Making online meetings accessible

Please remember that people with a learning disability are all different so they may have different support needs.

At some meetings, there might be some people together in a room and other people joining the meeting from home.

Let’s make sure these meetings are inclusive for everyone!
Before the meeting

Think about the support that people working from home might need to be able to take part in meetings.

Check with them or their manager to find out if there is anything you can do to make the meeting easier to take part in.

Consider making someone who will be in the room during the meeting, responsible for supporting the people at home to be involved.

Think about booking a room for your meeting so there are no other voices in the background.
When you plan a meeting, think about including breaks.

Were you thinking about using break out rooms in your meeting? How will this work with some people at home?

Make sure everyone knows what the meeting will be about by sharing an agenda. Make all documents Easy Read if possible.

Are you going to use any hand out documents? If you are, make sure you send them out before the meeting so people have time to look at them.
During the meeting

At the start of a meeting, please check that those joining virtually, can hear and see everyone. Adjust the video camera and microphone if needed.

Make sure 1 person takes responsibility for monitoring the chat box.

Make sure laptops are passed around to the people speaking to help those joining virtually to hear better.

Let everyone know they can interrupt and ask questions if things are not clear.
Keep your language simple. Do not use difficult words or phrases, or explain them if you need to use them.

Here is an example of difficult language:

**PHE were asking people to remain diligent.**

Instead you could say:

**Public Health England were asking people to follow the rules.**

If possible please switch on your camera when talking so people can see you.
Speak slowly and clearly.

Use the right volume so people can hear what you are saying.

One person should talk at a time. Try not to talk over other people.

Leave pauses to allow people to interrupt, ask questions or use the traffic light cards from the pack below.
Regularly take a pause and ask the people joining from home, if they understand what is going on and if they want to make any comments or say anything, for example every 15 minutes or during every agenda item.

Watch the body language of the people working from home and think about how they are feeling. For example, their facial expressions might suggest that you should make things clearer or that they have something they would like to say.

Consider asking if anybody needs a short break, for example “Does anybody need a toilet or water break?”
Tips for those joining the meetings from home

Be brave and say if you need the loo, need a drink, or need a break.

If you have something to say, type it in the chat, raise your virtual hand or say it out loud!

You could also hold up the printed ‘I would like to speak’ card from the pack below.
Accessible traffic light cards

These cards are to help people with and without a learning disability make virtual meetings more accessible.

They can be printed and held up when you are in a video call. If you do not have access to a printer, please speak to your line manager for support.

Use the blue card if you have something you would like to share or ask.

Use the green card if someone has explained something well, or if you agree with what is being said.
Use the yellow card if someone is talking too quickly or their volume is not right.

Use the red card if someone is using words or phrases that are difficult to understand or not accessible.
I would like to speak

That’s good
Speak clearly and slowly

I don’t understand