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DEVELOPING AN ACCESSIBLE ENVIRONMENT WITHIN PUBLIC ORGANIZATIONS

GUIDELINES

ACCESSIBILITY NETWORK



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Introduction

Subjects related to the inclusion of people with disability and accessibility are among the core issues that must dictate discussions within society.

The democratic process must guarantee the rights of this population in order to build a society that truly values human diversity, realizing that in such measure resides our main treasure.

The Brazilian State, being aware of its fundamental role on developing a fairer and more inclusive society, by enacting the Convention on the Rights of Persons with Disabilities and its Optional Protocol (Decree No. 6,949, of August 25, 2009), elevated this matter to a constitutional level.

Recently, the country has received an important means to promote inclusion: Law No. 13,146, of July 6, 2015, the Brazilian Law on the Inclusion of the Person with Disability (LBI). Its essence is providing the right to inclusion for people with disability in all aspects of social life, by ensuring basic guarantees of access, which shall be carried out by public policies (with focus on areas of education, health, work, urban infrastructure, culture, and sport for people with disability) and initiatives from public and private institutions.

The State is the main actor on providing this inclusive environment, and public institutions, as well as private organizations, also have an important role in this social transformation.

For these initiatives to be effective and achieve the desired transformation, the first step is to eliminate the various **barriers** on the way, which are classified as any drawback, obstacle, act or behavior that limits or prevents the social participation of a person. It also applies to the enjoyment, fruition, and exercise, by people with disability, of their right to accessibility, freedom of movement and expression, communication,

access to information, comprehension, safe mobility, among others¹. Classified as urban, architectural, transportation, communication, technological, and attitudinal², all these barriers require our attention.

Regarding **attitudinal barriers**, the thought and discussion around them must encourage us to reflect upon our actions towards others and ourselves. What is inside us that prevent us from deconstructing concepts, values, and acts regarding human diversity? Attitudinal barriers are revealed through discrimination, oblivion, and ignorance, increasing the social exclusion of the person with disability.

As for the other barriers, there is the need to cast them away in order to promote accessibility, which stands for the possibility and opportunity of people with disabilities making use, with safety and autonomy, of spaces, appliances, urban equipment, buildings, transportation, information, and communication, including systems and technologies, as well as other services and installations.

It is true that the materialization of barriers represents an obstacle for developing an inclusive awareness and a democratic society, and that its eradication will build, in the long term, a fairer, more inclusive and more sympathetic community. This is a task for each one of us, for society as a whole, and for public managers, who, by legal provision, must bring accessibility to the spaces they manage.

In face of more than 45 million people with disability in the country, the conclusion is that there is a lot yet to be conquered for this community to fully exercise their fundamental rights and guarantees, on an equal basis with others.

However, the dichotomy “**many things to be done x shortage of resources**” requires choices to be made, which implies preferences and, consequently, the overlooking of others. Preferring and overlooking, when it comes to accessibility, are difficult options that managers must face, considering that the great demand for

¹ Item IV of Article 3 of Law No. 13,146, of July 6, 2015 (LBI).

² Subitems “a” to “f” of item IV of Article 3 of Law No. 13,146, of July 6, 2015 (LBI).

implementing policies, programs, and initiatives destined to promote fundamental rights and guarantees for people with disability derives from the law. Nonetheless, choices are necessary.

To make such choices, the institutional plan turns to be one of the main tools at manager's disposal. Its concept refers to creating and planning an action beforehand and developing programmed strategies to reach a certain goal. It works as a way of identifying a specific target, aiming at organizing resources, and applying the best methods to achieve it.

With the purpose of **guiding the action plan** to adapt public organizations to accessibility requirements provided by the legislation in force, the Accessibility Network, currently composed by the Federal Senate, the Chamber of Deputies, the Federal Court of Accounts (TCU), the Federal Supreme Court (STF), the Superior Court of Justice (STJ), the Superior Court of Labor (TST), the Superior Electoral Court (TSE), and the Court of Justice of the Federal District and Territories (TJDFT), has produced this paper.

Destined to federal, state, municipal, and federal district managers, this work is divided into five chapters, glossary, pertinent legislation, and a tool for self-assessment on accessibility. Each chapter describes one of the topics of accessibility (accessibility management, accessibility in urban design and architecture, accessibility in communication, accessibility in services, and accessibility in technology), and, in the topic "recommendations", it suggests, in the institutional planning scope, how to prioritize necessary actions to promote accessibility and social inclusion of a person with disability. At the end of each chapter, there is a reference to the legislation regarding the topic therein.

It is important to highlight that the first set of initiatives proposed in the "recommendations" section refers to the actions that are an absolute priority for the institution to adapt to the accessibility standards in force. In other words: in case the

institution does not have the minimum requirements for accessibility, the suggested items in the first topic of each chapter must be applied in the shortest time possible.

The second, third, fourth, and, in some cases, the fifth group are proposed also taking into consideration the priority of initiatives, starting from the highest level of priority to the lowest one.

Furthermore, for managers to elaborate the accessibility plan, establishing, therefore, goals and objectives, it is important that they know the real situation of their organization regarding the accessibility requirements provided by the legislation in force. One needs to know where they stand in order to plan where they want to get. To help with this endeavor, the Appendix brings the **Tool for Self-assessment on Accessibility**. Managers, by answering the items therein, may measure what needs to be done so their organization may reach the best level of accessibility.

Thus, the paper “**Developing an Accessible Environment within Public Organizations**” aims to guide managers through the accessibility path, promoting, in the end, equality and citizenship as a way to guarantee social inclusion and an active participation in society from people with disability.

CHAPTER I

1.1. Accessibility Management

One of the challenges to promote accessibility in public institutions refers to management methods. We all know the importance of building accessible spaces, where everyone, in equal conditions, may participate fully and effectively in every activity. However, which would be the best way to make it real? We need to be well aware of the starting point and understand which objectives need to be reached. To do so, the adopted method of management must effectively contribute, in all scopes of the institution, to reaching the desired results.

This scope aims to help managers identify how the institution conducts accessibility, considering the institutionalization of the accessibility policy, its planning and execution, and the monitoring of implemented actions, as well as the recruitment process.

According to Article 2 of the Brazilian Law on Inclusion, Law No. 13,146, of July 6, 2015, accessibility is:

The possibility and condition to use, with safety and autonomy, spaces, appliances, urban equipment, buildings, transportation, information, and communication, including its systems and technologies, as well as from other services and installations open to the public, of public use or private for collective use, both in the urban and rural areas, by the person with disability or with reduced mobility.

Through previous experiences, the conclusion is that for the Public Administration to be accessible, it is necessary to include the promotion of accessibility among the objectives and strategic guidelines of institutions. Accessibility is a broad issue and must be approached in a transversal way. To achieve that, many areas must engage, in a collective manner, in the planning and execution of actions to overcome the various barriers.

It is important to count with tools and internal regulations that guide actions and monitor the implementation and achieved results in the institution. The full

participation of people with disability in the management process of accessibility and in all actions and results that concern them is essential to reach the principles established in the Convention on the Rights of Persons with Disabilities. The slogan used by the people with disability movement, “Nothing About Us Without Us”, assertively approaches this principle, which cannot be by any means ignored by the Public Administration.

1.2. Recommendations

In case the institution has not started yet actions of accessibility, the following actions must be prioritized:

- To promote the establishment of an accessibility policy formally constituted.
- To formulate a policy with the participation of the internal public with disability.
- To guide the institution’s accessibility policy according to the main laws and standards about accessibility (ex.: Convention on the Rights of Persons with Disabilities, Brazilian Law on Inclusion).
- To monitor the accessibility policy.
- To create an administrative division within the institution to deal with matters of accessibility.
- To establish a connection between the institution’s administrative division in charge of accessibility actions and the top management.
- To train the staff that works in the administrative division in charge of accessibility.
- To comply with the number of people with disability that must take part in the hiring and recruitment process as established by law.

- To develop a training and awareness program for employees from different divisions who will render services to the external and internal public with disability.

After taking the steps above, the following items should be considered:

- To implement the accessibility policy so it affects the decisions of the institution in a transversal manner.
- To elaborate and approve a an action plan aimed at promoting accessibility.
- To establish deadlines and objective goals for the action plan.
- To elaborate the action plan with the participation of all divisions involved in its execution.
- To invite the division in charge of accessibility to have an opinion on matters related to the rights of people with disability and other issues regarding accessibility and inclusion in the organization.
- To apply, in procurement and hiring processes of the institution, criteria on accessibility.
- To register employees with disability and keep such registration updated.
- To promote necessary adaptations so employees with disability may carry out their activities.
- To prioritize employees with disability when addressing administrative cases with which they are directly related.

As a third step, the following measures are crucial:

- To guide the division in charge of the internal control when monitoring the implementation of the accessibility policy.
- To revise periodically the accessibility policy.
- To plan accessibility actions related to the institution's strategic plan.

- To provide the institution with a communication channel to receive demands of people with disability (internal and external public).
- To present periodically the consolidated results of accessibility actions, carried out by the administrative division in charge of such actions.
- To elaborate accessibility indicators.
- To regularly promote the institution's services and products available for people with disability.
- To keep the registration of interns with disability updated.
- To keep the registration of minors with disability under the apprenticeship program updated.
- To detail such registrations with the type of disability and the necessary support and adapted resources in an individual manner.
- To grant employees with disability special working schedule, when requested, even when they hold a position of trust or high-level position at-will employment.
- To grant employees with children and legal dependents with disability a special working schedule, when requested, even when they hold a position of trust or a high-level position at-will employment.
- To promote events and informative and educational campaigns, provided by the institution and directed at the internal public, aiming to inform, bring awareness and empathy to the rights, accessibility, and social inclusion of the person with disability.
- To inform managers and employees of the division in advance about the arrival of colleagues with disability.

Finally, the following measures must also be taken:

- To create a collegial body to be in charge of the planning and monitoring of the accessibility policy, which must be constituted by professionals from

various areas and divisions who deal with accessibility in the institution, including the participation of people with disability.

- To save budgetary resources to implement actions provided in the plan.
- To provide with easy access the results obtained for both the internal and external public.
- To implement a communication plan of accessibility actions promoted by the institution.
- To create an accessible visual identity.
- To implement specific hiring procedures for people with disability.
- To include a section covering the inclusion of people with disability in events, meetings, courses, and lectures directed at the top management.
- To include the topic of social inclusion of the person with disability in a transversal manner along with other issues of interest to the institution, when approached in events, meetings, courses, and lectures.
- To develop a booklet or manual to guide the divisions on the inclusion of the person with disability.

1.3. Legislation

- a) Convention on the Rights of Persons with Disabilities.
- b) Legislative Decree No. 186, of July 9, 2008. Approves the content of the Convention on the Rights of Persons with Disabilities and its Optional Protocol, signed in New York, on March 30, 2007.
- c) Decree No. 6,949, of August 25, 2009. Enacts the International Convention on the Rights of Persons with Disabilities and its Optional Protocol, signed in New York, on March 30, 2007.
- d) Law No. 13,146/2015. Institutes the Brazilian Law on the Inclusion of the Person with Disability (Statute of the Person with Disability).

- e) Law No. 10,098, of December 19, 2000. Establishes general standards and basic criteria for promoting accessibility of people with disability or with reduced mobility and provides other measures. Law No. 10,048, of November 8, 2000. Prioritizes services to people specified therein and provides other measures.
- f) Decree No. 5,296, of December 2004. Regulates Law No. 10,048, of November 8, 2000, which prioritizes services to people specified therein, and Law No. 10,098, of December 19, 2000, which establishes general standards and basic criteria for promoting accessibility of people with disability or with reduced mobility and provides other measures.
- g) Resolution of the National Council of Justice (CNJ) No. 230, of June 22, 2016. Guides the adjustment of activities from the bodies of the Judiciary Power and its complementary services to the determinations provided by the International Convention on the Rights of Persons with Disabilities and its Optional Protocol and by the Brazilian Law on the Inclusion of the Person with Disability through – among other measures – the modification of Recommendation-CNJ No. 27, of 12/16/2019, which was turned into a Resolution, as well as the establishment of Standing Committees on Accessibility and Inclusion.³

³ Applicable to the organizations of the Judiciary Power.

CHAPTER II

2.1. Accessibility in Urban Design and Architecture

This topic aims to clarify the guidelines for accessibility in urban design and architecture. It is common for organizations to limit their urban and architecture modifications to the implementation of ramps and for them to believe that this is all they need to do in this matter. However, the original idea of this approach refers to article 9 of the Convention on the Rights of Persons with Disabilities in its Optional Protocol, that states that:

Article 9 - Accessibility

To enable people with disabilities to live independently and participate fully in all aspects of life, States Parties shall take appropriate measures to ensure to people with disabilities 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. These measures, which shall include the identification and elimination of obstacles and barriers to accessibility, shall apply to, inter alia:

Buildings, roads, transportation and other indoor and outdoor facilities, including schools, housing, medical facilities and workplaces.

Providing architectural and urban accessibility is not only about offering space to a specific group, but also about offering a space with a universal design, that is, that includes people with disabilities, with no disabilities, the elderly, adults, children, and people with reduced mobility. To promote accessibility with this approach is to reduce or eliminate two types of barriers: the urban barrier, related to public or private routes, and architectural barriers, present in public and private buildings.

The specifications described in the aforementioned article point to a level of detail that public managers should aim for when implementing physical changes. It is important to mention that, when referring to internal and external facilities, providing architectural and urban accessibility is to enable equal opportunity for every person to

reach the building with autonomy and safety. Every space must enable equal mobility, by adjusting signs, handles, railings, appliances, among others.

In addition, construction or restoration works must be planned, projected, and executed based on the legislation in effect. It is necessary to follow legal requirements so the work may assist every person throughout the time in an equal basis, since the ideal project must surpass the test of time, maintaining its quality, according to the principles of the Public Administration.

Therefore, all technical criteria and parameters used to develop this chapter are provided by standard NBR 9050:2015 of the Brazilian Association of Technical Standards (ABNT). This standard guides accessibility in urban and public buildings, appliances, spaces, and equipment, both for public and private use.

It is also important to follow the guidelines of specific state and municipal legislations on this matter, which are not approached in this study.

Recommendations

To develop a plan focused on providing a full architectural and urban accessibility, it is important to start with an outside-in diagnosis of the building. To achieve that, the following exercise is suggested: imagine that a person with disability (physical, hearing, intellectual, visual or reduced mobility) seeks for service in a certain workplace. Which barriers this person would find on the way?

Taking as a main reference the aforementioned standard NBR 9050/2015 of the ABNT, the following requirements are listed as necessary for promoting architectural and urban accessibility.

Initially, and as a priority, it is important that:

- The necessary measures for maneuver and mobility of wheelchairs follow the standards in effect.

- There be lateral protections throughout accessible paths, within the specifications of the standard in effect.
- Handrails and grab bars be dimensioned and installed according to the standard in effect.
- Panic bars be appropriate to the type of door on which they are installed.
- There be visual and tactile signs on the floor, according to the standard in effect.
- The visual and tactile signage be detectable by visual and tactile contrast.
- There be visual and tactile signage on the floor to identify places defined in standards in effect.
- There be an emergency signage directing the user through signs (visual, tactile, and audio) to the exit, emergency exit or escape route.
- There be a sign for the rescue area of people with disability, within the specifications of the standard in effect.
- The sign for the reserved parking contain the international symbol of access or the description for senior parking, applied vertically and horizontally.
- There be alarms of easy access in internal and external areas of confined spaces, such as accessible washrooms, shower stalls, cabins, and isolated dressing rooms.
- Areas of any space or building of public or collective use have one or more accessible routes.
- The institution's accessible route be a continuous path, with no obstructions and with signs connecting both internal and external areas of spaces and buildings.
- All accessible routes have natural or artificial lightning.
- The route between the parking space and the main entrance(s) be accessible.

- At least one of the turnstiles of each area be accessible and enable the user to access, maneuver, circulate, and approach the equipment and use it with autonomy.
- In case of revolving doors, their dimensions comply with those required for access with wheelchairs.
- The institution have informative and directive signage of the location of accessible entrances and exits.
- Door thresholds or passage routes that have changes in level of up to one degree have part of their extension replaced by a ramp.
- Grates and expansion joints be out of the main circulation area.
- Doors of corridors, accesses, rescue areas, and emergency and unloading staircases that are part of accessible escape routes be equipped with panic bars.
- Escape routes have signs and be illuminated with marking devices.
- Escape routes that are part of emergency staircase/elevators have rescue areas with reserved and signaled spaces for people with wheelchairs.
- There be a rescue space for every 500 people, for each level, with at least one at each level for each emergency staircase and elevator.
- There be an escape plan with rescue procedures for people with different types of disabilities in buildings where it is not possible to establish a rescue area.
- The dimensions of width, inclination, and change of level of ramps comply with the limits defined by the standard in effect.
- Every ramp have handrails of two heights on each side.
- Where there are no lateral walls, the ramps have guardrail, handrails, and marking guides with minimum height in compliance with the legislation in reference, installed or built within the width limits of the ramp.

- The landings at the beginning and the end of the ramps have a minimum longitudinal dimension within the limits of the standard.
- When there is a door on the landing, its scanning area do not interfere with the minimum dimension of the landing.
- The steps or staircases in accessible routes be connected to ramps or electromechanical devices of vertical transportation.
- Isolated steps have handrails, be signaled and follow the dimensions provided by the standard in effect.
- Steps of the stair have the riser and tread with dimensions that comply with the standard in effect.
- Staircases have a marking guide and minimum width within the requirements of the standard in effect.
- The first and last step of each flight of stairs be signaled and with the minimum distance (according to the standard) from the adjoining circulation area.
- There be landings with longitudinal dimension between the flights of stairs, in compliance with the standard in effect.
- The landings placed in the changes of direction have dimensions equal to the width of the staircases.
- Where there is a door on the landings, its scanning area do not interfere with the minimum dimension of the landing.
- Handrails be connected to guardrails, built with strong materials and firmly fixed to the walls or grab bars.
- Lateral handrails be continuous, with no interruption on the landings of staircases and ramps, not interfering in the circulation areas nor disrupting circulation.

- Edges of handrails have a rounded finishing, be fixed or overlapped to the wall or floor, and be designed in a continuous manner, with no protuberances.
- Handrails have a width complying with the standard in effect and have a circular cross section.
- Staircases and ramps that are not isolated from the adjoining areas by walls have guardrails connected to the handrail.
- Electromechanical devices of vertical circulation have an external communication equipment to the elevator shaft, on each one of the floors.
- The elevators have, externally and internally: visual and tactile signage with usage instructions, next to the button panel; indication of where to enter and exit; indication of the floors on the button panel and floor panel; a communication device within arm's reach.
- In elevators, vertical or inclined, there be a communication device to ask for help on each floor or inside the elevator cabin.
- The elevator's doors remain open for a minimum of 5 seconds.
- Under normal conditions of work, the accuracy of how the car levels at the ground on each floor comply with standards in effect.
- The horizontal distance between the elevator's threshold and the floor's threshold do not exceed the one stipulated in the standard in effect when the elevator stops and has its doors open on each floor.
- There be an emergency alarm device equipped with visible and audible signs, integrated to or above the button panel.
- The elevator's door enable the access of a person with wheelchair.
- Corridors be dimensioned according to people flow, with a route free of barriers or obstacles, in compliance with the standard in effect.
- Signage elements on the door have a design that do not injure users, avoiding the use of cutting or rough edges.

- There be lever handles and they be installed in a height in accordance to the standard in effect.
- Doors of restrooms and dressing rooms have, on the opposite side of the door opening, a horizontal door pull in addition to the handle.
- The doors have automatic door openers, installed outside the door leaf area, with a height in compliance with the standard in effect.
- In case of sliding doors, its sliding wheels be located at the superior area, and the bottom sliding wheels and rails be leveled with the ground surface.
- In case of glass doors and walls in circulation areas, they have continuous visual signage.
- Each window leaf or sash be operated with a single movement, using only one hand.
- The sidewalk have a free route destined to pedestrian circulation, with a surface that be regular, firm, with no obstacles and no steps.
- The access of vehicles to lots and circulation and parking spaces do not interfere with the free route for pedestrian circulation, and have no steps, curbs or ramps.
- There be no curb in the transition between the bottom of the curb ramp and the paved street.
- Regarding reserved parking spaces for vehicles, the vertical signage do not interfere with the areas to access the vehicle or with pedestrian circulation.
- Senior parking spots be located near entrances, ensuring the shortest distance possible between them.
- The parking spots for people with disabilities have vertical signage, additional circulation space, be connected to an accessible route, be located so there is no vehicle circulation, have a regular and stable floor, and the distance between the parking spot and the access to the building or elevators be in compliance with the standard in effect.

- In external or internal parking lots of buildings of public or collective use, there be a percentage of parking spots reserved for seniors and people with disabilities or with reduced mobility, in compliance with the standard in effect.
- Access gates to mechanic or electronic garages work in a way that do not interfere with the free route destined for pedestrian circulation and count with signage systems.
- There be at least one accessible washroom or restroom for each floor, in spaces of public or collective use.
- Accessible washrooms, restrooms, and dressing rooms be on accessible routes and close to the main circulation area.
- Accessible washrooms, restrooms, and dressing rooms have and independent entrance, enabling the person with disability to use the facility accompanied by a person from the opposite gender.
- There be emergency devices in accessible washrooms, restrooms, and dressing rooms.
- The dimensions and other characteristics of accessible toilets and shower stalls comply with the standard in effect.
- There be lateral grab bars, with dimensions and specifications complying with the standard in effect.
- The apparel and devices in the restrooms be placed so a person in a wheelchair may use it, and there be a free area beside the toilet so the person can move from the wheelchair to the toilet.
- Drinking fountains be designed with an inclined stream, installed with spouts with at least two different heights, located at the front space of the fountain, enabling the use of cups.

- Water dispensers and other models be located in a way that enables people in wheelchairs to approach it sideways and have an accessible height, complying with the standard in effect.
- There be horizontal or vertical grab bars around the sinks, one at each side.
- Public seats present the dimensions complying with the standard in effect.
- Accessible service desks be easily identified, located in accessible routes, and have dimensions complying with the standard in effect.
- Accessible service desks guarantee a proper space for a frontal approach with wheelchair.
- There be a headroom over the counter so a person in a wheelchair is able to advance over it.
- Accessible work tables or surfaces enable a frontal approach and have dimensions complying with the standard in effect.
- There be a headroom over the counter so a person in a wheelchair be able to advance over the table or surface.
- In the access control equipment used in turnstiles or other blocking apparel, there be devices, paths, doors or gates with a free route within the dimensions specified in the standard in effect.
- Access control equipment be signaled, enabling the user's autonomy.

After complying with the requirements mentioned above, it is important to ensure that:

- There be lever handles, dimensioned and installed in compliance with the standard in effect.
- Commands and controls be installed according to the height established by the standard in effect.
- Accessibility be guaranteed in all entrances and main routes connected to the building/complex of the organization.

- Manhole covers be at floor level, firm, stable, slip resistant, and out of the main circulation area.
- The rescue area be located out of the main circulation area.
- The rescue area have enough space for rotation and maneuver, and be ventilated.
- The rescue area have an emergency or intercom device.
- The risers of steps be enclosed, that is, not hollow.
- Handrails be installed on both sides of the stairs, according to the height established in the standard in effect.
- Handrails be installed on both sides of the ramp, according to the height established in the standard in effect.
- There be marking guides and guardrails where there are no lateral walls.
- In isolated steps and staircases, the height of handrails be in accordance with the standard in effect.
- In ramps, the height of lateral handrails be in accordance with the standard in effect.
- Elevators and lifting platforms be signaled, in their calling panel, with raised print and in braille.
- The dimension between frontal and back panels be in accordance with the standard in effect.
- The elevator's floor have a firm and slip resistant surface.
- The toilet flush be in a height in accordance with the standard in effect and be preferably activated by an electronic sensor or equivalent device.
- Sinks have faucets with levers or electronic sensors or equivalent devices.
- Public seats be installed over a surface leveled with the adjoining floor.
- There be a proper space for wheelchair beside the fixed seats, with no interference in the free circulation route.

- Furniture placed in accessible routes be signaled with tactile and alert indication and/or be detectable with a cane, according to criteria established by the standard in effect.
- Controls, buttons, keys, and similar devices be activated through pressure or a lever.
- The closure of doors be with an easy-to-use lever or latch model, enabling activation with the back of the hand.
- Seats for obese people have measures in accordance with the standard in effect and be able to support the weight within the limits specified.
- Information and signage be complete, precise, and clear.
- Essential information regarding spaces in the building, furniture, and urban equipment be used in a visual, audio or tactile manner, according to the Principle of the Two Senses.
- In buildings, information signage of washrooms, vertical and horizontal accesses, number of floors, and escape routes be available in an accessible manner.
- Signage be displayed in accessible places for the person in a wheelchair, with visual disability, among other users, in a way that everyone can understand it.
- The international symbol of access be fixed on a visible place to the public, according to the standard in effect.
- There be signage on the steps of stairs according to the standards in effect.
- The floor have a regular, firm, stable, slip resistant surface under any circumstance, and do not cause trepidation on devices with wheels.
- Carpets be avoided, and in case they are present, be firmly fixated to the floor, built-in, overlaid or leveled, according to the standard in effect.
- Rest areas be out of the circulation route.
- Rest areas have dimensions that enable wheelchair maneuver.

- The number of the floor be located on the external pillars, indicating the floor both in braille and in raised print.
- There be a handrail installed in the lateral and back panels, with a height according to the standard in effect.
- The lift seat do not compromise the use of the elevator by the person who is using the seat or by other passengers.
- There be an illuminated indicator above or close to the doors, in a visible position, indicating the traveling direction.
- An audible sign follow the illuminated indicators and use different sounds when it changes directions for up or down.
- The position indicator be located within or above the button panel.
- Signage for doors and routes be located in a vertical manner, within the reach ranges specified in the standard in effect.
- There be tactile or audio information on the wall adjoined to the door or pillar.
- Along the routes, the signage of the door be placed on the adjoining wall.
- Washrooms, restrooms, and dressing rooms be properly signaled with the international symbol of access, placed on a visible location to the public.
- Built-in and wall-mounted toilet paper dispensers be aligned with the frontal edge of the toilet.

Once the steps above are completed, it is necessary that:

- Stairs handrails be fixed and ramps have tactile signage identifying the floor.
- Benches located in the rest area have backrest and armrest.
- The project regarding the elevator cabin have the option to include a lift seat that moves downward.

- The lift seat be in accordance with the standard in effect and support a minimum of 100kg.
- There be a device that enables users of wheelchair to observe obstacles when they move backwards when exiting the elevator.
- The raised crosswalk be in accordance with the standard in effect.
- There be a hook beside sinks, shower stalls, dressing room benches, fitting rooms, and toilet stalls.
- Mirrors be installed and fixed in accordance with the standard in effect.
- Trash and recycling containers be located outside the free circulation routes, ensuring an approach space for the person in wheelchair, and have a height that enables the reach of the largest number of people.

To this point, the remaining items to complete all accessibility requirements by the legislation in effect are detailed as follows. To achieve this goal, it is necessary that:

- There be a reserved space for the Libras interpreter, identified with the international symbol for people with hearing disability.
- Accessible plans and maps enable access and visual and manual reach.
- There be information in raised print and in braille on panels of elevators and lifting platforms.
- The floor number be located on the external pillars of elevators and on lifting platforms, in raised print and in braille.
- In case of renovation of the building, there be another accessible vertical form of circulation.
- Planting and handling of vegetation (roots, branches, twigs of shrubs and trees) and its protections (fences, bars or changes of level) do not interfere in accessible routes and in pedestrian circulation areas.

- On the spaces adjoining the accessible areas and pedestrian circulation areas, the vegetation do not present thorns, roots, and dangerous toxic substances that damage the pavement.
- Auditoriums and similar rooms, including spaces for temporary events, even for the public to remain standing, have, in the area destined for the public, reserved spaces for the person with disability or reduced mobility, in compliance with the standard in effect.

2.3. Legislation

- a) Convention on the Rights of Persons with Disabilities
- b) Legislative Decree No. 186, of July 9, 2008. Approves the content of the Convention on the Rights of Persons with Disabilities and its Optional Protocol, signed in New York, on March 30, 2007.
- c) Decree No. 6,949, of August 25, 2009. Enacts the International Convention on the Rights of Persons with Disabilities and its Optional Protocol, signed in New York, on March 30, 2007.
- d) Law No. 13,146, of July 6, 2015. Institutes the Brazilian Law on the Inclusion of the Person with Disability (Statute of the Person with Disability).
- e) Law No. 10,098, of December 19, 2000. Establishes general standards and basic criteria for promoting accessibility of people with disability or with reduced mobility.
- f) Decree No. 5,296, of December 2004. Regulates Law No. 10,048, of November 8, 2000, which prioritizes services to people specified therein, and Law No. 10,098, of December 19, 2000, which establishes general standards and basic criteria for promoting accessibility of people with disability or with reduced mobility and provides other measures.

- g) Resolution of the National Council of Justice (CNJ) No. 230, of June 22, 2016. Guides the adjustment of activities from the bodies of the Judiciary Power and its complementary services to the determinations provided by the International Convention on the Rights of Persons with Disabilities and its Optional Protocol and by the Brazilian Law on the Inclusion of the Person with Disability through – among other measures – the modification of Recommendation-CNJ No. 27, of 12/16/2019, which was turned into a Resolution, as well as the establishment of Standing Committees on Accessibility and Inclusion.⁴
- h) ABNT NBR 9050:2015. Accessibility in buildings, furniture, urban spaces, and equipment.
- i) State and municipal legislation regarding the matter.

⁴ Applicable to the organizations of the Judiciary Power.

CHAPTER III

3.1. Accessibility in Communication

Communication is classified as an essential activity to live in society. It provides, along with social coexistence, the interaction between people, who share information and knowledge, manifesting themselves and, therefore, being part of society.

For people with disabilities, the lack of accessibility in communication limits their chances of autonomy, development, and full participation in society.

According to the Brazilian Law on the Inclusion of the Person with Disability (Law No. 146/2015), communication consists in:

A form of interaction of citizens that encompasses, among other options, the languages, including the Brazilian Sign Language (Libras), the visualization of texts, Braille, the signage or tactile communication system, large-scale characters, multimedia devices, as well as simple language, written or oral, listening systems and digital voice devices, and alternative and large print modes, models and formats of communication, including information and communication technologies.⁵

In this regard, communication may be established through different forms and means. Whatever means they may be, it is important that communication be accessible and inclusive.

Accessible communication⁶ is considered the one that occurs without barriers that hinders or prevents to send or receive messages and information through communication and information technology systems.

Inclusive information is the one envisioned for everybody. In practice, inclusive communication consists in ensuring the information reaches people in a simple, easy, and direct manner, regardless if the receiver has some kind of disability.

⁵ Article 3, V, of Law No. 13,146/2015.

⁶ Audio description, captions, sign language, braille printing, and dubbing are examples of accessibility resources of communication.

Thus, it is important to verify if the communication requirements are being met and ensure if the organization favors it, by effectively promoting the inclusion of the person with disability.

3.2. Recommendations

In case the organization is starting its actions on communication accessibility, the institution, as a priority, must ensure it offers audio and illuminated emergency signage.

After complying with this requirement, it is necessary that:

- The events organized by the institution offer Libras interpretation for people with hearing disability.
- The events organized by the institution offer real time caption services for people with hearing disability.
- The events organized by the institution offer audio description services for people with hearing disability.
- The circulation areas of the institution have tactile signage.
- The circulation areas of the institution offer braille signage.

After completing this step, it is necessary to verify if the publications produced by the institution are available in accessible formats (audio, braille, Libras).

Finally, and for the institution to comply with the standard in effect regarding accessibility in communication, it is essential that:

- The institution's audio broadcast service provide text transcription and a window for Libras interpretation (on the web page) for people with hearing disability.
- The institution's audio and image broadcast service provide closed caption for viewers with hearing disability.

- The institution's audio and image broadcast service provide a window for Libras interpretation for people with hearing disability.
- The institution's audio and image broadcast service provide audio description for viewers with visual disability.
- The institution's elevators have sound devices.
- The institution's elevators have tactile signage.
- The institution's ombudsman provide alternative and accessible means of communication to serve the public with disabilities.
- The institution's call center provide alternative and accessible means of communication to serve the public with disabilities.
- The institution have a telephone device adapted for video calls (including mediation by a Libras interpreter) and online chat to communicate with deaf people.
- The institution have braille printing service.

3.3. Legislation

- a) Convention on the Rights of Persons with Disabilities.
- b) Legislative Decree No. 186, of July 9, 2008. Approves the content of the Convention on the Rights of Persons with Disabilities and its Optional Protocol, signed in New York, on March 30, 2007.
- c) Decree No. 6,949, of August 25, 2009. Enacts the International Convention on the Rights of Persons with Disabilities and its Optional Protocol, signed in New York, on March 30, 2007.
- d) Law No. 13,146, of July 6, 2015. Institutes the Brazilian Law on the Inclusion of the Person with Disability (Statute of the Person with Disability).
- e) Law No. 10,753 of October 30, 2003. Institutes the National Book Policy.

- f) Decree No. 5,296, of December 2, 2004. Regulates Law No. 10,048, of November 8, 2000, which prioritizes services to people specified therein, and Law No. 10,098, of December 19, 2000, which establishes general standards and basic criteria for promoting accessibility of people with disability or with reduced mobility and provides other measures.
- g) Resolution of the National Council of Justice (CNJ) No. 230, of June 22, 2016. Guides the adjustment of activities from the bodies of the Judiciary Power and its complementary services to the determinations provided by the International Convention on the Rights of Persons with Disabilities and its Optional Protocol and by the Brazilian Law on the Inclusion of the Person with Disability through – among other measures – the modification of Recommendation-CNJ No. 27, of 12/16/2019, which was turned into a Resolution, as well as the establishment of Standing Committees on Accessibility and Inclusion.⁷
- h) Ordinance No. 310, of June 27, 2006. Approves the Supplementary Regulation No. 310, of June 27, 2006 – Accessibility resources, for people with disability, during the schedule of audio and image broadcasting.
- i) ABNT NBR 15.290: 2015. Accessibility in Television Communication. 3rd edition. ABNT, 2015.
- j) ABNT NBR 15.599:2008. Accessibility. Communication in the rendering of services. 1st edition. ABNT, 2008.
- k) ABNT NBR 9050:2015. Accessibility in buildings, furniture, urban spaces, and equipment.

⁷ Applicable to the organizations of the Judiciary Power.

CHAPTER IV

4.1. Accessibility in Services

This approach aims to verify if the institution takes into consideration the needs of the internal and external public with various types of disabilities when rendering services, by adopting practices for their inclusion. These services were classified in three themes: Services, Events, and Visits.

The topic “Services” includes those related to: recruiting processes; periodic evaluation of employees; work environment; corporate education; transportation; security; food stations; reception counters; communication channels; and research, documentation, and information divisions (library, archive, and museum).

The topic “Events” involves, among others: solemn events, events in honor of third parties, inauguration and celebratory events; receptions; expositions and other cultural events; public hearings and sessions; congresses, seminars, conferences, roundtables, debates, and discussion panels.

The topic “Visits” includes activities related to institutional guided visits.

According to article 9 of Law No. 13,146/2015 (LBI), the person with disability has the right to receive priority services in all institutions and customer service units. To do so, resources must be provided, both human and technological, in order to ensure services on an equal basis with others. Access to information must also be provided through accessible communication resources.

The same Law establishes, according to article 57, that existent public and private buildings of collective use must ensure accessibility to the person with disability in all its facilities and services, in compliance with accessibility standards in effect.

In addition, regarding the work environment, the person with disability has the right to a job of their free choice and acceptance, in an accessible and inclusive

environment, on an equal basis with others⁸. This approach considers the competitive allocation as a means to include the person with disability in the workplace, with equal opportunities, in compliance with labor and social security legislation, which must observe accessibility standards, in addition to providing assistive technology resources and reasonable adaptation to the work environment⁹.

Therefore, the conclusion is that public institutions must provide services in an accessible manner for people with the most diverse limitations. To do so, they must know the specificities of their target audience and the diversity within the disability in order to identify what types of adjustments and resources are necessary so they can serve such specificities.

Rendering a service involves many premises/stages: architectural and physical accessibility (spaces, environments, and furniture); assistive technologies (equipment, systems, information, people); priority service and differential treatment.

It is important to highlight that assistive technologies not only involve products, software, systems, and equipment, but also services rendered by people¹⁰ who will be hired, such as Libras interpreters, guides and interpreters, readers, audio describers, stenotype professionals, conductors, caregivers, among others.

Therefore, managers must consider the following questions:

What service does the institution offer? What are the goals? Initially, it is necessary to have a general idea of the type of service the institution offers and how it is carried out (ex.: visit itinerary to the institution, including the reception area, a guided tour and the exhibition of a video).

Who is the target audience? It is necessary to define who uses the service (ex.: elementary school students, architecture students, tourists, national or foreign

⁸ Article 34 of the Brazilian Law on Inclusion.

⁹ Article 37 of the Brazilian Law on Inclusion.

¹⁰ Help and supporting staff, according to article 37, II, of the Brazilian Law on Inclusion.

authorities, etc.). Managers should take into consideration that the target audience might include people with many types of disabilities. Therefore, it is essential to know the specificities of the public with disabilities, in addition to knowing which available assistive technologies are more suitable for each particularity.

Regarding service conception, one must consider how people with and without disabilities may be better assisted so the service may effectively reach its goals (offering water, Libras interpretation, audio description, power chairs, video captions). Service conception should consider, from the start, meeting accessibility requirements as provided by law. Otherwise, further adjustments and corrections will be necessary, which will involve more time and costs.

As for how service is rendered, the institution, when conceiving the service, must analyze available options and verify if the best solution would be external recruitment or if the institution's employees could render the service.

In addition, one cannot forget training. In case the institution chooses external recruitment, the invitation to tender must require that those who are recruited be trained in accessibility according to the area in which they will work (ex.: Libras training for workers on the reception area and emergency service, audio description for the publicity staff, etc.). In case such services are rendered by employees, they must be trained and educated periodically.

Regarding physical infrastructure and management of work processes, it is also necessary to consider two situations: the first one is that when service is rendered by a contracted company, the institution must guarantee that there is no interruption of service in between contracts, ensuring compliance with legal requirements; the second one is that when service is rendered directly by the institution, it is fundamental to offer a continuous training program, as well as offering work processes that include such service as an assignment of one or more units (if necessary, including changes on bylaws

so certain units would undertake such assignment) in order to avoid that the service would gradually be neglected or forgotten.

4.2. Recommendations

In case the institution does not have any level of accessibility in its services, its priorities are:

- To have, in recruitment processes, a multiprofessional and interdisciplinary team to evaluate the disability of candidates who inform such condition, according to standards in effect.
- To guarantee, in recruitment processes, the necessary adjustments in order to render services to people with disabilities, on an equal basis with others¹¹.
- To provide adjustments in the workplace to meet the needs of employees with disability.
- To provide individual support to meet the specific needs of employees with disability.
- To offer priority service on service counters for people with disability.

Once this stage is completed, it is necessary that:

- Employees with disability have opportunities to hold positions of trust or high-level positions at-will employment, on an equal basis with others.
- Employees of a determined workplace be trained to welcome colleagues with disability.
- On customer service counters, the attendants be trained to render differential service to people with disability.

¹¹ Adapted online web page, reserved placement, accessible invitation to tender and registration form, differential service, urban mobility that ensures access to the test application unit, accessible environment to take exams, adapted furniture, offering of assistive technological resources, adapted theoretical and practical exams, offering of additional time, separated room, and other types of support.

- Customer service counters be lowered down and have a frontal approach area for users with wheelchairs.

On a third stage, it is essential to take the following actions:

- Periodic evaluations of employees with disability.
- Training in Libras interpretation of attendants on customer service counters.
- Promotion of the events organized by the institution through accessible means of communication.
- Libras interpretation for people with hearing disability in events organized by the institution.

Once these items are completed, it is necessary that:

- The institution respect the vocational profile and interest of employees with disability when they are admitted.
- There be a communication channel through which the public with disability may inform the institution their intent of participating in an event and requesting the accessibility resources they need.
- The spaces where the events take place be equipped with assistive technology resources for people with disability.
- The events organized by the institution offer real time caption services for people with hearing disability.
- The events organized by the institution offer audio description services for people with visual disability.
- The events organized by the institution and broadcasted on the Internet be provided with Libras interpretation for the public with hearing disability.
- The events organized by the institution and broadcasted on the Internet be provided with real time caption for the public with hearing disability.

- The events organized by the institution and broadcasted on the Internet be provided with audio description for the public with visual disability.

Finally, once the previous stages are completed, it is necessary to verify if:

- There is a multiprofessional and interdisciplinary staff to evaluate the disability and performance of employees regarding the requirements of their position.
- There is transportation on an equal basis for all employees.
- There is opportunity for employees with disability to access, participate, follow, and learn during capacity building, training, and continued learning programs and courses.
- For on-site capacity building and training programs and courses, there are necessary adjustments to guarantee services for people with disability, on an equal basis with others.
- For online capacity building and training programs and courses, there are necessary adjustments to guarantee services for people with disability, on an equal basis with others.
- The emergency staff is trained to render the proper service to people with disability during emergency and panic situations.
- If the emergency staff has enough information about the location of employees with disability in order to prioritize their assistance during emergency and panic situations.
- Customer service counters offer equipment (wheelchair, electric scooter or power seats) to help people with reduced mobility.
- Research departments offer differential service for the public with disability.
- Research departments offer assistive technology resources destined for the public with disability.

- The library offers publications with accessible alternative formats.
- The library offers reserved tables for people with disabilities.
- The research departments' furniture and equipment are displayed in a way that helps the mobility of people with physical and visual disability.
- Restaurants and cafeterias offer priority service to the public with disability.
- The display of food in restaurants and cafeterias offers autonomy to people with disability.
- Restaurants and cafeterias offer visual and braille menus.
- Restaurants and cafeterias offer reserved tables for people with disability.
- The display of furniture and equipment helps the mobility of people with physical and visual disability in restaurants and cafeterias.
- The events organized by the institution, when broadcasted on television, offer Libras interpretation for the public with hearing disability.
- The events organized by the institution, when broadcasted on television, offer real time captions for the public with hearing disability.
- The events organized by the institution, when broadcasted on television, offer audio description for the public with visual disability.
- Expositions and other cultural events organized by the institution offer information in accessible and alternative formats.
- Expositions and other cultural events organized by the institution offer audio description of works of art for people with visual hearing.
- Expositions and other cultural events organized by the institution offer guide/conductor services for people with visual disability.
- Expositions and other cultural events organized by the institution offer Libras interpretation services for people with hearing disability.

- There are Libras interpretation services for people with hearing disability when the institution is open for visitors.
- There are guide/conductor services when the institution is open for visitors.
- There is audio description of monuments and works of art when the institution is open for visitors.
- There is information available in accessible and alternative formats when the institution is open for visitors.
- There is equipment available to help people with reduced mobility when the institution is open for visitors.

4.3. Legislation

- a) Convention on the Rights of Persons with Disabilities.
- b) Legislative Decree No. 186, of July 9, 2008. Approves the content of the Convention on the Rights of Persons with Disabilities and its Optional Protocol, signed in New York, on March 30, 2007.
- c) Decree No. 6,949, of August 25, 2009. Enacts the International Convention on the Rights of Persons with Disabilities and its Optional Protocol, signed in New York, on March 30, 2007.
- d) Law No. 13,146, of July 6, 2015. Institutes the Brazilian Law on the Inclusion of the Person with Disability (Statute of the Person with Disability).
- e) Federal Law No. 7,853, of October 24, 1989. Provides for the support to people with disabilities, on their social integration and on the National Coordination for the Integration of the Person with Disabilities (Corde), institutes the jurisdictional protection of collective and diffuse interests of such people, coordinates the actions of the Public Prosecutor's Office, defines crimes, and makes other provisions.

- f) Federal Law No. 8,112, of December 11, 1990. Provides for the legal system of civil public servants from the Union, autonomous agencies, and federal public foundations.
- g) Federal Law No. 8,213, of July 24, 1991. Provides for the Benefit Plans of Social Security and makes other provisions.
- h) Federal Law No. 11,126, of July 27, 2005. Provides for the right of the person with visual disability to enter and remain in places of collective use accompanied by their service dogs.
- i) Law No. 10,048, of November 8, 2000. Prioritizes services to people specified therein and makes other provisions.
- j) Law No. 10,098, of December 19, 2000. Establishes general standards and basic criteria for promoting accessibility of people with disability or reduced mobility and makes other provisions.
- k) Federal Law No. 10,436, of April 24, 2002. Provides on the Brazilian Sign Language (Libras) and makes other provisions.
- l) Federal Law No. 12,319, of September 1, 2010. Regulates the profession of Translator and Interpreter of the Brazilian Sign Language (Libras).
- m) Federal Decree No. 3,298, of December 20, 1999. Regulates Law No. 7,853, of October 24, 1989, provides on the National Policy for the Integration of the Person with Disability, consolidates protection standards, and makes other provisions.
- n) Decree No. 5,296, of December 2, 2004. Regulates Laws No. 10,048, of November 8, 2000, which prioritizes services to people specified therein, and Law No. 10,098, of December 19, 2000, which establishes general standards and basic criteria for promoting accessibility of people with disabilities or reduced mobility, and makes other provisions.

- o) Decree No. 5,626, of December 22, 2005. Regulates Law No. 10,436, of April 24, 2002, which provides on the Brazilian Sign Language (Libras), and article 18 of Law No. 10,098, of December 19, 2000.
- p) Decree No. 5,904, of September 21, 2006. Regulates Law No. 11,126, of June 27, 2005, which provides on the right of the person with visual disability to enter and remain in places of collective use accompanied by their service dogs and makes other provisions.
- q) Resolution of the National Council of Justice (CNJ) No. 230, of June 22, 2016. Guides the adjustment of activities from the bodies of the Judiciary Power and its complementary services to the determinations provided by the International Convention on the Rights of Persons with Disabilities and its Optional Protocol and by the Brazilian Law on the Inclusion of the Person with Disability through – among other measures – the modification of Recommendation-CNJ No. 27, of 12/16/2019, which was turned into a Resolution, as well as the establishment of Standing Committees on Accessibility and Inclusion.¹²

¹² Applicable to the organizations of the Judiciary Power.

CHAPTER V

5.1. Accessibility in Technology

This approach verifies the possibility of the person with disability to use with autonomy and independence products, services, and information through Information Technology.

It is common knowledge that in a society that is increasingly becoming more digitally connected, social, political, and economic relations go through rapid changes, producing new habits of communication and interaction between people. It is also known that new technologies bring the notion that the world has become smaller and that nations are closer to each other than in any previous time in history. Therefore, the era of Information Technology and communication contributes to the conviction that the present civic habitat has planetary dimensions.

These transformations reach, on a larger or smaller scale, all sectors of society, including social groups that, not rarely, are left behind the great and constant changes informational society brings to people's lives. For that reason, the reality of people with disability deserves special attention since it involves a part of society that, through the different history stages faced by humankind, has not been included in all transformations.

Thus, understanding the importance of guaranteeing access to information for the person with disability, the Brazilian Law on Inclusion (LBI) dedicates the entire Chapter II to this subject. By approaching the access to information and communication, it addresses the matter in a set of ten articles (63 to 73). Among them, it is important to highlight article 63:

It is mandatory that organizations with headquarters or representation in the country or government agencies provide accessible web pages, for the use of the person with disability, ensuring they have access to the available information, according to the accessibility best practices and guidelines adopted internationally.

In addition, the Law approaches accessibility in community telecenters; internet cafes; broadcasting services; e-commerce channels; advertisements; leaflets, brochures, and texts; congresses, seminars, workshops, and other scientific or cultural-scientific events. Furthermore, it regulates the responsibilities of the public power regarding accessibility in information and communication.

In order to reach the state-of-the-art with this accessibility approach, it is necessary to meet certain requirements. Therefore, it is important to plan and prioritize. There are requirements that must be carried out immediately, which is the case when the web page of the organization is on an initial stage of accessibility; others should be carried out after the initial requirements are fulfilled, and so on, until the ultimate level of accessibility is reached.

It is important to notice that this prioritization was based on recommendations of the World Wide Web Consortium (W3C), which is a tool of international use. On this regard, it is worth mentioning that W3C suggestions refer to the development of web pages. However, whenever possible, the recommendation is that such accessibility requirements are used when the organization develops or acquires systems.

5.2. Recommendations

In case the institution's web pages do not present any stage of digital accessibility, it is necessary to reach the following requirements:

- All non-text content that is presented to the user has a text alternative that serves the equivalent purpose.
- There is an alternative for time-based media that presents equivalent information for the content composed of only prerecorded audio.
- There is an alternative for time-based media or audio track that presents equivalent information for the content composed of only prerecorded audio.

- Captions are offered for all prerecorded audio content in synchronized media, except when the media is an alternative for text and is clearly labelled as such.
- An alternative for time-based media or audio description of content on pre-recorded video is offered for synchronized media, except when the media is an alternative for text and is clearly labelled as such.
- Information, structure, and relationships conveyed through presentation have the option to be programmatically determined or be available in text.
- When the sequence in which the content is presented affects its meaning, a correct reading sequence is programmatically determined.
- Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound.
- Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.
- If any audio on a web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level.
- All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints.
- If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified

arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus.

- For each time limit that is set by the content, at least one of the following must be true:
 - a. the user is allowed to turn off the time limit before encountering it; or
 - b. the user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or
 - c. the user is warned before time expires and given at least 40 seconds to extend the time limit with a simple action (for example, "press the space bar"); or
 - d. the user may extend the time limit, at least, ten times; or
 - e. the time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or
 - f. the time limit is essential and extending it would invalidate the activity; or
 - g. the limit is longer than 40 hours.
- For moving, blinking, scrolling, or auto-updating information, all of the following must be true:
 - a. for any moving, blinking or scrolling information that starts automatically, lasts more than five seconds, and is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and
 - b. for any auto-updating information that starts automatically and is presented in parallel with other content, there is a mechanism for the

user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.

- Web pages should not include any content that flashes more than three times in any one second period, or the flash should be below the general flash and red flash thresholds.
- A mechanism should be available to bypass blocks of content that are repeated on multiple web pages.
- Web pages should have titles that describe the topic or purpose.
- If a web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.
- The purpose of each link should be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link is ambiguous to users in general.
- The default human language of each web page should be programmatically determined.
- When any component receives focus, there is no change in context.
- Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component.
- If an input error is automatically detected, the item with the error is identified, and the error is described to the user in text.
- Labels and instructions are provided when content requires user input.
- In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features.

- For all user interface components (including but not limited to: form elements, links, and components generated by scripts), the name and role are programmatically determined; states, properties, and values that can be set by the user are programmatically set. The notification of changes to these items are available to user agents, including assistive technologies.

Once this stage is completed, the following requirements must be met:

- Offer of captions for all live audio content in synchronized media.
- Offer of audio description for all prerecorded video content in synchronized media.
- The visual presentation of text and images of text have a contrast ratio of at least 2.4:1, except for large-scale text, background text, and logotypes.
- Large-scale text and images of large-scale text have a ratio contrast of at least 3:1.
- Except for captions and images of text, the text is able to be resized without assistive technology up to 400% without loss of content or functionality.
- If the technologies being used are able to provide visual presentation, text is used to convey information rather than images of text, except when the image of text can be visually customized according to the user's requirement, since a particular presentation of text is essential to convey information.
- There is more than one way to locate a web page within a set of web pages except where the web page is the result of, or a step in, a process.
- Headings and labels should describe the topic or purpose.
- Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.
- The language of each passage or phrase in the content is programmatically determined except for proper names, technical terms, words of

indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.

- Navigational mechanisms that are repeated on multiple web pages within a set of web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user.
- Components that have the same functionality within a set of web pages are identified consistently.
- If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.
- For web pages that cause legal commitments or financial transactions for the user, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following must be true:
 - a. submission of information is reversible;
 - b. data entered by the user is checked for input errors and the user is provided with an opportunity to correct them;
 - c. a mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.

After completing both groups of requirements, it is necessary to verify if:

- Sign language interpretation is provided for all prerecorded audio content in synchronized media.
- Where pauses in foreground audio are insufficient to allow audio descriptions to convey the sense of the video, extended audio description is provided for all prerecorded video content in synchronized media.
- There is an alternative for time-based media for all prerecorded content in synchronized media and all prerecorded video-only media.

- There is an alternative for time-based media that presents equivalent information for live audio-only content.
- The visual presentation of the text and images of text has a contrast ratio of at least 7:1, except for large-scale texts, background texts and logotypes.
- The large-scale text and images of large-scale text have a contrast ratio of at least 2.4:1.
- For prerecorded audio-only content that contains primarily speech in the foreground, is not an audio CAPTCHA or audio logo, and is not vocalization intended to be primarily musical expression such as singing or rapping, at least one of the following is true:
 - a. the audio does not contain background sounds; or
 - b. the background sounds can be turned off; or
 - c. the background sounds are at least 40 decibels lower than the foreground speech content, except for occasional sounds that last for only one or two seconds.
- For the visual presentation of blocks of text, a mechanism is available to achieve the following:
 - a. foreground and background colors can be selected by the user;
 - b. width is no more than 80 characters or glyphs (20 if CJK); text is not justified (aligned to both the left and the right margins);
 - c. line spacing (leading) is at least space-and-a-half within paragraphs, and paragraph spacing is at least 1.4 times larger than the line spacing;
 - d. text can be resized without assistive technology up to 400 percent in a way that does not require the user to scroll horizontally to read a line of text on a full-screen window.
- Images of text are only used for pure decoration or where a particular presentation of text is essential to the information being conveyed.

- All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes.
- Timing is not an essential part of the event or activity presented by the content, except for non-interactive synchronized media and real-time events.
- Interruptions can be postponed or suppressed by the user, except interruptions involving an emergency.
- When an authenticated session expires, the user can continue the activity without loss of data after re-authentication.
- Web pages do not contain anything that flashes more than three times in any one second period.
- A mechanism is available to allow the purpose of each link to be identified from link text alone, except where the purpose of the link would be ambiguous to users in general.
- Section headings are used to organize the content.
- A mechanism is available for identifying specific definitions of words or phrases used in an unusual or restricted way, including idioms and jargon.
- A mechanism for identifying the expanded form or meaning of abbreviations is available.
- When text requires reading ability more advanced than the lower secondary education level after removal of proper names and titles, supplemental content, or a version that does not require this same reading ability, is available.
- A mechanism is available for identifying specific pronunciation of words where meaning of the words, in context, is ambiguous without knowing the pronunciation.
- Changes of context are initiated only by user request or a mechanism is available to turn off such changes.

- Context help is available.
- For web pages that require the user to submit information, at least one of the following is true: submissions are reversible; data entered by the user is checked for input errors and the user is provided with an opportunity to correct them; a mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.

By complying with all requirements above, institution's web pages and systems will be in accordance with accessibility standards in effect regarding the technology approach.

5.3. Legislation

- a) Convention on the Rights of Persons with Disabilities.
- b) Legislative Decree No. 186, of July 9, 2008. Approves the content of the Convention on the Rights of Persons with Disabilities and its Optional Protocol, signed in New York, on March 30, 2007.
- c) Decree No. 6,949, of August 25, 2009. Enacts the International Convention on the Rights of Persons with Disabilities and its Optional Protocol, signed in New York, on March 30, 2007.
- d) Law No. 13,146, of July 6, 2015. Institutes the Brazilian Law on the Inclusion of the Person with Disability (Statute of the Person with Disability).
- e) Law No. 12,965, of April 23, 2014, articles 4, 7 and 25. Establishes principles, guarantees, rights, and responsibilities for Internet use in Brazil.
- f) Law No. 10,098, of December 19, 2000. Establishes general standards and basic criteria for promoting accessibility of people with disability or reduced mobility and makes other provisions.

- g) Law No. 10,048, of November 8, 2000. Prioritizes services to people specified therein and makes other provisions.
- h) Decree No. 5,296, of December 2, 2004. Regulates Laws No. 10,048, of November 8, 2000, which prioritizes services to people specified therein, and Law No. 10,098, of December 19, 2000, which establishes general standards and basic criteria for promoting accessibility of people with disabilities or reduced mobility, and makes other provisions.
- i) Resolution of the National Council of Justice (CNJ) No. 230, of June 22, 2016. Guides the adjustment of activities from the bodies of the Judiciary Power and its complementary services to the determinations provided by the International Convention on the Rights of Persons with Disabilities and its Optional Protocol and by the Brazilian Law on the Inclusion of the Person with Disability through – among other measures – the modification of Recommendation-CNJ No. 27, of 12/16/2019, which was turned into a Resolution, as well as the establishment of Standing Committees on Accessibility and Inclusion.¹³
- j) Anatel Resolution No. 667, of 5/31/2016. Approves the General Regulation on Accessibility (RGA).
- k) Anatel Resolution No. 677, of 5/30/2017. Changes the time limit of items “a” and “c” of §1 of article 2 and §1º of article 3º of the General Regulation on Accessibility, approved by Resolution No. 667, of May 30, 2016.
- l) Technical Operations Manual for Implementing the General Accessibility Regulation (Morga).
- m) Anatel Resolution No. 632, of March 8, 2014 (articles 18, 35, 76). Approves the General Regulation of Customers Rights in Telecommunication (RGC).

¹³ Applicable to the organizations of the Judiciary Power.

- n) Resolution-Anatel No. 614, of May 28, 2013 (article 47). Approves the Regulation of the Multimedia Communications Service and amends Appendices I and III of the Regulation on the Charging of Public Price for the Right to Explore Telecommunications Services.
- o) Anatel Resolution No. 426, of December 9, 2005 (article 35). Approves the Regulation on Landline Phone Services (STFC).
- p) Anatel Resolution No. 581, of March 26, 2012 (article 73). Approves the Regulation on Conditional Access Services (SeAC) as well as services rendered by Cable TV Services (TVC), Multichannel Multipoint Distribution Service (MMDS), Direct-to-home Television and Audio Distribution Service (DTH) and Special Pay TV Services (TVA).
- q) Anatel Resolution No. 477, of August 7, 2007 (articles 10 and 67). Approves the Regulation on Individual Mobile Service (SMP).
- r) Recommendations of the World Wide Web Consortium (W3C).

Glossary

Accessibility: possibility and condition of reaching and using, with safety and autonomy, spaces, furniture, urban equipment, buildings, transportation, information and communication, including systems and technologies, as well other services and facilities open to the public, of public use or private or collective use, both in urban and rural areas, for the person with disability or reduced mobility.

Accessible: any space, furniture, urban equipment, building, transportation, information and communication, including systems and technologies, service or element that can be reached, activated, used, and experienced by any person, including one with disability or reduced mobility.

Accessible route: continuous, clear and signaled path, connecting external and internal areas of spaces and buildings, which can be used in a safe and autonomous manner by all people, including those with disabilities. The external accessible route may include lowered sidewalks, pedestrian lanes, ramps, etc. The internal accessible route may include corridors, floors, ramps, staircases, and elevators, among others.

Adaptable: space, furniture, urban equipment, building, transportation, information and communication, including systems and technologies, service or element whose characteristics may be modified in or order to be accessible.

Adapted: space, furniture, urban equipment, building, transportation, information and communication, including systems and technologies, service or element whose original characteristics were modified in order to be accessible.

Approach area: space with no obstacles destined to ensure maneuver, mobility, and approach of all people, to use, with autonomy and safety, furniture or elements.

Architectural barriers: obstacles in public and private buildings.

Assistive technology: any product, equipment, device, resource, methodology, strategy, practice, and service that aims to promote the functionality of activity and participation of the person with disability or reduced mobility, focusing on their autonomy, independence, quality of life, and social inclusion. This term is also known as “technical assistance”.

Attitudinal barriers: actions and behavior that prevent or hinder the social participation of the person with disability, on an equal basis with others.

Audio description: assistive technology for people with visual disability that occurs with the description of all information that is visually perceived and that is not present

in audio, such as gestures and facial and body expressions, ambience, outfits, objects and special effects, changes in time and space, static elements (such as paintings, sculptures, photographs and expositions), reading of texts, credits, titles and other information written on a screen or presentation devices. It may be available through human or synthesized voices or written in the traditional way or electronically.

Avatar: virtual figure physically similar to humans, used to promote accessibility, such as translation of oral languages into signal languages.

Barriers: drawback, obstacle, act or behavior that limits or prevents the social participation of the person, as well as the enjoyment, fruition, and exercise of their rights to accessibility, freedom of mobility and expression, communication, access to information, understanding, and safe mobility.

Biopsychosocial evaluation: evaluation of the disability carried out by a multiprofessional and interdisciplinary team that takes into consideration: impairments in body functions and structures; social-environmental, psychological, and personal factors; limitation on the performance of activities; restrictions in participation.

Braille: tactile communication system with raised dots used by people with visual disability for reading and writing.

Buildings of collective use: buildings destined for commercial, hotel, cultural, sport, financial, tourist, recreational, social, religious, educational, industrial, and health activities, including buildings aimed at services of the same nature.

Buildings of public use: buildings managed by Public Administration institutions, direct and indirect, or by companies that render public services for the general population.

Buildings of private use: residential buildings, which can be classified as single-family or multi-family housing.

Brazilian Sign Language (Libras): language system for transmitting ideas and facts used by a considerable part of the deaf community in Brazil. It is a means of communication and expression of visual-motor nature, with its own grammatical structure, carried out by a translator-interpreter in a simultaneous or consecutive manner.

Caption: translation of a speech from an event or audiovisual production into text form. It can be hidden (closed caption), when it is turned on and off on the TV set or web channel, or open (open caption) when it is always displayed on the video, in case of audiovisual productions, or on a presentation device (big screen or monitor), in case of

live events. Captions are useful for people with hearing disability and who use the Portuguese language to understand the content of the program, video, movie, lecture, class or other event.

Circulation area: space free of obstacles destined for the use of all people.

Common use: spaces, rooms or elements, external or internal, available for the use of a specific group of people (for example, rooms in an office building, generally occupied by employees, collaborators and occasional visitors).

Communication: form of interaction of citizens that encompasses, among other options, languages, including the Brazilian Sign Language (Libras), visualization of texts, Braille, signage or tactile communication system, large-scale characters, multimedia devices, as well as simple language, written or oral, listening systems and digital voice devices, and alternative and large print modes, models and formats of communication, including information and communication technologies.

Communication and information barriers: any drawback, obstacle, action or behavior that hinders or prevents message expression or reception through communication systems and Information Technology.

Disability: long-term impairment of a physical, mental, intellectual or auditory nature, which, when faced with one or more barriers, may hinder the full and effective participation of a person within society, on an equal basis with others.

Diversity: multiple characteristics that distinguish people, such as gender, sex, color, disability, sexual orientation, belief.

Escape route: continuous path, properly protected, composed of doors, corridors, lobbies, external routes, balconies, hallways, staircases, ramps or other exit ways or a combination of them, to be followed by the user, in case of emergency, starting from any point of the building until reaching a safe area.

Hearing loop: assistive technology also called as audio induction loop. It is an assistive listening system that provides people with hearing disabilities with the access to information and communication. It consists in an amplifier specially projected, which receives the signal from an audio source and transmits it through a cable or metal wire installed in a designated closed area, creating a magnetic field which is picked up by a telecoil (T) present in cochlear implants and most hearing aids, eliminating background noise and directing the main sound straight to the ear of the deaf person.

Impairment: loss or abnormality of functions or of anatomical, physiological, or psychological structure of the human body.

International Symbol of Access: it consists of a white pictogram with a stylized image of a person in a wheelchair on a blue background. It must be placed in parking entrances, areas and spaces, on areas of boarding and disembark of passengers with disability, on restrooms, areas of rescue assistance, areas of refuge and emergency exits, areas reserved for people with wheelchairs, on equipment and furniture reserved for people with disability.

Libras interpretation: translation made by a translator-interpreter of sign language (TILS), of contents of the Brazilian Sign Language (Libras) to Portuguese and vice-versa, in a simultaneous or consecutive manner, live or rehearsed, recorded or not, in any format they might be presented, whether it is spoken (oral-auditory), signaled (visual-spatial) or written, ensuring accessibility of communication to people with hearing disability who use Libras. This term is also known as “Libras translation”.

Libras translation: translation made by a translator-interpreter of sign language (TILS), of contents of the Brazilian Sign Language (Libras) to Portuguese and vice-versa, in a simultaneous or consecutive manner, live or rehearsed, recorded or not, in any format they might be presented, whether it is spoken (oral-auditory), signaled (visual-spatial) or written, ensuring accessibility of communication to people with hearing disability who use Libras. This term is also known as “Libras interpretation”.

Lowered sidewalk: ramp built or installed on the sidewalk to level it to the street.

Paved street: portion of the traffic lane destined for vehicles, composed of one or more lane markings.

Person with disability: a person with long-term impairments of physical, mental, intellectual or auditory nature, which, in interaction with various barriers, may hinder the effective and full participation of such person in society, on an equal basis with others.

Person with reduced mobility: a person with, for any reason, mobility difficulty, permanent or temporary, which causes an effective reduction of movements, flexibility, motor coordination or perception. This group includes seniors, pregnant women, breastfeeding women, people with infants and obese people.

Principle of the two senses: establishes that an information must reach the receptor through at least two senses: visual and tactile or visual and auditory.

Priority service: service rendered with priority to people with disability, adults aged 60 years and older, pregnant women, breastfeeding women, people with infants, and obese people. These groups of people receive immediate services, which are rendered individually and with a differential treatment.

Professional inclusion: process of including in the labor market citizens who are excluded from it. Regarding people with disability, inclusion refers to, in addition to recruitment, the offer of opportunities to grow and progress in the institution.

Public use: spaces, rooms or elements, external or internal, available for the public in general. Public use may occur in buildings or equipment of public or private property.

Reasonable adaptation: necessary and suitable adaptations, modifications, and adjustments that do not bring unreasonable and undue expenses, when required in each case, to ensure that the person with disability is able to enjoy or exercise, on an equal basis with others, all fundamental rights and freedoms.

Rescue area: area with direct access to an exit destined to keep people with disability or reduced mobility safe, when waiting for help during emergencies.

Rest area: area adjoined and connected to internal and external circulation areas of the building, destined for users that need temporary stops to further continue their path.

Restricted use: spaces, rooms or elements, internal or external, available strictly for authorized personnel (for example, machine rooms, manifolds, routes for technical use and other places with similar functions).

Social inclusion: process of including in society – in consumer and professional markets and in social and political life – citizens who are excluded from them, in the sense of being prevented from having access to their fundamental rights.

Tactile map: a map that combines shapes and raised and braille texts with non-tactile information, such as color contrast, to enable people with visual disability to perceive the environment where they are located and/or the route they must follow to reach a specific location.

Tactile paving: raised ground surface characterized by a difference in texture when compared to the adjoining pavement, destined to act as a warning or perceptible guidance for people with visual disability. It can be divided into two types: warning and directional tactile pavement.

Tactile signage: any type of signage involving tact as a means of assimilating the message. It is fundamental to help people who are blind or visually impaired. It may be used on road signs, tactile maps, booklets and floors, among others.

Technological barriers: obstacles that hinder or prevent the access to technologies by the person with disability.

Transfer area: space free of obstacles to be used so the person with disability or reduced mobility may be moved (from the vehicle, toilet, bed, etc. to the wheelchair, walker, electric scooter or other device, and vice-versa), according to circulation and maneuver areas.

Transportation barriers: obstacles in transportation systems and modes.

Universal design: conception of products, ambience, programs, and services to be used by all people, with no need for adaptation or of a specific project, including assistive technology resources. The concept of universal design has the following principles: equal possibilities of use; flexibility of use, simple and intuitive use; easy-to-understand information; error tolerance; low physical effort; and adjustment of spaces for access, use, and interaction of all users.

Urban barriers: obstacles in pathways and public and private spaces open to the public or of collective use.

Urban equipment: all public and private properties, of public purpose, destined to render services necessary to the functioning of the city, in public and private spaces.

Urban furniture: set of objects placed in public spaces and routes, overlapped or included into the urban or building elements, in a way that their modification or transportation would bring substantial changes in those elements. Examples of urban furniture: traffic lights, pole signs and similar objects, telephones and telephone booths, public water fountains, trash cans, awnings, marquees, kiosks, etc.

Window for Libras interpretation: space destined for the translation between a sign language and other oral language, or between two sign languages, made by a translator/interpreter of sign language (TILS), in which the audiovisual content of a production is translated within a reserved space of the screen, preferably on the bottom left side of the television screen and/or video, being exhibited simultaneously with the regular program.

Sources:

- Law No. 10,048/2000.
- Convention on the Rights of Persons with Disabilities (Legislative Decree No. 186/2008).
- Decree No. 5,296/2004.
- Brazilian Law on Inclusion (Law No. 13,146/2015).

- ABNT NBR 9050:2015 Standard - Accessibility in buildings, furniture, urban spaces, and equipment.
- Publication “Guide on accessible audiovisual productions”, by the Ministry of Culture.
- Publication “What companies can do for the inclusion of people with disabilities”, by Ethos - Business and Social Responsibility Institute.
- Publication "The employability of the person with disability in the work environment”, by Francisco Lima and collaborators.

APPENDIX

TOOL FOR SELF-ASSESSMENT ON ACCESSIBILITY

The Tool for Self-assessment on Accessibility is a questionnaire made of 329 questions (items), grouped within 5 topics, according to the following specifications:

Questionnaire structure	
Topics	Number of items
1. Management	49
2. Urban Design and Architecture	148
3. Communication	17
4. Services	52
5. Technology	63
Total	329

The topic “**Accessibility Management**” verifies how the institution manages accessibility, taking into consideration the implementation of the accessibility policy, its planning, execution, monitoring of actions, in addition to the recruitment process carried out.

The topic “**Accessibility in Urban Design and Architecture**” refers to the possibility of the person with disability to access, in an autonomous, independent, and safe manner, spaces, furniture, and equipment from buildings in general.

The topic “**Accessibility in Communication**” focuses on the enjoyment, fruition, and exercise of rights in accessibility communication, freedom of expression, communication, access to information and comprehension, in order to increase the full and effective participation of the person with disability in society, on an equal basis with others.

The topic “**Accessibility in Services**” verifies if the institution takes into consideration the needs of the internal and external public with various types of disabilities when rendering services, by adopting practices that promote their inclusion.

Finally, the topic “**Accessibility in Technology**” verifies the possibility of the person with disability to use with autonomy and independence products, services, and information through Information Technology.

For each item of the questionnaire, the institution must choose one of the following answers, which indicate the level of compliance:

Level of compliance			
Fully meets requirement	Partly meets requirement	Does not meet requirement	Non applicable

The organization that has chosen any of the two first categories (“does not meet requirement” or “intends to meet requirement”) states that the item is not met and, by selecting one of the last four (slightly meets requirement”, “partly meets requirement”, “greatly meets requirement” and “fully meets requirement”) states the level of compliance of such item.

Each level of compliance is defined in the table below:

Not applicable	The organization does not offer the product or service
Does not meet requirement	The organization is in one of the following situations: a) has not discussed the item yet; b) has discussed the item, but has not reached an express decision whether to comply with it; c) has discussed the item but has decided not to comply with it.
Partly meets requirement	The organization is on one of the following situations: a) complies with the item: i) regarding part of the organization (15% to 50% of the organization*); and/or ii) regarding part of the employees and/or managers (15% to 50% of employees and/or managers*); and/or iii) regarding part of the situations where application is possible (15% to 50% of situations*); *As reference
Fully meets with requirement	The organization is in one of the following situations: a) complies with the item: i) regarding more than 85% of the organization* or the total of the organization; and/or ii) regarding more than 85% of employees and/or managers* or the total of employees and or managers; and/or iii) regarding more than 85%* of situations or the total of situations where application is possible; b) and has specific information or evidence of compliance; *As reference

Self-assessment Questionnaire on Accessibility

1. Accessibility Management

Verification items		Fully meets requirement	Partly meets requirement	Does not meet requirement	Not applicable
1	The institution has an accessibility policy formally implemented.				
2	The internal public with disability participated in the development of the policy.				
3	The external public with disability participated in the development of the policy.				
4	The institution's accessibility policy complies with the main laws and standards on accessibility (ex.: Convention on the Rights of Persons with Disabilities, Brazilian Law on Inclusion).				
5	The accessibility policy influences transversally the institution's decisions.				
6	The institution has a collegial body to work on the implementation of the accessibility policy.				
7	The collegial body on accessibility is composed of professionals from various areas and units that work with accessibility issues in the institution.				
8	The collegial body on accessibility is composed of employees with disability.				
9	The accessibility policy is monitored.				
10	The collegial body participates in the decisions regarding management and development of the institution's strategic plan.				
11	The unit responsible for internal control in the institution oversees the implementation of the accessibility policy.				
12	The institution revises periodically the accessibility policy.				
13	There is a plan approved by the institution for implementing actions to promote accessibility.				
14	The action plan on accessibility is related with the institution's strategic plan.				
15	The plan establishes objective deadlines and goals.				
16	Budgetary resources are reserved for implementing actions established in the plan.				
17	The action plan counts with the participation of all units involved in its execution.				

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18	The institution counts with an administrative unit to deal with accessibility issues.				
19	The administrative unit responsible for accessibility actions is integrated to the institution's top management.				
20	The institution has a communication channel to receive claims from people with disability (internal and external public).				
21	The unit responsible for accessibility is asked to speak on issues related to the rights of people with disability and other matters related to accessibility and inclusion.				
22	The administrative unit responsible for accessibility issues periodically presents consolidated results on accessibility actions.				
23	The staff working in the administrative unit responsible for accessibility has the necessary training.				
24	The institution has accessibility indicators.				
25	The institution's recruitment and procurement processes take into consideration accessibility criteria.				
26	The institution regularly promotes services and products that are available for people with disability.				
27	The accessibility policy is available with easy access for the internal and external publics.				
28	The accessibility plan is available with easy access for the internal and external publics.				
29	The results obtained are available with easy access for the internal and external publics.				
30	There is a communication plan of accessibility actions promoted by the institution.				
31	There is a visual identity of accessibility.				
32	The institution has an updated registration of employees with disability.				
33	The institution has an updated registration of interns with disability.				
34	The institution has an updated registration of minors with disability.				
35	The registration has details of the type of disability and the necessary adaptation support and resources in an individual manner.				

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36	The institution plans to implement the necessary adaptations for employees with disability to develop their work.				
37	The institution complies with the number of reserved jobs provided by law when carrying out recruitment and hiring processes.				
38	Employees with disability have procedural priority in the administrative cases with which they are directly related.	3			
39	Employees with disability have special working schedule, when requested, even when they hold a position of trust or high-level position at-will employment.	2			
40	Employees with children and legal dependents with disability have a special working schedule, when requested, even when they hold a position of trust or high-level position at-will employment.	2			
41	The institution has a specific hiring system for people with disability.	1			
42	The institution promotes educational events and campaigns directed at the internal public, aiming to inform, bring awareness and empathy to the rights, accessibility, and social inclusion of the person with disability.	2			
43	The institution has a training and awareness program for employees from different divisions who will render services to the external and internal public with disability.	4			
44	The institution offers a program covering the inclusion of people with disability in events, meetings, courses, and lectures directed at the top management.	1			
45	The theme of social inclusion of the person with disability is treated in a transversal manner along with other issues of interest for the institution, when approached in events, meetings, courses, and lectures.	1			
46	There is a section covering the inclusion of the person with disability during the adaptation program for new employees.	0			
47	Managers and employees of the division are informed in advance about the arrival of colleagues with disability.	2			
48	In the school of government, accessibility is transversally included in capacity building programs, on-site or online, including by bringing awareness to educators and pedagogical support staff.	0			

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49	The institution has a booklet or manual with guidelines on the inclusion of the person with disability.	1			
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2. Accessibility in Urban Design and Architecture

Verification items		Fully meets requirement	Partly meets requirement	Does not meet requirement	Not applicable
1	Furniture located in an accessible route is signaled with tactile and warning signs and/or is cane detectable, in compliance with standards in effect.				
2	The necessary measures for maneuver and movement of wheelchairs comply with the standard in effect.				
3	There are lateral protections alongside accessible routes, within the specifications of the standard in effect.				
4	Handrails and grab bars are dimensioned and installed according to the standard in effect.				
5	There are lever handles, dimensioned and installed in compliance with the standard in effect.				
6	Panic bars are appropriate to the type of door on which they are installed.				
7	Controls, buttons, keys, and similar devices are activated through pressure or a lever.				
8	The closure of doors is with an easy-to-use lever or latch model, enabling activation with the back of the hand.				
9	Commands and controls are installed according to the height established by the standard in effect.				
10	Seats for obese people have measures in accordance with the standard in effect and support the weight within the limits specified.				
11	Information and signage are complete, precise, and clear.				
12	Essential information regarding spaces in the building, furniture, and urban equipment are used in a visual, audio or tactile manner, according to the principle of the two senses.				
13	In the buildings, information signage of washrooms, vertical and horizontal accesses, number of floors, and escape routes are available in an accessible manner.				
14	Signage is displayed in accessible places for the person in a wheelchair, with visual disability, among other users, in a way that everyone can understand it.				
15	The reserved space for the Libras interpreter is identified with the international symbol for people with hearing disability.				
16	The international symbol of access is fixed on a visible place to the public, according to the standard in effect.				

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17	Accessible plans and maps enable access, visual and manual reach.				
18	Stairs handrails are fixed and ramps have tactile signage identifying the floor.				
19	There is signage on the steps of stairs according to the standards in effect.				
20	There is information in raised print and in braille on elevators' panels and lifting platforms.				
21	The number of the floor is located on the external pillars of elevators and lifting platforms, in raised print and in braille.				
22	There are visual and tactile signs on the floor, according to the standard in effect.				
23	Visual and tactile signage are detectable by visual and tactile contrast.				
24	There is visual and tactile signage on the floor to identify places defined in standards in effect.				
25	There is an emergency signage directing the user through signs (visual, tactile, and audio) to the exit, emergency exit or escape route.				
26	There is a sign for the rescue area of people with disability, within the specifications of the standard in effect.				
27	The sign for the reserved parking contains the international symbol of access or the description for senior parking, applied vertically and horizontally.				
28	There are alarms of easy access in internal and external areas of confined spaces, such as accessible washrooms, shower stalls, cabins, and isolated dressing rooms.				
29	Areas of any space or building of public or collective use have one or more accessible routes.				
30	The accessible route, in the institution, is a continuous path, with no obstructions and with signs connecting both internal and external areas of spaces and buildings.				
31	All accessible routes have natural or artificial lightning.				
32	Accessibility is guaranteed in all entrances and main routes connected to the organization's building/complex.				
33	The route between the parking space and the main entrance(s) is accessible.				
34	At least one of the turnstiles of each area is accessible and enables the user to access, maneuver, circulate, and approach the equipment and use it with autonomy.				
35	In case of revolving doors, their dimensions comply with those required for access with wheelchairs.				
36	There is informative and directive signage of the location of accessible entrances and exits.				

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37	The floor has a regular, firm, stable, slip resistant surface under any circumstance, and do not cause trepidation on devices with wheels.				
38	Door thresholds or passage routes that have changes in level of up to one degree have part of their extension replaced by a ramp.				
39	Grates and expansion joints are out of the main circulation area.				
40	Carpets are avoided, and in case they are present, they are firmly fixated to the floor, built-in, overlaid or leveled, according to the standard in effect.				
41	Manhole covers are at floor level, firm, stable, slip resistant, and out of the main circulation area.				
42	The doors of corridors, accesses, rescue areas, and emergency and unloading staircases that are part of accessible escape routes are equipped with panic bars.				
43	The escape routes have signs and are illuminated with marking devices.				
44	The escape routes that are part of emergency staircase/elevators have rescue areas with reserved and signaled spaces for people in wheelchairs.				
45	There is a rescue space for every 500 people, for each level, with at least one at each level for each emergency staircase and elevator.				
46	The rescue area is located out of the main circulation area.				
47	The rescue area has enough space for rotation and maneuver, and is ventilated.				
48	The rescue area has an emergency or intercom device.				
49	In buildings where it is not possible to establish a rescue area, there is an escape plan with rescue procedures for people with different types of disabilities.				
50	Rest areas are out of the circulation route.				
51	Rest areas have dimensions that enable wheelchair maneuver.				
52	Benches located in the rest area have backrest and armrest.				
53	The dimensions of width, inclination, and change of level of ramps comply with the limits defined by the standard in effect.				

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54	Every ramp have handrails of two heights on each side.				
55	Where there are no lateral walls, the ramps have guardrail, handrails, and marking guides with minimum height in compliance with the legislation in reference, installed or built within the width limits of the ramp.				
56	The landings at the beginning and the end of the ramps have a minimum longitudinal dimension within the limits of the standard.				
57	When there is a door on the landing, its scanning area do not interfere with the minimum dimension of the landing.				
58	The steps or staircases in accessible routes are connected to ramps or electromechanical devices of vertical transportation.				
59	The risers of steps are enclosed, that is, not hollow.				
60	Isolated steps have handrails, are signaled and follow the dimensions provided by the standard in effect.				
61	Steps of the stair have the riser and tread with dimensions that comply with the standard in effect.				
62	Staircases have a marking guide and minimum width within the requirements of the standard in effect.				
63	The first and last step of each flight of stairs are signaled and with the minimum distance (according to the standard) from the adjoining circulation area.				
64	Between the flights of stairs, there are landings with longitudinal dimension that comply with the standard in effect.				
65	The landings placed in the changes of direction have dimensions equal to the width of the staircases.				
66	Where there is a door on the landings, its scanning area do not interfere with the minimum dimension of the landing.				
67	Handrails are connected to guardrails, built with strong materials and firmly fixed to the walls or grab bars.				
68	Handrails are installed on both sides of the stairs, according to the height stablished in the standard in effect.				
69	Handrails are installed on both sides of the ramp, according to the height stablished in the standard in effect.				
70	Lateral handrails are continuous, with no interruption on the landings of staircases and ramps, and do not interfere with the circulation areas or disrupt circulation.				

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71	Edges of handrails have a rounded finishing, are fixed or overlapped to the wall or floor, and are designed in a continuous manner, with no protuberances.				
72	If there are no lateral walls, there are marking guides and guardrails.				
73	Handrails have a width complying with the standard in effect and have a circular cross section.				
74	In isolated steps and staircases, the height of handrails is in accordance with the standard in effect.				
75	In ramps, the height of lateral handrails is in accordance with the standard in effect.				
76	Staircases and ramps that are not isolated from the adjoining areas by walls have guardrails connected to the handrail.				
77	Electromechanical devices of vertical circulation have an external communication equipment to the elevator shaft, on each one of the floors.				
78	Elevators have, externally and internally: visual and tactile signage with usage instructions, next to the button panel; indication of where to enter and exit; indication of the floors on the button panel and floor panel; a communication device within arm's reach.				
79	In elevators, vertical or inclined, there is a communication device to ask for help on each floor or inside the elevator cabin.				
80	In case the building is being renovated, there is another accessible vertical form of circulation.				
81	There is information in raised print and in braille on panels of elevators and lifting platforms.				
82	The number of the floor is located on external pillars, indicating the floor both in braille and in raised print.				
83	The elevator's doors remain open for a minimum of 5 seconds.				
84	The dimension between frontal and back panels are in accordance with the standard in effect.				
85	There is a handrail installed in the lateral and back panels, with a height according to the standard in effect.				
86	The project regarding the elevator cabin has the option to include a lift seat that moves downward.				
87	The lift seat does not compromise the use of the elevator by the person who is using the seat or by other passengers.				
88	The lift seat is in accordance with the standard in effect and supports a minimum of 100kg.				
89	There is a device that enables users of wheelchairs to observe obstacles when they move backwards when exiting the elevator.				

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90	Under normal conditions of work, the accuracy of how the car levels at the ground on each floor complies with standards in effect.				
91	The horizontal distance between the elevator's threshold and the floor's threshold does not exceed the one stipulated in the standard in effect when the elevator stops and has its doors open on each floor.				
92	There is an illuminated indicator above or close to the doors, in a visible position, indicating the traveling direction.				
93	An audible sign follows the illuminated indicators and uses different sounds when it changes directions for up or down.				
94	The position indicator is located within or above the button panel.				
95	There is an emergency alarm device equipped with visible and audible signs, integrated to or above the button panel.				
96	The elevator's floor has a firm and slip resistant surface.				
97	The elevator's door enables the access of a person with wheelchair.				
98	Carpets, if existent, are firmly fixed.				
99	Corridors are dimensioned according to people flow, with a route free of barriers or obstacles, in compliance with the standard in effect.				
100	Signage for doors and routes is located in a vertical manner, within the reach ranges specified in the standard in effect				
101	There is tactile or audio information on the wall adjoined to the door or pillar.				
102	Along the routes, the signage of the door is placed on the adjoining wall.				
103	Signage elements on the door have a design that do not injure users, avoiding the use of cutting or rough edges.				
104	There are lever handles installed in a height in accordance to the standard in effect.				
105	Doors of restrooms and dressing rooms have, on the opposite side of the door opening, a horizontal door pull in addition to the handle.				
106	The doors have automatic door openers, installed outside the door leaf area, with a height in compliance with the standard in effect.				
107	In case of sliding doors, its sliding wheels are located at the superior area, and the bottom sliding wheels and rails are leveled with the ground surface.				

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108	Glass doors and walls in circulation areas, if existent, have continuous visual signage.				
109	Each window leaf or sash is operated with a single movement, using only one hand.				
110	The sidewalk has a free route destined to pedestrian circulation, with a surface that is regular, firm, with no obstacles and no steps.				
111	The access of vehicles to lots and circulation and parking spaces do not interfere with the free route for pedestrian circulation, and have no steps, curbs or ramps.				
112	The raised crosswalk is in accordance with the standard in effect.				
113	There is no curb in the transition between the bottom of the curb ramp and the paved street.				
114	Regarding reserved parking spaces for vehicles, the vertical signage do not interfere with the areas to access the vehicle or with pedestrian circulation.				
115	Senior parking spots are located near entrances, ensuring the shortest distance possible between them.				
116	The parking spots for people with disabilities have vertical signage, additional circulation space, directing to an accessible route, is located so there is no vehicle circulation, with a regular and stable floor, and the distance between the parking spot and the access to the building or elevators complies with the standard in effect.				
117	In external or internal parking lots of buildings of public or collective use, there is a percentage of parking spots reserved for seniors and people with disabilities or with reduced mobility, in compliance with the standard in effect.				
118	Access gates to mechanic or electronic garages work in a way that does not interfere with the free route destined for pedestrian circulation and counts with signage systems.				
119	There is at least one accessible washroom or restroom for each floor, in spaces of public or collective use.				
120	Accessible washrooms, restrooms, and dressing rooms are on accessible routes and close to the main circulation area.				
121	Washrooms, restrooms, and dressing rooms are properly signaled with the international symbol of access, placed on a visible location to the public.				
122	Accessible washrooms, restrooms, and dressing rooms have an independent entrance, enabling the person with disability to use the facility accompanied by a person from the opposite gender.				
123	There are emergency devices in accessible washrooms, restrooms, and dressing rooms.				

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124	The dimensions and other characteristics of accessible toilets and shower stalls comply with the standard in effect.				
125	There are lateral grab bars, with dimensions and specifications complying with the standard in effect.				
126	The toilet flush is in a height in accordance with the standard in effect and is preferably activated by an electronic sensor or equivalent device.				
127	There are horizontal or vertical grab bars around the sinks, one at each side.				
128	Sinks have faucets with levers or electronic sensors or equivalent devices.				
129	Built-in and wall-mounted toilet paper dispensers are aligned with the frontal edge of the toilet.				
130	There is a hook beside sinks, shower stalls, dressing room benches, fitting rooms, and toilet stalls.				
131	Mirrors are installed and fixed in accordance with the standard in effect.				
132	Apparel and devices in the restrooms are placed so a person in a wheelchair may use it and there is a free area beside the toilet so the person can move from the wheelchair to the toilet.				
133	Drinking fountains are designed with an inclined stream, installed with spouts with at least two different heights, located at the front space of the fountain, enabling the use of cups.				
134	Water dispensers and other models are located in a way that enables people in wheelchairs to approach it sideways and have an accessible height, complying with the standard in effect.				
135	Trash and recycling containers are located outside the free circulation routes, ensuring an approach space for the person in wheelchair, and have a height that enables the reach of the largest number of people.				
136	Planting and handling of vegetation (roots, branches, twigs of shrubs and trees) and its protections (fences, bars or changes of level) do not interfere in accessible routes and in pedestrian circulation areas.				
137	On the spaces adjoining the accessible areas and pedestrian circulation areas, the vegetation does not present thorns, roots, and dangerous toxic substances that damage the pavement.				
138	Public seats present the dimensions complying with the standard in effect.				
139	Public seats are installed over a surface leveled with the adjoining floor.				
140	There is a proper space for wheelchair beside fixed seats, with no interference in the free circulation route.				
141	Accessible service desks are easily identified, located in accessible routes, and have dimensions complying with the standard in effect.				

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142	Accessible service desks guarantee a proper space for a frontal approach with wheelchair.				
143	There is a headroom over the counter so a person in a wheelchair is able to advance over it.				
144	Accessible work tables or surfaces guarantee a proper space for a frontal approach with wheelchair and have dimensions complying with the standard in effect.				
145	There is a headroom over the counter so a person in a wheelchair is able to advance over the table or surface.				
146	In the access control equipment used in turnstiles or other blocking apparel, there are devices, paths, doors or gates with a free route within the dimensions specified in the standard in effect.				
147	Access control equipment is signaled, enabling the user's autonomy.				
148	Auditoriums and similar rooms, including spaces for temporary events, even for the public to remain standing, have, in the area destined for the public, reserved spaces for the person with disability or reduced mobility, in compliance with the standard in effect.				

3. Accessibility in Communication

	Verification items	Fully meets requirement	Partly meets requirement	Does not meet requirement	Not applicable
1	The institution's audio broadcast service provides text transcription and a window for Libras interpretation (on the web page) for people with hearing disability.				
2	The institution's audio and image broadcast service provides closed caption for viewers with hearing disability				
3	The institution's audio and image broadcast service provides a window for Libras interpretation for people with hearing disability.				
4	The institution's audio and image broadcast service provides audio description for viewers with visual disability.				
5	Publications produced by the institution are available in accessible formats.				
6	The institution offers resources that make publications' contents accessible.				
7	The events organized by the institution provide Libras interpretation for people with hearing disabilities.				
8	The events organized by the institution offer real time caption services for people with hearing disability.				
9	The events organized by the institution offer audio description services for people with hearing disability.				
10	There is tactile signage in the circulation areas of the institution.				
11	There is signage in braille in the circulation areas of the institution.				
12	The institution's elevators have sound devices.				
13	The institution's elevators have tactile signage.				
14	The institution's ombudsman provides alternative and accessible means of communication to serve the public with disabilities.				
15	The institution's call center provides alternative and accessible means of communication to serve the public with disabilities				
16	The institution has a telephone device adapted for video calls (including mediation by a Libras interpreter) and online chat to communicate with deaf people.				
17	The institution has audio and illuminated emergency signs.				

18	The institution has braille printing service.			
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4. Accessibility in Services

Verification items		Fully meets requirement	Partly meets requirement	Does not meet requirement	Not applicable
1	In recruitment processes, the institution has a multiprofessional and interdisciplinary team to evaluate the disability of candidates who inform such condition, according to standards in effect.				
2	In recruitment processes, the institution guarantees the necessary adjustments to render services to people with disabilities, on an equal basis with others (adapted online web page, reserved placement, accessible invitation to tender and registration form, differential service, urban mobility that ensures access to the test application unit, accessible environment to take exams, adapted furniture, offering of assistive technological resources, adapted theoretical and practical exams, offering of additional time, separated room, and other types of support).				
3	The institution has a multiprofessional and interdisciplinary staff to evaluate the disability and performance of employees regarding the requirements of their position.				
4	The institution offers adaptations in the work environment to meet the needs of employees with disability.				
5	The institution provides individual support to meet the specific needs of employees with disability.				
6	There are periodic evaluations of employees with disability.				
7	The institution respects the vocational profile and interest of employees with disability when they are admitted.				
8	Employees with disability have opportunities to hold positions of trust or high-level positions at-will employment, on an equal basis with others.				
9	Employees of a determined workplace are trained to welcome colleagues with disability.				
10	The institution offers transportation on an equal basis for all employees.				

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11	The institution offers employees with disability the opportunity to access, participate, follow, and learn during capacity building, training, and continued learning programs and courses.				
12	For on-site capacity building and training programs and courses, the institution offers the necessary adjustments to guarantee services for people with disability, on an equal basis with others.				
13	For online capacity building and training programs and courses, the institution offers the necessary adjustments to guarantee services for people with disability, on an equal basis with others.				
14	The emergency staff is trained to render the proper service to people with disability during emergency and panic situations.				
15	The emergency staff has enough information about the location of employees with disability in order to prioritize their assistance during emergency and panic situations.				
16	Customer service counters offer priority services to people with disability.				
17	On customer service counters, the attendants are trained to offer differential services to people with disability.				
18	There is equipment (wheelchair, electric scooter or power seats) to help people with reduced mobility on customer service counters.				
19	On customer service counters, the attendants are trained in Libras interpretation.				
20	Customer service counters are lowered down and have a frontal approach area for users with wheelchairs.				
21	Research departments offer differential services for the public with disability.				
22	Research departments offer assistive technology resources destined for the public with disability.				
23	The library offers publications with accessible alternative formats.				
24	The library offers reserved tables for people with disabilities.				

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25	The research departments' furniture and equipment are displayed in a way that helps the mobility of people with physical and visual disability.				
26	Restaurants and cafeterias offer priority service to the public with disability.				
27	Restaurants and cafeterias provide the public with disability with preferential service.				
28	Restaurants and cafeterias display their food in in a way that offers autonomy to people with disability.				
29	Restaurants and cafeterias offer visual and braille menus.				
30	Restaurants and cafeterias offer reserved tables for people with disability.				
31	Restaurants and cafeterias display their furniture and equipment in a way that helps the mobility of people with physical and visual disability.				
32	The events organized by the institution are promoted through accessible means of communication.				
33	There is a communication channel through which the public with disability may inform the institution their intent of participating in an event and request the accessibility resources they need.				
34	The spaces where the events take place are equipped with assistive technology resources for people with disability.				
35	The events organized by the institution offer Libras interpretation for people with hearing disability.				
36	The events organized by the institution offer real time caption services for people with hearing disability.				
37	The events organized by the institution offer audio description services for people with visual disability.				
38	The events organized by the institution and broadcasted on the Internet are provided with Libras interpretation for the public with hearing disability.				
39	The events organized by the institution and broadcasted on the Internet are provided with real time caption for the public with hearing disability.				
40	The events organized by the institution and broadcasted on the Internet are provided with audio description for the public with visual disability.				

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41	The events organized by the institution and broadcasted on television offer Libras interpretation for the public with hearing disability.				
42	The events organized by the institution and broadcasted on television offer real time captions for the public with hearing disability.				
43	The events organized by the institution and broadcasted on television offer audio description for the public with visual disability.				
44	Expositions and other cultural events organized by the institution offer information in accessible and alternative formats.				
45	Expositions and other cultural events organized by the institution offer audio description of works of art.				
46	Expositions and other cultural events organized by the institution offer guide/conductor services for people with visual disability.				
47	Expositions and other cultural events organized by the institution offer Libras interpretation services for people with hearing disability.				
48	There are Libras interpretation services for people with hearing disability when the institution is open for visitors.				
49	There are guide/conductor services when the institution is open for visitors.				
50	There is audio description of monuments and works of art when the institution is open for visitors.				
51	There is information available in accessible and alternative formats when the institution is open for visitors.				
52	There is equipment available to help people with reduced mobility when the institution is open for visitors.				

5. Accessibility in Technology

Verification items		Fully meets requirement	Partly meets requirement	Does not meet requirement	Not applicable
1	All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below.				
2	There is an alternative for time-based media that presents equivalent information for the content composed of only prerecorded audio.				
3	There is an alternative for time-based media or audio track that presents equivalent information for the content composed of only prerecorded video.				
4	Captions are offered for all prerecorded audio content in synchronized media, except when the media is an alternative for text and is clearly labelled as such.				
5	An alternative for time-based media or audio description of content on pre-recorded video is offered for synchronized media, except when the media is an alternative for text and is clearly labelled as such.				
6	There are captions for all live audio content in synchronized media.				
7	There is audio description for all prerecorded video content in synchronized media.				
8	Sign language interpretation is provided for all prerecorded audio content in synchronized media.				
9	Where pauses in foreground audio are insufficient to allow audio descriptions to convey the sense of the video, extended audio description is provided for all prerecorded video content in synchronized media.				
10	There is an alternative for time-based media for all prerecorded content in synchronized media and all prerecorded video-only media.				
11	There is an alternative for time-based media that presents equivalent information for live audio-only content.				
12	Information, structure, and relationships conveyed through presentation have the option to be programmatically determined or be available in text				

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13	When the sequence in which the content is presented affects its meaning, a correct reading sequence is programmatically determined.				
14	Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound.				
15	Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.				
16	If any audio on a web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level.				
17	The visual presentation of text and images of text has a contrast ratio of at least 2.4:1, except for large-scale text, background text and logotypes.				
18	Large-scale text and images of large-scale text have a ratio contrast of at least 3:1.				
19	Except for captions and images of text, the text can be resized without assistive technology up to 400% without loss of content or functionality.				
20	If the technologies being used are able to provide visual presentation, text is used to convey information rather than images of text, except when the image of text can be visually customized according to the user's requirement, since a particular presentation of text is essential to convey information.				
21	The visual presentation of the text and images of text has a contrast ratio of at least 7:1, except for large-scale texts, background texts and logotypes.				
22	The large-scale text and images of large-scale text have a contrast ratio of at least 2.4:1.				

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23	<p>For prerecorded audio-only content that contains primarily speech in the foreground, is not an audio CAPTCHA or audio logo, and is not vocalization intended to be primarily musical expression such as singing or rapping, at least one of the following is true: the audio does not contain background sounds, the background sounds can be turned off or the background sounds are at least 40 decibels lower than the foreground speech content, except for occasional sounds that last for only one or two seconds.</p>				
24	<p>For the visual presentation of blocks of text, a mechanism is available to achieve the following: foreground and background colors can be selected by the user; width is no more than 80 characters or glyphs (20 if CJK); text is not justified (aligned to both the left and the right margins); line spacing (leading) is at least space-and-a-half within paragraphs, and paragraph spacing is at least 1.4 times larger than the line spacing; text can be resized without assistive technology up to 400 percent in a way that does not require the user to scroll horizontally to read a line of text on a full-screen window.</p>				
25	<p>Images of text are only used for pure decoration or where a particular presentation of text is essential to the information being conveyed.</p>				
26	<p>All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints.</p>				
27	<p>If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus.</p>				
28	<p>All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes.</p>				

29	<p>For each time limit that is set by the content, at least one of the following is true: the user is allowed to turn off the time limit before encountering it; or the user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or the user is warned before time expires and given at least 40 seconds to extend the time limit with a simple action (for example, "press the space bar"); or the user may extend the time limit, at least, ten times; or the time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or the time limit is essential and extending it would invalidate the activity; or the limit is longer than 40 hours.</p>				
30	<p>For moving, blinking, scrolling, or auto-updating information, all of the following are true: for any moving, blinking or scrolling information that starts automatically, lasts more than five seconds, and is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and for any auto-updating information that starts automatically and is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.</p>				
31	<p>Timing is not an essential part of the event or activity presented by the content, except for non-interactive synchronized media and real-time events.</p>				
32	<p>Interruptions can be postponed or suppressed by the user, except interruptions involving an emergency.</p>				
33	<p>When an authenticated session expires, the user can continue the activity without loss of data after re-authentication.</p>				
34	<p>Web pages do not include any content that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds.</p>				

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35	Web pages do not contain anything that flashes more than three times in any one second period.				
36	A mechanism is available to bypass blocks of content that are repeated on multiple web pages.				
37	Web pages have titles that describe the topic or purpose.				
38	If a web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.				
39	The purpose of each link is determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link is ambiguous to users in general.				
40	There is more than one way to locate a web page within a set of web pages except where the web page is the result of, or a step in, a process.				
41	Headings and labels describe the topic or purpose.				
42	Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.				
43	A mechanism is available to allow the purpose of each link to be identified from link text alone, except where the purpose of the link would be ambiguous to users in general.				
44	Section headings are used to organize the content.				
45	The default human language of each web page can be programmatically determined.				
46	The language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.				
47	A mechanism is available for identifying specific definitions of words or phrases used in an unusual or restricted way, including idioms and jargon.				
48	A mechanism for identifying the expanded form or meaning of abbreviations is available.				

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49	When text requires reading ability more advanced than the lower secondary education level after removal of proper names and titles, supplemental content, or a version that does not require this same reading ability is available.				
50	A mechanism is available for identifying specific pronunciation of words where meaning of the words, in context, is ambiguous without knowing the pronunciation.				
51	When any component receives focus, there is no change in context.				
52	Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component.				
53	Navigational mechanisms that are repeated on multiple web pages within a set of web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user.				
54	Components that have the same functionality within a set of web pages are identified consistently.				
55	Changes of context are initiated only by user request or a mechanism is available to turn off such changes.				
56	If an input error is automatically detected, the item with the error is identified, and the error must be described to the user in text.				
57	Labels and instructions are provided when content requires user input.				
58	If an input error is automatically detected and suggestions for correction are known, then the suggestions should be provided to the user, unless it would jeopardize the security or purpose of the content.				

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59	<p>For web pages that cause legal commitments or financial transactions for the user, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true: submission of information is reversible; data entered by the user is checked for input errors and the user is provided with an opportunity to correct them; a mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.</p>				
60	<p>Context help is available.</p>				
61	<p>For web pages that require the user to submit information, at least one of the following is true: submissions are reversible; data entered by the user is checked for input errors and the user is provided with an opportunity to correct them; a mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.</p>				
62	<p>In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features.</p>				
63	<p>For all user interface components (including but not limited to: form elements, links, and components generated by scripts), the name and role should be programmatically determined; states, properties, and values that can be set by the user are programmatically set; the notification of changes to these items are available to user agents, including assistive technologies.</p>				