

Community Engagement and Digital 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 (e.g., websites, products with digital components, mobile apps), and to help you take steps toward effective engagement across disability communities.

This is not intended to be a comprehensive list of everything you need to know in order to achieve accessibility compliance (e.g., note that existing architectural accessibility requirements are not addressed here), nor is this an endorsement of all accessibility resources in the San Francisco area, but we think these are good places to start.

Why Accessibility?

- Achieving Access (article) by Preeti Kumar: [Industry Insight: In the rush to digital transformation, don't overlook accessibility](https://gcn.com/articles/2019/05/30/accessible-web-design.aspx) (https://gcn.com/articles/2019/05/30/accessible-web-design.aspx)

Accessibility Standards & Resources, Digital

Meeting Federal Electronic Accessibility Requirements

- [Section 508 Training](https://www.section508.gov/training) (https://www.section508.gov/training)
- [WCAG 2.1](https://www.w3.org/WAI/standards-guidelines/wcag/new-in-21/) (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 Digital 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) (https://sfgov.org/accessibility-services)
- [Mayor's Office on Disability](https://sfgov.org/mod/) (https://sfgov.org/mod/)
- [Digital Equity Playbook](https://sfcioit.org/digitalequity) (https://sfcioit.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, it is good to engage directly with disability communities. Often times the best feedback comes from those who are current or perspective users of your product, service or platform.

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.

Following are some disability-specific advocacy organizations that you may choose to engage, depending on the type of feedback that you are looking for. Note that some organizations are disability-specific and may or may not represent the perspective of all disabled users.

- **The Arc San Francisco**
Address: 1500 Howard Street
San Francisco, CA 94103
Tel. 415-255-7200
Fax: 415-268-0137
Email: info@thearcsf.org
Website: <https://www.thearcsf.org/>
- **DCARA**
Address: 14895 E. 14th Street, Suite 200
San Leandro, CA 94578
Tel. 510-343-6670
Email: info@dcara.org
Website: <https://dcara.org/>

- **DeafHope**
Address: 470 27th Street
Oakland, CA 94612
Tel. 510-267-8800
Video Phone: 510.735.8553
Fax: 510.740.0946
Email: deafhope@deaf-hope.org
Website: <http://www.deaf-hope.org/>
- **Hearing and Speech Center of Northern California**
Address: 1234 Divisadero Street
San Francisco, CA 94115
Tel. 415-921-7658
TTY: 415-921-8990
Fax: 415-921-2243
Email: info@hearingspeech.org
Website: <https://www.hearingspeech.org/>
- **Independent Living Resource Center San Francisco**
Address: 825 Howard Street
San Francisco, CA 94103
Tel. 415-543-6222
Fax: 415-543-6318
TTY: 415-543-6698
Email: info@ilrcsf.org
Website: <https://www.ilrcsf.org/>
- **LightHouse for the Blind and Visually Impaired**
Address: 1155 Market Street, 10th Floor,
San Francisco, CA 94103
Tel. 415-431-1481
Email: info@lighthouse-sf.org
Website: <http://lighthouse-sf.org/>
- **Positive Resource Center**
Address: 170 9th Street
San Francisco, CA 94103
Tel. 415-777-0333
Website: <https://prcsf.org/>
- **Senior and Disability Action**
Address: 1360 Mission Street #400

San Francisco, CA 94103
Tel. 415- 546-1333
Email: info@sdaction.org
Website: <https://sdaction.org/>

Some local colleges and universities are also willing to reach out to their disabled communities, too. If you are interested in feedback from college populations, we recommend reaching out to the Disabled Student Services offices in your area.

Accessible Meetings, Events, and Gatherings

When you are ready to hold your community gathering, you also want to make sure that your meeting and event spaces are accessible to everyone. It is good practice to include information on meeting notices indicating 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](https://sfgov.org/mod/planning-accessible-events) (<https://sfgov.org/mod/planning-accessible-events>) for more information and guidance.

Procurement

Some vendors appreciate tools that help them indicate and track the accessibility of their product. Here are a few examples:

Creating a Voluntary Product Accessibility Template (VPAT)

- [Voluntary Product Accessibility Template](https://www.itic.org/policy/accessibility/vpat) from the Information Technology Industry Council (<https://www.itic.org/policy/accessibility/vpat>)
- [SF State University Vendor Accessibility Demonstration Requirements](https://access.sfsu.edu/ati/procurement/vpat) (<https://access.sfsu.edu/ati/procurement/vpat>)

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

- Example: [CSU Accessibility Road Map](http://teachingcommons.cdl.edu/access/procurement_process/AccessiblityRoadmap.shtml) (http://teachingcommons.cdl.edu/access/procurement_process/AccessiblityRoadmap.shtml)

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/>