

Digital and Event Accessibility Resources

This guide is intended to provide you an overview of some of the local resources available to help you achieve digital and electronic accessibility compliance, as well as resources for accessible event planning. This is not intended to be a comprehensive list of everything you need to know in order to achieve accessibility compliance, nor is this an or endorsement of all accessibility resources in the San Francisco area, but we think these are good places to start.

Why Accessibility?

- Achieving Access (article): [Industry Insight: In the rush to digital transformation, don't overlook accessibility](#) by Preety Kumar

Accessibility Standards & Resources

Meeting Federal Electronic Accessibility Requirements

- Section 508 Training: <https://www.section508.gov/training>
- WCAG 2.1: <https://www.w3.org/WAI/standards-guidelines/wcag/new-in-21/>

Creating an Accessibility Statement

Vendors can create an accessibility statement for their mobile app, website or other electronic platform. The statement will inform people whom they can contact if they are having disability access issues while navigating the site or interfacing with the product. Accessibility statements are not intended to be a substitute for achieving accessibility compliance.

Following is a sample Accessibility Statement:

Our Commitment to Accessibility

[Insert company name] is committed to making our website content accessible and user friendly to everyone. If you are having difficulty viewing or navigating the content on this [Insert platform: website, app, etc] or notice any content, feature, or functionality that you believe is not fully accessible to people with disabilities, please call our Customer Service team at [insert phone number], or email our team at [insert email], include "Disabled Access" in the subject line, and provide a description of the specific feature you feel is not fully accessible or a suggestion for improvement. We take your feedback seriously and will consider it as we evaluate ways to accommodate all our customers and our overall accessibility policies.

City and County of San Francisco Resources and Support

- CCSF Accessibility Services: <https://sfgov.org/accessibility-services>
- Mayor's Office on Disability: <https://sfgov.org/mod/>
- Digital Equity Playbook: <https://sfcoit.org/digitalequity>

Community Outreach and Accessibility

When it is time to get direct feedback from the disability community, through either user testing, focus groups, or consultation, you want to make sure that your meeting and event spaces are accessible to everyone. It is good practice to include information on meeting notices that people with disabilities are welcome, and information on who to contact should someone need an accommodation to participate. Please refer to the Mayor's Office on Disability resources for [Planning Accessible Events](#) for more information and guidance.

When developing a new product or idea, also ask yourself these questions:

- What is the potential impact of my product or service on people with disabilities?
- Are there accessibility factors that my product or service could improve?
- Are there unintended barriers to disability communities that my product or service may be creating?

If your answer is "yes" or "I don't know" to any of the above, it is time to engage with disability communities.

Procurement:

Creating a Voluntary Product Accessibility Template (VPAT)

- [Voluntary Product Accessibility Template](#) from the Information Technology Industry Council
- [SF State University Vendor Accessibility Demonstration Requirements](#)

Removing Pre-or Post-Procurement Accessibility Barriers (Roadmap)

- Example: [CSU Accessibility Road Map](#)

User Testing & Consulting

Sometimes, the best way to test your platform is to ask people with disabilities to test for you. Here are a few organizations that provide local testing and consulting services. We recommend that you research the specific services provided by each organization, and select the vendor that best meets your needs.

- **Helix Opportunity**
Tel. 510-590-7363
Contact: David Fazio, President, Email: dfazio@helixopp.com
Website: www.helixopp.com
- **LightHouse for the Blind and Visually Impaired**
Address: 1155 Market Street, 10th Floor,
San Francisco, CA 94103
Tel. 415-431-1481
Contact: Erin Lauridsen, Director of Access Technology, Email:
elauridsen@lighthouse-sf.org
Website: <http://lighthouse-sf.org/programs/access-technology/>
- **World Institute on Disability**
Address: 3075 Adeline Street, Suite 155
Berkeley, CA 94703
Tel. 510- 225-6400
Contact: Thomas Foley, Managing Director, Email: at tom@wid.org
Website: <https://wid.org/consulting/user-testing/>

Training/Testing Resources

There are also businesses that provide training and technical assistance around electronic accessibility and compliance. Some also develop and/or provide automated or manual testing. Many provide free webinar opportunities and online classes too.

Again, we recommend that you research the specific services provided by each business or organization, and select the vendor that best meets your needs.

- **Access Ingenuity**
Address: 4751 Hoen Avenue
Santa Rosa, CA 95405
Tel. 1-877-579-4380
Email: info@accessingenuity.com
Website: <https://www.accessingenuity.com/>
- **ADA Site Compliance**
Email: info@adasitecompliance.com
Website: <https://adasitecompliance.com/>

- **Audioeye**
Address: Corporate Headquarters
5210 E Williams Circle, Suite 750
Tucson, AZ 85711
Tel. 1-866-331-5324
Website: <https://www.audioeye.com/>
- **Deque**
Address: 2121 Cooperative Way, Suite 210
Herndon, VA 20171
Tel. 1-703-225-0380
Email: sales@deque.com
Website: <https://www.deque.com/>
- **Level Access**
Address: 114 Sansome Street, Suite 950
San Francisco, CA 94104
Tel. 1-800-889-9659
Email: info@levelaccess.com
Website: <https://www.levelaccess.com/>
- **Pacific ADA Center**
Address: 555 12th Street, Suite 1030
Oakland, CA 94607-4046
Tel. 1-800-949-4232
Email: adatech@adapacific.org
Website: <https://www.adapacific.org>
- **WebAIM**
Address: Center for Persons with Disabilities
Utah State University
6807 Old Main Hill
Logan, UT 84322-6807
Tel. 1-435-797-7024
Website: <https://webaim.org/>