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5. Mr. Alex Li (SWG-Accessibility Convenor) will distribute the ISO/TC 173 document on holding accessible meetings to the JTC 1 SWG on Accessibility participants and will invite ISO/TC 173 to provide information on additional activities relevant to the work of SWG-Accessibility.

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## **Accessible Design — Consideration and assistive products for accessible meeting**

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## Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.

The main task of technical committees is to prepare International Standards. Draft International Standards adopted by the technical committees are circulated to the member bodies for voting. Publication as an International Standard requires approval by at least 75 % of the member bodies casting a vote.

ISO CD17069 was prepared by Technical Committee ISO/TC 173, *TC Assistive Products*, Subcommittee SC 7, *Accessible Design*.

## Introduction

There are various types of meetings, ranging from small gatherings in families, schools, workplaces and towns, to bigger ones such as academic meetings, sessions in congresses and international conferences. Participation in meetings and conferences is indispensable for full and effective participation, and inclusion in society as envisioned in the United Nations Convention on the Right of Persons with Disabilities.

As social participation of older persons and persons with disabilities is promoted, their opportunities to attend meetings increase. To ensure that all persons can participate in a meeting in a meaningful way considerations are required to be taken to overcome any obstacle that can hinder an older person or a person with a disability. Printed meeting notices and documents may not be appropriate for a participant who has a seeing impairment or who is blind. Complicated texts may be a hinder for a person who has a cognitive impairment. Discussions may be difficult to follow for a participant who has hearing impairment or who is deaf. Narrow passages, gaps and stairs may be barriers for a person who uses a wheelchair or walking aid.

Meeting organizers should understand and address obstacles that can hinder active and meaningful participation so that all participants can fully take part in the meeting. Careful planning, support staff and use of appropriate assistive products can overcome the obstacles. Preparation of meeting materials in alternative formats such as large print, braille or digital formats can facilitate for a person who has seeing impairment or who is blind. Amplification of speech by using microphones can be appropriate support for a person with hearing impairment. Sign language interpreters can assist a person who is deaf to follow and participate in a discussion. Texts that are clear and concise can facilitate understanding for a person with cognitive impairment. A built environment with elevators and ramps can make the area accessible for a person with a mobility impairment. This International Standard identifies areas to consider, support and assistive products that can facilitate the participation of older persons and persons with disabilities in meetings.





# Accessible Design — Considerations and assistive products for accessible meeting

## 1 Scope

This International Standard specifies considerations to be taken, support and products that can be used when organizing a physical meeting in which older persons and persons with disabilities can actively participate. Teleconferences and web conferences are important methods that can be used to include older persons and persons with disabilities in meetings but are not within the scope of this International Standard.

## 2 Normative reference

The following document applies to this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including supplements) applies.

ISO/IEC Guide 71

ISO 9999 Assistive Products for Persons with Disability - Classification and terminology

## 3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

### 3.1

#### **Accessible meeting**

Meeting which is organized so that older persons and persons with disabilities can participate actively and where required, assistive products and support staff are used to facilitate participation

### 3.2

#### **Assistive product**

Any product (including devices, equipment, instruments, technology and software) especially produced or generally available, for preventing, compensating for, monitoring, relieving or neutralizing impairments, activity limitations and participation restrictions

### 3.3

#### **Support staff**

person who perform tasks to facilitate the execution of an accessible meeting which can include, but not limited to, interpreting, note taking, guiding, and assisting participation of older persons and persons with disabilities

**3.3.1  
guide**

A person who leads and assists a person in a location appropriate to that person's impairment

**3.3.2  
communication assistant**

A person who assists with communication by various means. Included are those who interpret participants' opinion to the audience and paraphrases the proceeding of the meeting to participants

Note The followings are the examples of communication assistant.

- Those who convey proceedings of a meeting and discussion to older persons and persons with disabilities into sign languages, live captioning, or other means.
- Those who express opinions on behalf of persons with impairments in voice and speech
- Those who tell information in a simple and concise manner for persons with impairments in intellectual/ memory functions
- Those who turn over pages of documents for persons with impairments in touch and/or with difficulties in hand and arm use.

**3.4  
assistant**

A person who accompanies an older person or a person with disabilities and enables them to participate in the meeting

**3.5  
information services**

Interactive communication support using support staff and assistive products so that older persons and persons with disabilities can actively participate

## **4. Planning and management for full participation**

### **4.1 Principle**

#### **4.1.1 Basic principle**

Meeting organizers should be aware of factors that can hinder the participation of older persons and persons with disabilities in meetings.

When planning a meeting, the organizer should identify and consider measures they should take to facilitate full participation of the persons who intend to participate in the meeting.

#### **4.1.2 Before the meeting**

All participants should receive necessary information in an appropriate format and be requested to express any requirements they may have in relation to active participation. For this purpose, prior registration may be helpful. (See Annex B)

The meeting venue and program should accommodate the requirements of the participants.

The meeting organizers should inform meeting staff concerning requirements of participants

The meeting organizers and support staff should plan how they will provide the support required and emergency procedures in relation to participants' requirements. Communication method in emergency situations and evacuation procedures should be established and clarified in a set of rules.

The meeting organizers should brief speakers, workshop leaders, moderators, etc. concerning considerations to be taken when presenting and leading the meeting in relation to the participants' requirements.

The meeting organizers should inform all meeting participants of any allergens or sensitizing substances that they should not wear, use or bring to the meeting in relation to participants' requirements.

#### **4.1.3 At the meeting**

Information presented at the meeting should accommodate the requirements of the participants.

All participants should be informed of considerations they should take to ensure that all present can participate actively. Such considerations include, but are not limited to, information on special seating arrangements, use of microphone, speaking slowly to allow for interpretation, introducing themselves before speaking, allergy considerations, dietary considerations, and restrooms.

#### **4.1.4 After the meeting**

Meeting records should be produced in formats to accommodate requirements of the participants.

Participants should be given the opportunity to give their feedbacks concerning accessibility of the meeting. Meeting organizers should review feedback and make adjustments in their planning procedures/checklists for the subsequent meetings.

### **4.2 Specific Considerations and supports**

#### **4.2.1 General**

This clause includes considerations and supports in relation to specific functions. Further information on accessibility, design considerations and abilities/disabilities can be found in ISO/IEC Guide 71.

Examples of related support include products and personnel that are provided by the meeting organizer and those brought to the meeting by the person with disability. For those that are brought by the person with disability, the organiser should ensure that the product or personnel can be accommodated at the meeting.

#### **4.2.2 Seeing functions**

##### **4.2.2.1 Considerations**

Considerations should be taken in relation to written information including warnings/alarms and to mobility and orientation in relation to blindness and low vision as well as to appropriate colour scheme in relation to colour identification disability.

##### **4.2.2.2 Examples of related support**

Appropriate colour scheme in documents and signage (colour identification disability)

Audio or enlarged letters version of documents (low vision)

Braille, audio or digital version of documents (blind),

Devices such as braille displays, braille typewriters, slates, computers with reading application (blind)

Devices such as image-enlarging video systems, large screen monitors (low vision)

Tactile walking surface indicator, tactile guide maps, etc. (low vision, blind)

Assistants, support staff such as guides

### **4.2.3 Hearing functions**

#### **4.2.3.1 Considerations**

Consideration should be taken in relation to spoken communication, presentations, discussions and audio alarm notifications.

#### **4.2.3.2 Examples of related support**

Devices such as amplifiers, loudspeakers, projectors, white boards, microphones (hard of hearing)

Sign language interpretation and live captioning (deaf)

Assistive systems for hearing (hard of hearing)

Interpreting system (deaf blind) as per preference/requirement of participant

Communication assistants, information services

Note Assistive systems for hearing aid include radio frequency transmission systems, Infrared systems for audio information, and induction-loop system.

### **4.2.4 Touch functions**

#### **4.2.4.1 Considerations**

Meeting venues should be inspected in relation to anything that may require intact sensory ability to identify such as sharp edges and hot or cold surfaces. If there are any questions concerning safety, the participants with sensory impairment should be contacted prior to meeting.

### **4.2.5 Taste or smell functions**

#### **4.2.5.1 Considerations**

Consideration should be taken in relation to anything that requires intact taste and/or smell ability. If there are any questions concerning safety, the participants with taste or smell impairment should be contacted prior to meeting.

### **4.2.6 Hand and arm functions**

#### **4.2.6.1 Considerations**

Meeting venues and routes to local parking and transportation facilities should be inspected in relation to anything that can be a hinder in relation to hand and arm functions such as doors that are manually opened, placement of objects and materials that are to be handled, etc.

#### **4.2.6.2 Examples of Related support**

If necessary, alternate routes with appropriate signage

Arrangement of meeting room and placement of documents, materials, refreshments, etc

Paper clips easy to take off pages of materials one by one

Assistants, support staff

#### **4.2.7 Mobility functions**

##### **4.2.7.1 Considerations**

Meeting venues and routes to local parking and transportation facilities should be inspected in relation to anything that can be a hinder in relation to a mobility limitation such as uneven pavement, steps, lack of adequate space for walking aids and wheelchairs.

##### **4.2.7.2 Examples of related support**

Elimination/avoidance of hinders

If necessary, alternate routes with appropriate signage

Arrangement of meeting room and placement of documents, materials, refreshments, etc

Assistants, support staff

#### **4.2.8 Balance functions**

##### **4.2.8.1 Considerations**

Meeting venues and routes to local parking and transportation facilities should be inspected in relation to anything that can be a hinder in relation to balance difficulties such as uneven pavement, steps, lack of adequate space if walking aides are used, etc.

##### **4.2.8.2 Examples of related support**

Elimination/avoidance of hazards that may cause tripping and/or fall

If necessary, alternate routes with appropriate signage

Arrangement of meeting room and placement of documents, materials, refreshments, etc

Assistants, support staff

#### **4.2.9 Voice and speech functions**

##### **4.2.9.1 Considerations**

Consideration should be taken in relation to the number of participants, acoustics, and size of room. Meeting organizers should check with participants with voice impairment prior to meeting concerning alternative forms of communication, such as with “dialogue units” or “sign language”. Other means of communication may be appropriate depending on individual needs and situations.

##### **4.2.9.2 Examples of Related support**

Microphones

Voice amplifiers

Assistants, support staff

## **4.2.10 Cognitive functions**

### **4.2.10.1 Considerations**

Meeting documents should be written so that they are easy to understand for all participants. Considerations should be taken in relation to the individual participant's needs and specific situations at the meeting. Meeting venues and routes to local parking and transportation facilities should be inspected in relation to anything that can be a hinder in relation an intellectual impairment such as complicated routes.

### **4.2.10.2 Examples of related support**

Easy-to-understand documents

Alternate formats appropriate for individual participants' needs and specific situations

Appropriate signage

Assistants, support staff such as communication assistant

## **4.2.11 Memory functions**

### **4.2.11.1 Considerations**

Meeting venues and routes to local parking and transportation facilities should be inspected in relation to anything that can be a hinder in relation to a memory impairment such as complicated route. Considerations should be taken in relation to the needs of the individual participant's needs and specific situation.

### **4.2.11.2 Examples of related support**

Appropriate signage in meeting venue and route to local parking and transportation facilities

Assistants, support staff

## **4.2.12 Language function**

### **4.2.12.1 Considerations**

Consideration should be taken concerning difficulties with communication with written texts. Information in written materials such as meeting documents and warnings should be presented in an alternative format appropriate for individual participants and specific situations.

### **4.2.12.2 Examples of related support**

Easy-to-read documents

Audio or verbal information

Assistants, support staff

## **4.2.13 Allergies and hypersensitivity reactions**

### **4.2.13.1 Considerations**

Allergic and hypersensitivity reactions can be set off by exposure. Any substance or allergen that a participant has identified as threatening to his safety should be avoided at the meeting venue. Refreshments served should be identified based on individual information obtained prior to meeting. It should be noted that support animals may cause allergic reactions. If any support animal is to be present at meeting, meeting organizers should contact relevant participants prior to the meeting.

#### **4.2.13.2 Examples of related support**

All meeting participants should be informed prior to the meeting about any allergens or sensitizing substances that they should not wear, use or bring to the meeting.

At meetings, appropriate information concerning refreshments served at meeting should be provided.

Necessary consideration should be taken to accommodate relevant participants.

Refer to Annex A. 4.4.

## Annex A

### Detailed Guidelines for Accessible Meeting to meet the needs of participants

This Annex provides an overview to help meeting organizers identify relevant considerations regarding use of support staff and assistive products when older persons and persons with disabilities attend meetings.

#### A.1 Preparation and sending of a meeting notice

##### A.1.1 General

- How to prepare and send meeting materials including a meeting notice should be decided based on characteristics of prospective participants. Their preferred method of receiving documents should be confirmed beforehand, utilizing prior registration forms to obtain information relating necessary support. Meeting organizers should arrange necessary preparation as much as possible.

##### A.1.2 Confirmation of methods of delivery

- Participants' preferred method of receiving a meeting notice should be confirmed: delivery by post, e-mail and fax should be available.

##### A.1.3 Preparation and sending of a prior registration form

- A prior registration form (see Annex B) should be used to obtain information on participants' physical characteristics, necessity of communication alternatives and arrangements.

##### A.1.4 Preparation of a meeting notice and an access map

###### A.1.4.1 General

- All documents should be easy to read and easy to understand.
- A meeting notice and an access map should be prepared in multiple formats, such as enlarged letters, braille, electric medium, etc.

###### A.1.4.2 Preparation of a meeting notice

- Availability of information services at a meeting should be informed.
- (A) route(s) for persons with mobility limitations (difficulties with balance, use walking aid or wheel chair, hand and arm impairments) should be indicated.
- Availability of a parking lot should be indicated.

###### A.1.4.3 Preparation of an access map

- Public transportation facilities in walking distance and the route(s) to a meeting venue should be clearly indicated.
- Nearby landmarks may be indicated with pictures to facilitate orientation.
- An access map should be accessible for accompanying persons as well.



## A.2 Preparation for an accessible route and accessible venue

### A.2.1 Preliminary research and preparation

- Accessibility of the routes from the nearest public transportation facility to the meeting venue should be studied beforehand, especially in relation to visual and mobility disabilities.
- Public transportation facility in walking distance from the meeting venue should be identified.
- Accessibility of the venue should be confirmed in advance. This includes: approach to the building, entrance of the building, paths in the building, non-slippery materials for floors in dry/wet conditions, good contrast, horizontal/vertical circulation, toilet and sanitary facilities, slopes to eliminate gaps.
- Building layout should be easy to understand and remember in relation to visual and intellectual disabilities.
- Potentially dangerous areas such as stairs without handrails, pillars, edges of steps and change of levels, glass doors and bare glass should be clearly indicated.
- Tables and floors should have a good contrast.

### A.2.2 Directions using devices

- Clear and simple instruction should be given. Devices such as signs/signage may be useful.
- Signposts for guidance inside the venue should be easily recognizable and understandable. Considerations may include: lighting, colour contrast, letter sizes.
- Use of raised letters, braille, audio guide, etc. should be considered for location information.
- Environment for accessible telecommunication tools such as mobile phones and the internet should be considered.

### A.2.3 Directions with human resources

- Human resources such as guides should be arranged, especially for places where directions may not be very clear.

### A.2.4 Accessibility of a meeting room

- Floor without changes in surface level is preferable. Otherwise, slopes, portable ramps, or portable lifting platforms should be installed to eliminate the gaps.
- A meeting room should be simply arranged for facilitate orientation for participants with visual disability.
- Objects should not be placed that may hinder movement or block people. Such objects may be dangerous for persons with impairments in seeing, movement or balance. Objects placed along the walls may hinder the movement of persons with visual disability.
- Devices for information services should be properly prepared including sign language interpreter, hearing support systems, etc.
- Space under tables should accommodate foot-rests and arm-rests of wheelchairs.
- Acoustic environment (volume, sound quality, etc.) of the meeting room should be checked in advance.
- Information on installed audio support system and its location should be given to participants.
- Lighting quality should be checked in advance. (e.g. without reflection, precision spotting)

- Visual information should be clearly recognizable.
- It should be noted that there is a possibility of allergy when working dogs are present at the meeting. Meeting organizer should discuss presence of working dog/s with relevant participants prior to meeting. Space where participants and the dogs can stay together and toilet space for the dogs should be provided.

#### A.2.5 Accessible parking space

- Accessible parking spaces should be provided near the entrance of the building.
- Surfaces of a route from the parking area to the building entrance should be checked to ensure that they are well-maintained. If there are hindrances such as gaps, they should be clearly marked or avoided if they can not be levelled.

### A.3 Preparation of materials

#### A.3.1 General

- Items listed in this section are important for proceedings of a meeting. They should be realized in accordance with preferences and requirements of participants.
- Readability of printed materials should be considered. (Letter sizes, fonts, contrasts).
- Materials should be prepared in accessible formats according to requests of participants.
- When preparing documents, colours should not be used to represent a certain meaning.

#### A.3.2 Easy -to-read materials

- Sentences should be short and easy to understand. Clear images should be used for graphics and pictures.
- Documents with long, difficult sentences/words should be modified by shortening and excerpting important points. Documents prepared with itemized style with easier expressions may be helpful.
- Abbreviations should be explained at their first appearance.
- Screen readers for persons with visual disability do not recognize figures. Titles of figures should not be a part of the images. Complex tables should be avoided, because they cause difficulty for comprehension by screen readers.

#### A.3.3 Materials prepared in PowerPoint

- Handouts should have two PowerPoint slides at maximum on one page.
- PowerPoint slides should have images with clear contrast.

#### A.3.4 Video presentations

- Sign language/subtitles should be provided whenever possible. Otherwise, alternative arrangement such as sign language interpreters, summary note-taking interpreters should be considered.

#### A.3.5 Delivery of meeting materials

- Materials related to the meeting (discussion documents, invitation letter, etc.) should be sent beforehand to participants and persons concerned including interpreters.

#### A.3.6 Correction and changes of the materials

- Corrections and changes to the materials should be communicated appropriate to the participants' needs and preferences.

## **A.4 Meeting management**

### A.4.1 General

- Considerations listed in this section should be realized as much as possible, depending on the structure of the meeting room and meeting organizers' management system.
- Relevant information services for participants should be effectively provided.
- For participants with visual disability, a program should be prepared in their preferred format e.g. braille. A program of the day and participants' information should be orally explained.
- Meetings should be managed in accordance with impairment of participants: e.g. hourly breaks for persons with cognitive, physical and mental disabilities, room temperature adjustment for persons with spinal cord injury.
- Performance and effectiveness of the devices prepared should be kept observed.

### A.4.2 Considerations relating to sound

- Good acoustic environment should be kept observed.

### A.4.3 Considerations relating to lighting

- Blurry view and glare should be avoided.
- Adequate brightness should be provided.

### A.4.4 Considerations relating to refreshments and snacks

The following factors should be made into a set of rules, as they relate to safety of participants.

- Ingredients that may cause allergic reaction must be clearly indicated.
- When necessary, assistance should be arranged for mobility of persons with visual disability and wheelchair users, and for food service for persons with visual disability and persons with difficulties in hand and arm use.

## **A.5 Information services and proceedings of a meeting**

### A.5.1 Considerations relating proceeding of a meeting

- All information should be conveyed in appropriate formats.
- The timetable of the meeting (duration of each section, break time, etc.) should be informed in advance.
- Speakers should make sure that arrangements for interpretation are ready.
- Arrangement of support staff should be considered, if there is a request from a participant.

### A.5.2 Support for discussion

- Necessary arrangements should be given to an accompanied assistant to ensure the participation of a participant. (e.g. an assistant who can convey precise intentions or ideas of a participant. In case of a participant with severe disability, special attendant who can understand and convey what the participant wants to say may be necessary.)

- There should be an interpreter or an assistant to confirm intentions of a participant.
- There should be a support for a participant who has difficulty in turning over pages of handouts.
- Written explanations may be used for confirmation, using a whiteboard, overhead projector and computers.
- When participants have difficulty in oral expressions, cards to show their opinions, such as “Yes/ I agree.” “No/ I disagree.”, “Not clear”), should be prepared and provided.

#### A. 5.3 Notes for all participants

- Speakers should identify himself/ herself before making remarks.
- Charts and illustrations should be orally explained.
- When a speaker uses a blackboard or flips, the content of the information should be read out.
- Demonstrative pronouns such as 'this', 'it' or 'that' should be avoided.
- When referring to a specific page of materials, relevant pages in braille version and/or enlarged version should be also mentioned.
- Microphones should be set up so as not to cover movement of speakers' lips.
- Participants should speak slowly and clearly in plain words with appropriate pauses.
- Presentations should be easily understandable even through interpreters.
- Speakers should make sure before speaking that the former speaker has finished speaking and should avoid breaking in on others.

#### A.5.4 Others

- Resolutions should be clear, as it may be difficult for some participants to confirm ambiguous resolutions.
- When the meeting organizer asks the participants to answer post-meeting questionnaires, it should be noted that some participants may have difficulty in answering questionnaires on site. Method of filling in and collection of questionnaires should be considered according to preference of participants.

## Annex B

### Prior registration form for accessible meeting

#### B.1 Outline

This annex gives an example of a format and contents of a prior registration form. Prior registration form is useful to obtain necessary information in advance so that older persons and persons with disabilities can attend an accessible meeting safely and smoothly.

#### B.2 Items to be included in a prior registration form

Items in a prior registration form are as follows:

1. General information: name, gender, age, affiliation, accompanied assistant, etc.
2. Means of contact: telephone, fax, e-mail etc.
3. Necessary support(s): Preference for document preparation, food preference, necessary space, communication, wheelchair accessibility, guide assistant, communication assistant, necessary arrangement for an accompanied assistant, working dog, accessible parking, seating placement, etc.
4. Contact information
5. Others

#### B.3 Prior registration form of accessible meeting (Example)

This registration form is to be filled in by participants of a meeting prior to the meeting.

Please circle relevant items and fill in necessary information. The information is used only for the purpose of holding current and the succeeding meeting, and not used for any other purposes.

(The contents are prepared based on ISO XXXXX "Accessible meeting".

#### 1 General information

- (1) Name
- (2) Gender (a) Male (b) Female
- (3) Age ( ) years old
- (4) Affiliations

#### 2 Please select preferred contact means. (Plural answers welcomed.)

- (1) Telephone (2) Fax (3) E-mail (4) Others ( )

#### 3 Necessary support(s) to be provided by the organizer

- (a) Preference for document preparation
- (b) Food preference
- (c) Necessary space

- (d) Communication
- (e) Wheelchair accessibility
- (f) Assistance to the venue
- (g) Accessible parking
- (h) Seating placement
- (i) Others (            )

**4 Please state if you will be accompanied by an assistant. If so, please state how he/she will enable you in participating the meeting and if an special arrangement for the attendant is necessary.**

**5 Please state assistive products you intend to use at the meeting**

**6 Are you planning to bring a working dog to the meeting?**

Yes            No

**7 Contact information for the meeting organizer**

\* Meeting organizers might need to contact you for confirmation of the information provided above.

The person in charge of the meeting planning is XXXX XXXXX.

Phone:            Fax:

E-mail:

**8 Others**

## Bibliography

- (1) ISO 9999:2007
- (2) International Classification of Functioning, Disability and Health
- (3) United Nations' Convention on the right of persons with Disabilities