teams.

3. **Challenges and Solutions**:

   Coordination: Use scaled Agile frameworks to provide structure and ensure alignment, including accessibility coordination.

   Communication: Implement regular cross-team meetings.

   Quality Assurance: Conduct regular accessibility testing and reviews at scale to ensure quality and compliance with accessibility standards.
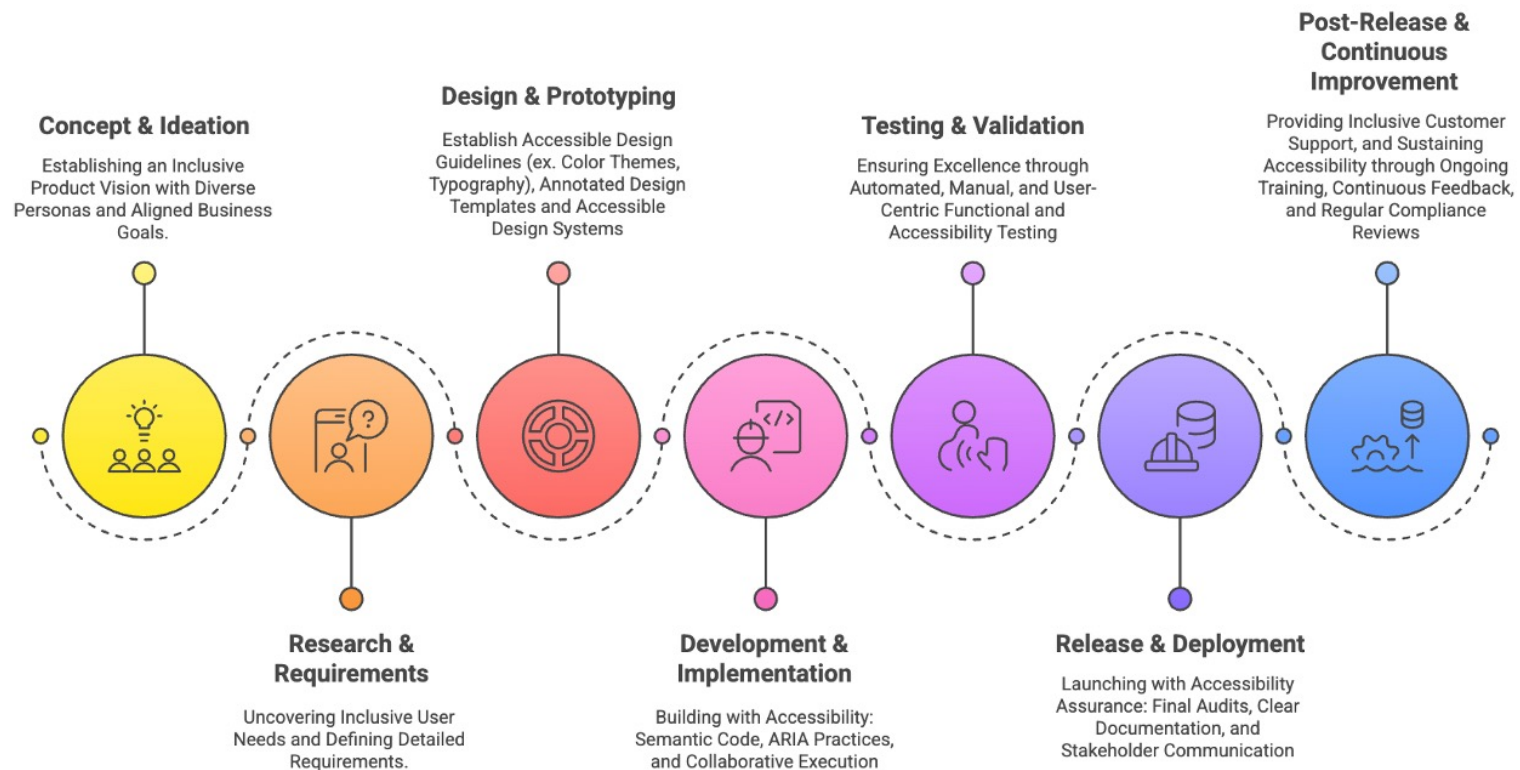
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Cultivating an (Inclusive) Agile Culture

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1. **Inclusive Mindset**: Foster a culture where accessibility is valued and prioritized. Encourage team members to view accessibility as essential to delivering high-quality, inclusive products.

2. **Leadership Commitment**: Leaders should champion accessibility, provide resources, and set clear expectations. Demonstrate commitment by embedding accessibility into the organization's vision and goals.

3. **Accessibility Awareness**: Promote awareness of accessibility issues and best practices. Provide training and resources to ensure all team members understand the importance of accessibility and how to achieve it.

4. **Collaboration and Communication**: Encourage open communication and collaboration on accessibility. Involve cross-functional teams, including accessibility experts, designers, developers, and testers, to share knowledge and insights.

5. **Continuous Learning**: Create opportunities for ongoing education and skill development in accessibility. Attend workshops, conferences, and webinars to stay current with accessibility standards and innovations.

6. **User-Centric Approach**: Emphasize a user-centric approach in all Agile practices. Regularly engage with users, including those with disabilities, to gather feedback and ensure their needs are met.

7. **Recognition and Celebration**: Recognize and celebrate team achievements in accessibility. Highlight success stories and share them within the organization to inspire and motivate others.

Product Development Lifecycle with Accessibility

Concept & Ideation

Establishing an Inclusive Product Vision with Diverse Personas and Aligned Business Goals.

Design & Prototyping

Establish Accessible Design Guidelines (ex. Color Themes, Typography), Annotated Design Templates and Accessible Design Systems

Testing & Validation

Ensuring Excellence through Automated, Manual, and User-Centric Functional and Accessibility Testing

Post-Release & Continuous Improvement

Providing Inclusive Customer Support, and Sustaining Accessibility through Ongoing Training, Continuous Feedback, and Regular Compliance Reviews

Research & Requirements

Uncovering Inclusive User Needs and Defining Detailed Requirements.

Development & Implementation

Building with Accessibility: Semantic Code, ARIA Practices, and Collaborative Execution

Release & Deployment

Launching with Accessibility Assurance: Final Audits, Clear Documentation, and Stakeholder Communication

Thank you.

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Appendix

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For the Individual

Equal Access – Ensures everyone can engage with information, services, and technology.

Independence – Reduces reliance on others by making products and tools inclusive.

Adaptability – Supports individuals through life changes, including aging or temporary disabilities.

Employment Opportunities – Enables a more inclusive workforce with equitable access to jobs.

Social Participation – Promotes engagement in entertainment, shopping, and professional life.

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| Equal Access | Independence | Adaptability | Employment Opportunities | Social Participation |

For the Organization

Expanded Market Reach – Serves over 1 billion people with disabilities worldwide.

Employee Productivity & Retention – Creates an inclusive work environment that attracts top talent.

Innovation & Usability – Accessibility-driven features (e.g., voice assistants, captions) benefit all users.

Customer Experience – Improves usability for all consumers.

Legal & Compliance Readiness – Adheres to accessibility standards like ADA, WCAG, and Section 508.

Brand Reputation – Companies known for inclusivity attract loyal customers and investors.

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For the Society

A Culture of Empathy & Inclusion – When accessibility is the norm, it reduces stigma, increases awareness, and strengthens the collective mindset of inclusion.

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Economic Participation – Enables more people to **contribute to the workforce and economy**.

Stronger Communities – Accessible digital services **fosters** greater **social connection**.

Technological Advancements – Many **mainstream innovations** – from curb cuts to voice-activated technology – **originated** from **accessibility** needs.

Culture of Inclusion – **Reduces stigma** and promotes awareness of accessibility as a norm.

Economic Participation

Stronger Communities

Technological Advancements

Culture of Inclusion
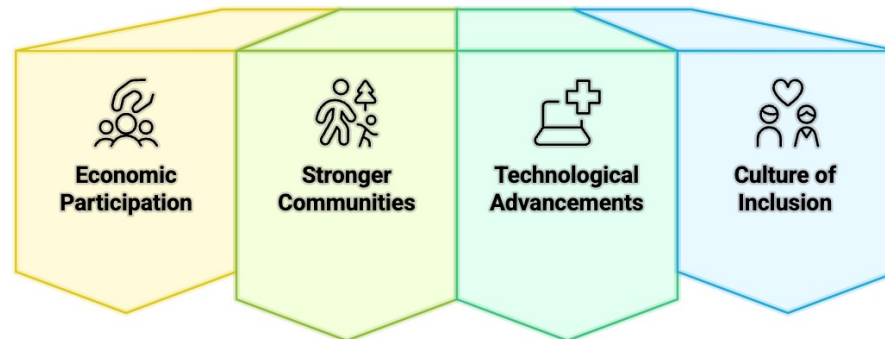
Types of Disabilities
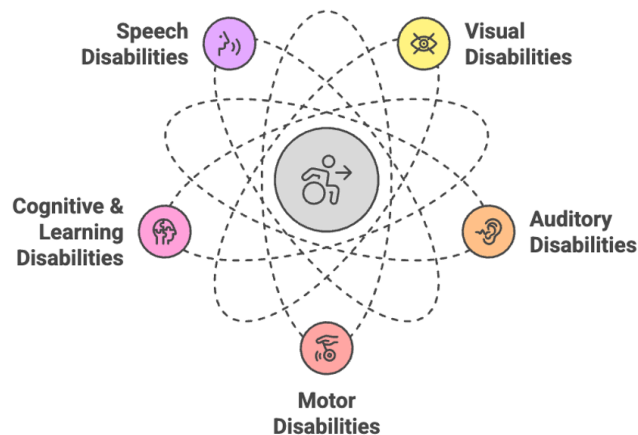
Permanent Disability

Visual Disabilities – Blindness, low vision, and color blindness affect how individuals interact with screens.
Example: A blind employee uses screen reader software to access digital content.

Hearing Disabilities – Deafness and hearing loss impact communication, requiring captions or transcripts.
Example: A video call with auto-captioning ensures full participation.

Motor Disabilities – Conditions like cerebral palsy affect physical interactions with technology. **Example:** A user with limited hand mobility relies on voice commands.

Cognitive & Learning Disabilities – Dyslexia, ADHD, and memory impairments impact comprehension. **Example:** A dyslexic employee benefits from text-to-speech software.

Speech Disabilities – Difficulty with verbal communication requires alternative input methods.
Example: A nonverbal employee uses Augmented Alternative Communication devices to communicate.

Temporary Disability

Injuries – A broken arm may necessitate voice navigation or adaptive keyboards.

Medical Conditions – Migraines or concussions can require screen adjustments for readability.

How Digital Accessibility Makes A Difference!

- **Without Accessibility** – Users face barriers that limit access to information and services.
- **With Accessibility** – Digital experiences become seamless for all users.

Accessibility in Everyday Life of A Person with Disability

Here are just some ways accessibility is integrated into daily life for people with disabilities.

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Technology & Devices: Smartphones, computers, and smart home assistants (e.g., Siri, Alexa) enable **hands-free task** and easy information access.

Digital Experiences: Websites, apps, online banking, e-commerce sites, and entertainment services (e.g., Netflix) provide **inclusive experiences** when designed for everyone.

Physical & Public Spaces: Offices, schools, grocery stores, public transportation, ATMs, and healthcare facilities must accommodate individuals with **mobility, vision, and cognitive needs.**

Daily Services & Interactions: Accessible sites for ordering food, doctor's appointments, prescription, and using transportation services (e.g., Uber) **ensure inclusivity.**

Communication & Entertainment: Captions, assistive listening devices, sign language interpretation, and accessible digital content **enable full engagement** with media and conversations effortlessly.

Accessibility At Work: Creating an Inclusive and Accessible Workplace

Here are just some ways accessibility is integrated into business roles for people with disabilities.

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Talent Acquisition Team: Ensures **inclusive hiring practices**, accessible platforms and builds community partnerships.

IT & Technology Services: Ensures **assistive technologies** (e.g., screen readers) are available for colleagues.

HR & Workplace Policies: Designs **inclusive HR policies** (e.g. , medical leave flexibility, remote work options).

Finance & Operations: Allocates **budgets for accessibility** initiatives.

Legal & Compliance: Defines and advocates for accessibility in company **policies, procurement, and external partnerships.**

Marketing & Customer Experience Team: Collaborates with people with disabilities to create **accessible campaigns, advertisements, and content**.

Product Development & Innovation: Embeds accessibility in product design and testing, **involving users with disabilities**.

U.S. Accessibility Laws

These represent only a few key federal accessibility laws. Several states have also enacted their own regulations, further reinforcing the commitment to digital inclusivity and ensuring broader protection across local jurisdictions. Moreover, both US and most international laws align with WCAG A/AA standards, ensuring a consistent baseline for accessible digital experiences.

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Americans with Disabilities Act (ADA): Enacted in 1990, the ADA requires that digital spaces, such as websites and mobile apps, are accessible to individuals with disabilities.

- **Title I:** Addresses employment discrimination, ensuring accessible workplace practices.

- **Title II:** Mandates that public entities, including state and local governments, provide accessible services.

- **Title III:** Ensures that public accommodations and commercial facilities offer accessible environments, including digital spaces.

Section 504 of the Rehabilitation Act: Mandates that any program or activity receiving federal financial assistance must be accessible, including websites and digital content.

Section 508 of the Rehabilitation Act: Requires federal agencies to make their electronic and information technology accessible to people with disabilities, aligning with the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.

21st Century Communications and Video Accessibility Act (CVAA): Ensures that modern communications technologies, such as smartphones and video programming, are accessible to individuals with disabilities.

International Accessibility Laws

These are some of the key international digital accessibility laws, but many countries have additional regulations that may impose specific requirements. Organizations operating globally should stay informed about regional and national accessibility standards to ensure compliance across different markets.

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- **European Accessibility Act (EAA):** Enforces accessibility requirements for products and services, including websites and apps, in EU countries.

- **Accessible Canada Act (ACA):** Mandates federal organizations and businesses create barrier-free environments, including accessible digital platforms.

- **United Kingdom Equality Act 2010:** Requires businesses and public sector organizations to provide reasonable accommodations and accessible services, including digital content.

- **Japan Basic Act for Persons with Disabilities:** Requires public and private sectors to promote accessibility in all aspects, including digital services.

- **India Rights of Persons with Disabilities Act (RPWD) 2016:** Mandates that public and private organizations provide accessible digital resources and services, ensuring reasonable accommodations for individuals with disabilities.