

Disability Inclusion Additional Resources

ICT/Digital Accessibility Making the UN accessible through the Business Operations Strategy (BOS) 2.0



UNITED NATIONS
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1. Additional Resources

Below is a list of additional resources to help UNCTs navigate the implementation of Digital Accessibility services.¹ Refer to OPDs for additional local resources and information.

[CBM Digital Accessibility Toolkit](#): provides a selection of tools and recommendations pertaining to the accessibility of ICT, which are useful for ensuring the inclusion and accessibility of your capacity development and training initiatives.

[E-accessibility toolkit](#): is a joint initiative of ITU and G3ict. It contains online resources for policymakers implementing the CRPD. Within this toolkit, you will find information about e-accessibility basics, e-accessibility initiatives around the world, key areas to promote ICT accessibility, and different tools for policymakers.

[GARI project](#): run by the Mobile & Wireless Forum, the Global Accessibility Reporting Initiative (GARI) is a project designed to help consumers learn more about the accessibility features of mobile devices and to help them identify devices with the features that may assist them with their particular needs.

[Global Initiative for Inclusive Information and Communication Technologies \(G3ict\)](#): is an advocacy initiative. Its mission is to facilitate and support the full implementation of ICT accessibility and assistive technologies as set out in the CRPD. It was launched in December 2006 by the United Nations Global Alliance for ICT and Development, in cooperation with the Secretariat for the Convention on the Rights of Persons with Disabilities (CRPD) at UN DESA.

[Guide to Data Protection \(UK ICO\)](#): developed by the Information Commissioner's Office (ICO), provides organizations with guidance on how to address data protection.

[International Association of Accessibility Professionals \(IAAP\)](#): their mission is to define, promote, and improve the accessibility profession globally. It does this through networking, education, and accreditation to enable the creation of accessible products, content, and services. It shares information with its members about accessibility standards and laws around the world and provides them with updated accessibility training. Check out WBU-G3ICT-IAAP [Webinar on Creating and Evaluating Digital Documents for Accessibility](#).

[International Telecommunications Union \(ITU\)](#): is the UN specialised agency for information and communications technologies (ICTs). It is a worldwide reference for ICT/digital related topics. ITU's Development Bureau work in [ICT/digital accessibility](#), encompasses valuable [resources](#) made available to support development of accessible and inclusive digital societies globally including:

- ITU-D [How to ensure inclusive digital communication during crises and emergency situations](#) (self-paced online training course E, F, S) 2021

¹ Accessibility GO! A Guide to Action, Delivering on 7 accessibility commitments, World Blind Union and CBM Global Disability Inclusion, K. Al Jubeh, B. Dard, Y. Zayed, November 2020.

- ITU-D [ICT Accessibility: the Key to Inclusive Communication](#) (self-paced online training course A, E, F, S – Russian to come) 2021
- ITU-D [Web Accessibility: the Cornerstone of an Inclusive Digital Society](#) (self-paced online training course A, E, F, S, Russian to come)2021
- [ITU Guidelines on how to ensure that digital information, services and products are accessible by all people, including Persons with Disabilities during COVID-19](#) (24 laungues 6UN and other 22) 2020
- [Toolkit and Global Standard for safe listening devices and systems](#) (6 UN languages) 2019
- [Artificial Intelligence and Information Communication Technology Accessibility](#) (E) 2019
- [Standards in the Procurement of Accessible Products and Services](#) (E)2019
- [Future of Accessible Audiovisual Media Services, TV and Video Programming](#) E (2019)
- [ITU-D Creation and remediation of accessible digital contents](#) (video tutorials E, F, S)

ITU's Standarsdziation Sector (ITU-T) develops [standards on accessibility](#), including:

- [ITU-T F.791 \(08/2018\)](#) "Accessibility terms and definitions" - provides accessibility terminology and terms with definitions harmonized with UN CRPD definitions
- ITU-T Technical Paper [FSTP-AM \(2015\)](#) "Guidelines for accessible meetings" – describes how to organize accessible meetings
- ITU-T Technical Paper [FSTP-ACC-RemPart \(2015\)](#) "Guidelines for supporting remote participation in meetings for all" - ensures that remote participation in meetings is accessible for persons with disabilities

[National Federation of Disabled People – Nepal \(NFDN\)](#): is an organization of persons with disabilities who has developed useful resources on accessibility, including [The Web Accessibility Guide: Promoting Web for All](#).

[Smart Cities for All Toolkit](#): was developed by G3ict and World Enabled as part of the Smart Cities for All initiative to define the state of ICT accessibility in Smart Cities worldwide. The objective is to eliminate the digital divide for persons with disabilities and older persons in Smart Cities around the world. The Smart Cities for All Toolkit comprises four tools addressing ICT accessibility and digital inclusion for persons with disabilities and older persons.

[Staying safe online](#): developed by People First, is an organization run and controlled by people with learning disabilities for people with learning disabilities. It is an accessible website with advice on how to stay safe online.

[World Wide Web Consortium \(W3C\)](#): provides strategies, standards, resources to make the Web accessible to people with disabilities.



2. Accessible ICTs Self-Assessment Template:²

Assessing if all information and communications, including systems and technologies, are accessible to all persons with disabilities.

Mark scheme:

Mark	Description	Ranking among total Samples
0	No, not at all	Less than 20% of Samples
1	Rarely/ad hoc	20% to 50% of samples
2	Sometimes/partially for some	50% to 80% of samples
3	Always/consistently for all	80% to 100% of samples

Please use the comment section to note the reason for your rating. Please write your thoughts or ideas in the comment section. You might write down accessibility gaps or ideas on how to make changes.

Content development	Mark 0-3	Comment
1. Are staff knowledgeable and confident on national and international standards related to digital accessibility and data protection?		

² Based on the template on Accessibility GO! A Guide to Action, Delivering on 7 accessibility commitments, World Blind Union and CBM Global Disability Inclusion, K. Al Jubeh, B. Dard, Y. Zayed, November 2020 with modifications based on recommendations of UN disability inclusion experts.



<p>2. Does all content developed comply with relevant accessibility standards and best practices, such as alternative formats, captioning, audio description, translation, copy editing for plain language, etc.?</p>		
<p>3. Do staff consider both accessibility and privacy when preparing and posting digital content, including through social media?</p>		
<p>4. Do you have an allocated budget to ensure compliance and maintenance of digital systems and content in line with accessibility standards?</p>		
<p>5. Do all materials produced use respectful and appropriate language that do not reinforce negative stereotypes or stigma?</p>		
<p>6. Is digital content developed and validated through consultation with staff and OPDs prior to dissemination?</p>		
<p>7. Are staff confident to use accessibility checkers and produce accessible digital content for reports, presentations, social media posts, blogs, etc.?</p>		



Means of communication	Mark 0-3	Comment
8. Does the organisation facilitate the use of accessible technology, means of communication and formats, as chosen by persons with disabilities?		
9. In the absence of an accessible digital infrastructure, are there alternative options available for people to access information on an equal basis with others?		
10. Are systems to request assistive technologies in place?		
11. Are staff provided with relevant training on how to use that technology?		
12. Does information and communication through social media (Facebook, Twitter, Instagram, YouTube, etc.) include alternative text, audio description and captioning?		

Monitoring and maintaining quality and compliance	Mark 0-3	Comment

13. Are accessibility audits undertaken by OPDs and accessibility professionals to maintain compliance with standards and improve accessibility and safety of websites and online content?		
14. Do staff obtain free, prior and informed consent to use personal data in digital communication, and marketing materials, including images, videos, narratives, testimonies and case studies?		
15. Is feedback gathered from a diverse range of end users with different impairments, staff, visitors and customers to ensure digital content and systems meet accessibility standards?		
16. Do senior managers review and act upon strategy, action plans, and accountability received about digital content and accessibility of sites and systems?		

3. Glossary: Key concepts and definitions

“This Recommendation defines terms to describe accessibility and terms...These terms and definitions aim to reduce confusion, on the part of not only standards writers and implementers, but also the general public. This Recommendation also deprecates terminology that is no longer used, offensive or demeaning to persons with disabilities and others.

The terminology in this Recommendation is for use in international work when English is used to refer to telecommunication/information and communication technology (ICT) accessibility matters. This Recommendation also applies to

everyday life and all usages, including website content and other literature, as well as ICT, telecommunications and broadcasting standardization.

NOTE – This drafting of this document complies with [b-ITU-T F.790].”³

3. 1 Access service; accessibility service:

Provision of features intended to make primary audiovisual content accessible to users with specific needs, preferences or in specific environmental contexts.

3.2 Accessibility:

The degree to which a product, device, service or environment (virtual or real) is available to as many people as possible.

3.3 Accessibility content:

Content delivered by an audiovisual media solution, e.g., captions, subtitles, audio description, audio subtitles, and differentiated from the solution's interface accessibility, that is accessible to persons with disabilities, as well as persons with specific needs.

NOTE – Access services are a primary means of delivering accessibility content.

3.4 Accessibility feature:

An additional content component that is intended to assist people hindered in their ability to perceive an aspect of the main content.

3. 5 Assistive listening device (ALD):

Devices that enable persons who are hard of hearing to hear sounds and speech on an improved basis.

3. 6 Assistive listening system (ALS):

Assistive technology (AT) systems utilizing electromagnetic radiation, commonly radio or light waves, or a combination of the two, enabling transmission of an acoustic signal from a sound source (e.g., a loudspeaker or a person talking) directly to the hearing aid or cochlear implant processor of a person who is hard of hearing. 2 Rec. ITU-T F.791 (08/2018)

3.7 Assistive technology (AT):

Piece of equipment, product system, hardware, software or service that is used to enable, maintain or improve functional capabilities of individuals with disabilities.

3.8 Audio subtitles:

spoken subtitles: Subtitle text rendered into speech by a human voice artist or a synthetic voice from text-to-speech software.

3.9 audio captions; audio captioning: Captions that are read aloud and reflected as speech. Audio captioning may also be called "audio subtitles" or "spoken subtitles" in the case of foreign language dialogue. Captions can also be used to designate the audio content of an audiovisual work or sequence in any language along with

³ [ITU-T F.791 \(08/2018\)](#) "Accessibility terms and definitions," page 7-10.

action. Captions are read aloud by a human or a specific apparatus that converts the text into speech.

3.10 Audio description: video description; visual description; described video: An additional audio track to aid persons with visual impairments who cannot follow the visual content.

3.11 Captions: captioning: A real-time transcription of spoken words, sound effects, relevant musical cues and other relevant audio information in live or pre-recorded events. Captions can be open, not adjustable by the user, or closed where they can be turned on and off by the users at will. See clause 3.13 for further explanation of open and closed accessible services.

3.12 Clean audio: An enhanced audio signal by means of signal processing, with improved intelligibility of the dialogue with respect to ambient noise, background noise, music, etc. This can also apply to the quality of the audio used for audio captioning (see clause 3.9), audio description (see clause 3.10), and subtitles (see clause 3.40).

3.13 Closed/open accessibility service: An accessibility service – audio description, audio subtitling, captioning and sign language – that can have the option of being selected by the end user. If this is the case, it is closed. If it cannot be selected or turned off, by the user it is an open service, i.e., open caption.

3.14 Design for all [deprecated]: The design of mainstream products or services that are accessible to and usable by all persons, especially including persons with disabilities, and persons who were born with specific needs. This term is replaced by "universal design" (see clause 3.42 and Appendix I).

3.15 Disability: An evolving concept, which refers to the interaction between persons with impairments, and attitudinal and environmental barriers that hinder their full and effective participation in society on an equal basis with others.

3.16 Human factors; Ergonomics: Factors relating to usability and proper interaction between persons and products and devices; services, systems or environments, both real and virtual.

3.17 Impairment: Any loss or abnormality of psychological, physiological, or anatomical structure or function.

3.18 inclusive design [deprecated]: This term is replaced by "universal design" (see clause 3.42 and Appendix I).

3.19 Interface Accessibility: Accessibility of the set of provisions that allow a user to operate and control audiovisual media solutions.

3.20 Keyboard Emulator: Hardware or software input device that emulates the key press outputs of an alphanumeric keyboard.



3.21 Lip reading: lip-reading interpretation: A form of communication or interpretation used by persons that are deaf or hard of hearing, regardless of whether they use sign language.

3.22 Lip speaker: oral interpreter: A trained interpreter for persons who are deaf and hard of hearing, who speaks silently the dialogue in the audiovisual content or in any other event in real time, Rec. ITU-T F.791 (08/2018)³ so that the speech is clearly discernible for persons with hearing disabilities who can lip-read the words from the interpreter's mouth without the use of sign language.

3.23 Mainstreaming: Inclusion of persons with disabilities in everyday life without segregation from the environment, education, technology, i.e., access to telephones, the Internet, the worldwide web and all information and communication technologies (ICTs).

3.24 Person with age-related disabilities: A person with cognitive or physical disabilities caused by the aging process. Examples are impaired eyesight, deafness in varying degrees, reduced mobility or cognitive abilities.

3.25 Person with disability: The correct way to refer to a person with a disability [b-UNCRPD].

3.26 Person with specific needs: Includes persons with disability, persons who are not literate, those with learning disability, children, indigenous people, older persons with age-related disability and anyone who has a temporary disability.

3.27 Pixellation: Phenomenon caused by displaying a bitmap or a section of a bitmap at such a large size that individual pixels become visible, making the image blurred and more difficult to decipher.

3.28 Platform accessibility feature: Accessibility functionality provided as standard on a particular hardware or software platform.

3.29 Profile setting: The ability for users to store and retrieve multiple profiles containing sets of user interface preference settings without having to reset them each time, including accessibility settings.

3.30 Real time: Data or services (e.g., broadcasting) that are transmitted with virtually no delay.

3.31 Relay service: A telephone service that enables a person who is deaf or hard of hearing, or whose speech is not clearly understood, or who prefers to use sign language, to place and receive telephone calls in real time.

3.32 Remote participation: [b-ITU-T A-Sup. 4]: Participation in a meeting from a separate geographical location, using communication technologies.

3.33 Respeaking: A technique to produce captions where a person ("the respeaker") listens to the speech and respeaks it, such that the vocal input of the respeaker is processed by speech recognition software that transcribes it and produces captions.

3.34 Screen magnification software: A software application used by a person with impaired vision to magnify a portion of the text or graphics displayed on a video screen sufficiently to enable reading and comprehension.

3.35 Screen reader software: Software application used by a person who is blind or cannot easily read print to identify and interpret what is shown on a video display and read aloud using speech synthesis.

3.36 Sign language: signed language; visual signing: A natural language that, instead of relying on acoustically conveyed sound patterns, uses signs made by moving the hands combined with facial expressions and postures of the body to convey meaning. **NOTE** – Sign language varies from country to country, including many dialects, in a similar manner to spoken languages.

3.37 Sign language interpretation: Synchronized showing of an interpreter who uses sign language to convey the main audio content and dialogue to people who use sign language.

3.37bis Sign language presentation: The process of presenting, in a unidirectional manner, a topic to an audience using sign language. 4 Rec. ITU-T F.791 (08/2018). **NOTE** – In certain cases, a synthetic construct (e.g., an animated avatar) can be used in place of an interpreter.

3.38 Special needs: In the context of accessibility, term used only for countries, on a form or a sign to identify any accessibility accommodation that a person with disability or a person with specific needs may require to help them be able to participate. **NOTE** – This term is not used to refer to persons (see clauses 3.39, 6.38 and Appendix I). For reference to countries, see [b-ITU WTDC Res.58] and [b-ITU WTDC AP].

3.39 Specific needs: This replaces the use of the term 'special needs'. This term refers to a wide range of categories including women, children, youth, indigenous people, older persons with age-related disability, persons with illiteracy, as well as persons with disability. See [b-ITU PP Res.175], [b- ITU WTDC Res.58], [b- ITU WTDC AP] and clause 6.39.

3.40 Subtitles: On-screen text translation of language(s) of the dialogue in any audiovisual content.

3.41 Supplementary audio service: An additional audio soundtrack that provides additional features or function over and above that provided by the main audio stream.

3.42 Universal design: The design of products, environments, programmes and services to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design. Universal design shall not exclude assistive devices for particular groups or persons with disability where this is needed. **NOTE** – See [b-UNCRPD]. This term succeeds "design for all" (see clause 3.14) and "inclusive design" (see clause 3.18). See also Appendix I.

3.43 Barrier: Attitudinal or environmental factor that, in relation to an impairment, limits functioning and participation in society on an equal basis with others.

3.44 Facilitator: Attitudinal or environmental factor, such as a person, environment or tool, that improves functioning and reduces disability through its absence or presence.

3.45 User experience: Person's perceptions and responses resulting from the use or anticipated use of a product, system or service, including navigation of physical and virtual environment.

NOTE 1 – User experience includes all the user's emotions, beliefs, preferences, perceptions, physical and psychological responses, behaviours and accomplishments that occur before, during and after use.

NOTE 2 – User experience is a consequence of brand image, presentation, functionality, system performance, interactive behaviour and assistive capabilities of the interactive system, the user's internal and physical state resulting from prior experiences, attitudes, skills and personality, as well as the context of use.

NOTE 3 – Usability, when interpreted from the perspective of the user's personal goals, can include the kind of perceptual and emotional aspects typically associated with user experience. Usability criteria can be used to assess aspects of user experience.

NOTE 4 – Adapted from [b-ISO 9241-210].

3.46 Speech to text interpretation (STTI): A simultaneous form of text interpretation conveying spoken content.

4. Additional Disability Glossary: Key concepts and definitions^{4,5}

<p>ACCESSIBILITY</p>	<p>(The CRPD Convention, Art. 9) Ensuring that persons with disabilities have access, on an equal basis with others, to the physical environment, to transportation, to information and communications, including information and communications technologies and systems, and to other facilities and services open or provided to the public, both in urban and in rural areas (CRPD art. 9)</p> <p>Accessibility is the extent to which products, systems, services, environments, and facilities can be used by people from a population with the widest range of characteristics and capabilities, to achieve a specified goal in a specified context of use (ISO/IEC 30071-1/2019)⁶.</p>
<p>ACCESSIBILITY AUDIT</p>	<p>It means using a number of standardized tests and methods to establish what elements of an environment (physical or digital), a service or a facility, are accessible and which elements need to be modified and improved. It is a form of evaluation lead by accessibility professionals that can help organizations with assessing barriers, measuring compliance with accessibility standards and identifying solutions to improve accessibility and usability for all persons with disabilities.</p>
<p>ACCESSIBLE COMMUNICATIONS</p>	<p>Accessible communication is defined in Article 2 of the CRPD as including “any means and formats of communication, whether delivered aurally, visually or tactilely, including spoken and sign language, display of text, Braille, tactile communication, large print, accessible multimedia as well as written, audio, plain-language, human-reader and augmentative and alternative modes, means and formats of communication, including accessible information and communication technology.”</p>

⁴ [United Nations Disability Inclusion Strategy](#)

⁵ Accessibility GO! A Guide to Action, Delivering on 7 accessibility commitments, World Blind Union and CBM Global Disability Inclusion, K. Al Jubeh, B. Dard, Y. Zayed, November 2020.

⁶ <https://www.iso.org/obp/ui/#iso:std:iso-iec:30071:-1:ed-1:v1:en>



ACCESSIBILITY FEATURE	Any accessible technology, assistive technology, and specialty hardware and software that are either built-in or added on to products. The purpose of these features is to make technology available and easier to use by meeting a user preference, a user need, or facilitating a user interaction with the technology.
ACCESSIBLE FORMAT	Information available in formats such as, but not limited to, Braille, tactile graphics, large print, text-to-speech, oral presentation, electronic files compatible with screen readers, captioned or signed video for persons with hearing impairments, icons, and animations, or 3D models for persons with cognitive disabilities.
ACCESSIBLE ICT	The equipment or the service have embedded accessibility features from design/fabrication stage, as a result the information and communication technology (ICT) can be used by all users based on their own capabilities, needs and/or circumstances. Accessible ICTs are compatible with assistive technologies.
ACCESSIBLE POLICY	A living document which sets out the goals and the rules your organization will put in place to become more accessible. Accessible Policy should include the following criteria: 1. mandate/end user right 2. responsibilities; 3. Procedure; 4. Funding; 5. accountability. A policy should be reviewed and updated whenever your organization's practices or procedures change. For example, as you move forward with implementing your multi-year accessibility plan, you may need to update the policies you have written, or to draft new policies.
ACCESSIBILITY PROFESSIONALS	Individuals who have acquired interdisciplinary knowledge and skills, often using their lived experience, to promote inclusion and diversity through the implementation of accessibility standards, codes, legislation, and application of universal design principles to environments and communities. Accessibility professionals can be found in any field, across disciplines and with



	different levels of certification/qualifications and should be included in inclusion approaches.
ACCESSIBILITY REQUIREMENTS related to digital information	The extent to which information can be accessed, understood, and used by persons with the widest range of characteristics and capabilities.
ALTERNATIVE (ALT) TEXT	Alternative (or Alt) text: This is text to describe visual content that is non-text, such as photographs, graphics, images, graphs, tables, so that both their content and function can be read by people who use screen readers.
ASSISTIVE TECHNOLOGY	Any information and communications technology, product, device, equipment, and related service used to maintain, increase, or improve the functional capabilities of individuals with impairments.
BARRIERS	When discussed in relation to persons with disabilities, barriers can have a number of meanings. They can be structural barriers, such as physical barriers (e.g. stairs), but can also be structural in terms of how a society organizes itself in areas such as welfare and support services, such as opportunities to own or control resources and decision making. Barriers can also be attitudinal, for example, prejudice and negative perceptions of persons with disabilities can create barriers hindering their full and equal participation in society.
BUILD BACK BETTER	Build Back Better: is an approach associated with rebuilding following natural disasters in communities and countries with a vision of achieving resilience through stronger, faster and more inclusive post-disaster reconstruction.



<p>CONVENTION ON THE RIGHTS OF PERSONS WITH DISABILITIES</p>	<p>The CRPD is an international human rights treaty, which protects the rights and dignity of persons with disabilities. Parties to the Convention (those who have ratified it) are required to promote, protect, and ensure the full enjoyment of human rights by persons with disabilities.</p>
<p>CONVENTION ON THE RIGHTS OF PERSONS WITH DISABILITIES-COMPLIANT</p>	<p>Policies and practices that follow the general principles and obligations underlined in the Convention, as well as the standards of the Committee on the Rights of Persons with Disabilities (CRPD) in their interpretation of the Convention</p>
<p>DIGITAL ACCESSIBILITY</p>	<p>The quality of a mainstream technology such as a computer, mobile phone, self-service kiosk, piece of software or any device that acts as a digital content holder, to be used by the widest range of users possible, regardless of their abilities or disabilities.</p>
<p>DIGITAL COMMUNICATIONS</p>	<p>Digital communication includes all types of information and communication made available through Internet, broadband, online radio, digital television, mobile phones or tablets including available electronic form, readable and manipulable by computer.</p>
<p>DISABILITY</p>	<p>According to the CRPD, Article 1 states that 'Persons with disabilities include those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others'. Barriers faced by people with impairments that exclude or reduce their use of digital technology.</p>



DISABILITY INCLUSION	The meaningful participation of persons with disabilities in all their diversity, the promotion of their rights and the consideration of disability-related perspectives, in compliance with the Convention on the Rights of Persons with Disabilities
DISCRIMINATION ON THE BASIS OF DISABILITY	Any distinction, exclusion or restriction on the basis of disability that has the purpose or effect of impairing or nullifying the recognition, enjoyment or exercise, on an equal basis with others, of all human rights and fundamental freedoms in the political, economic, social, cultural, civil or any other field. It includes all forms of discrimination, including denial of reasonable accommodation (CRPD, art. 2).
DISSAGGREGATED DATA	Data that has been broken down by detailed sub-categories, such as on the grounds of age, marginalized group, gender, region, level of education. Data disaggregation is key to reveal inequalities and monitor and support strategies for inclusion and equality that address discrimination. For data disaggregation that supports the rights of all persons with disabilities, the Washington Group Data Sets have been developed to more effectively ensure that national statistics, policies and programs are effectively accessible for all persons with disabilities in line with CRPD Article 31.
INDEPENDENT LIVING	Is a concept used to describe approaches that result in persons with disabilities to live in communities with independence, autonomy and dignity. Such approaches would enable or provide a range of support services for persons with disabilities, including, if necessary, services that will support in decision making.
MAINSTREAMING DISABILITY INCLUSION	Mainstreaming a human rights-based approach to disability, in combination with targeted measures, will make the concerns and experiences of persons with disabilities an integral dimension of the design, implementation, monitoring and evaluation of policies and programmes in all political, economic and societal spheres so that



	<p>persons with disabilities benefit equally. The ultimate goal is to achieve equality of outcomes and foster an inclusive culture within the United Nations system. A consistent and systematic approach to disability inclusion in all areas of operations and programming</p>
<p>ORGANIZATION OF PERSONS WITH DISABILITIES (OPD)</p>	<p>Organizations of Persons with Disabilities are led, directed and governed by of persons with disabilities who lobby and advocate for the rights of their members. Some OPDs are impairment focused, others such as national umbrella organizations, represent a diverse group of persons with disabilities. Some OPDs have a focus on specific issues such as women's OPDs. Others may focus on a particular interest such as sports. Some OPDs also focus on services or providing opportunities for employment and loans. A general definition of an OPD is a representative organization or group of persons with disabilities, where persons with disabilities make up the majority of the staff, management, board, and volunteers at all levels of the organization. OPDs are sometimes referred to as DPOs as well, or Disabled Peoples Organizations. For more guidance on what is an OPD refer to CRPD General Comment No.7 which is available in many languages and in Easy Read.</p>
<p>PERSONS WITH DISABILITIES</p>	<p>Persons with disabilities include those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others (Convention on the Rights of Persons with Disabilities, Art. 1)</p>
<p>PERSON FIRST LANGUAGE</p>	<p>A way of communicating based on the importance to affirm and define the person first, before the impairment or disability.</p>



REASONABLE ACCOMMODATION	Necessary and appropriate modification and adjustments not imposing a disproportionate or undue burden, where needed in a particular case, to ensure to persons with disabilities the enjoyment or exercise on an equal basis with others of all human rights and fundamental freedoms (Convention, art. 2)
TWIN-TRACK APPROACH	Integrating disability-sensitive measures into the design, implementation, monitoring, and evaluation of all policies and programs and providing disability-specific initiatives to support the empowerment of persons with disabilities. The balance between mainstreaming strategies and targeted support should be tailored to address the needs of specific communities, but the overall goal should always be to integrate and include persons with disabilities in all aspects of society and development (E/CN.5/2012/6, para. 12)
UNIVERSAL DESIGN	The design of products, environments, programs, and services to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design. "Universal design" shall not exclude assistive devices for particular groups of persons with disabilities where this is needed (Convention, art. 2)
WEB ACCESSIBILITY	Web accessibility means that websites, tools, and technologies are designed and developed so that people with disabilities can use them. Web accessibility encompasses all disabilities that affect access to the web (auditory, cognitive, neurological, physical, speech and visual). An accessible website is built on existing guidelines, such as the Web Content Accessibility Guidelines (WCAG 2.1) ⁷ .

⁷ [Web Accessibility Initiative: Web Content Accessibility Guidelines \(WCAG\)](#)

