MASS Collaboration

Movement for
Access
Safety & Survivors

Communication Assessment Tool
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“To recognize that we move against a common enemy does not mean that we beat the same drum or play the same tune. It means that we are committed to a future.” Audre Lorde

Introduction

The MASS Collaboration is a collaboration between:

- Boston Area Rape Crisis Center (BARCC)
- Boston Center for Independent Living (BCIL)
- Massachusetts Bay Transportation Authority (MBTA)
- MBTA Transit Police

The goal of our collaboration is to create sustainable systemic change within and between our organizations, so that survivors/victims of sexual violence with disabilities in the Boston area have access to quality services that promote safety, empowerment and healing.

Research has shown that the rate of sexual violence against people with disabilities is very high. A national study showed that persons with a disability of any kind have an age-adjusted rate of rape or sexual assault that was more than twice the rate for persons without a disability (National Crime Victimization Survey, 2007). The 2010 Massachusetts Behavior Risk Factor Surveillance System also found that adults with a disability were more than twice as likely to experience sexual violence as adults without a disability (Massachusetts Department of Public Health, 2011).

Survivors/victims with disabilities experience many barriers to disclosing, reporting and obtaining services. This includes fear of not being believed
and/or being judged, fear of retaliation, fear of losing basic needs such as personal care or transportation, inaccessible services, and fear of discrimination by service providers and systems.

We believe that our project brings together an unconventional set of collaborators to create systemic change. In addition to the more obvious access and service issues that exist at a rape crisis center and an independent living center for survivors/victims with disabilities; we recognize that there are unique risk factors specific to using the transit system. Boston's public transportation system, with its own Transit Police force, is widely used by people with disabilities and this creates exciting possibilities for impacting broad change.

We are committed to gaining a greater understanding about the barriers that survivors/victims with disabilities encounter and building on our existing strengths to address these gaps and improve our response and services.

**Focus of our Work**

It is important to us that our focus of work be consistent with our value of “nothing about us without us.” (See Values on pages 22 to 26) Therefore, based on the scope and expertise of the participating organizations who have a voice at the table, our collaboration has decided to focus our work on people with disabilities who have experienced sexual violence.
Language
We value the dignity of all people and recognize each individual as a unique person. To reflect this belief, we commit to using people first language.

Our collaboration also recognizes that people who experience sexual violence each have their own ways of identifying themselves and we are committed to respecting the preferences of each individual. For the purpose of the Charter, we have decided to be inclusive of the language used by participating organizations; therefore we will use the term survivor/victim when talking about people who experience sexual violence.

Design
In our attempt to create a document that is as accessible as possible to a range of visual needs, including to those who are visual learners, we have decided to:

- Use Arial font;
- Use at minimum, 16 point font for the body of the text;
- Use spacing of at least 25 percent of font size\(^1\);
- Use Microsoft Word heading styles;
- Include tables, diagrams, and other visual depictions;
- Explain all tables, diagrams and other visual depictions in text to be accessible to screen readers;
- Offer this document in alternative formats including Braille and audio. To request this document in alternative formats contact Shelley Yen-Ewert at 617-649-1287 or syenewert@barcc.org.

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\(^1\) Accessible Print Materials: Formatting Guidelines to Accommodate All Audiences; Massachusetts Department of Public Health, Office on Health and Disability, 2007.
Vision Statement

The MASS Collaboration envisions Boston as a city in which the culture within and between victim services, criminal justice, transportation, and disability advocacy and service systems promote the healing, empowerment, and safety of people with disabilities who have experienced sexual violence. Survivors/victims with disabilities will receive equal, responsive, safe, barrier-free services from compassionate professionals, staff, and volunteers who are knowledgeable about and comfortable with supporting survivors/victims with disabilities.
Mission Statement

The mission of the MASS Collaboration is to change the culture within and between all collaborating systems to enhance services to promote healing, empowerment and safety for people with disabilities who have experienced sexual violence. We will accomplish this by incorporating the voices and needs of survivors/victims with disabilities to:

- Build formal and informal connections between our systems;
- Increase the knowledge, skills and confidence of professionals, staff, and volunteers;
- Enhance and develop policies and protocols based on best practices and current research about serving survivors/victims with disabilities in order to increase access to safe, responsive services.
Member Agencies

Boston Area Rape Crisis Center (BARCC)
The mission of the Boston Area Rape Crisis Center (BARCC) is to end sexual violence through healing and social change. BARCC strives to fulfill this mission by offering free, comprehensive care to victims of sexual violence and their families, and by providing community awareness and prevention services to reduce victimization and perpetration. For nearly 40 years, BARCC has helped thousands of victims; over 50,000 on the hotline alone. Today, BARCC remains committed to creating a world in which sexual violence is history. As a high volume center, BARCC is known for their ability to collect and analyze field practice data to gain knowledge of survivor and community needs. This information is combined with the latest research to develop new and improved programs and to create systemic change that benefits survivors and reduces perpetration. BARCC has received numerous awards including the National Crime Victim Service Award in 2009. More information on BARCC can be found at www.barcc.org.

Gina Scaramella, Executive Director, is a member of the collaboration’s Executive Leadership team. Jeni Prater, Special Projects Coordinator, and Shadi Johnston, Clinician, are the collaboration representatives for BARCC.

Boston Center for Independent Living (BCIL)
The Boston Center for Independent Living (BCIL) is the second oldest Independent Living Center in the country. Through a team of over 30 staff, BCIL serves people with any disability and any age in Boston and 34 surrounding communities. As part of a national network of over 500

INTRODUCTION
Independent Living Centers, BCIL’s mission is to improve the lives of people with disabilities by providing needed services and advocating for the rights of consumers. Services include a personal care attendant (PCA) program, peer mentoring, and support for people to obtain housing, secure benefits and health care, and gain employment. Advocacy work includes, among others, ensuring the accessibility of the MBTA on both the fixed and paratransit routes and the parity and quality of health care in hospitals. BCIL also offers information and referral to enhance consumer and community knowledge of available services and programs as well as to answer the general accessibility concerns facing residents and visitors to the city. In all, thousands are impacted each year through BCIL's work. More information on BCIL can be found at www.bostoncil.org.

Bill Henning, Executive Director, is a member of the collaboration’s Executive Leadership team. Karen Schneiderman, PhD, Senior Advocacy Specialist, and Susan Smith, Development Coordinator, are the collaboration representatives for BCIL.

Massachusetts Bay Transportation Authority (MBTA)
The MBTA is the nation's oldest and fifth largest public transportation agency. It consists of a network of fixed-route buses, subways, commuter rail trains and commuter ferries, as well as an extensive paratransit service. In total, the MBTA serves 175 cities/towns and provides 1.3 million trips per day.

Numerous departments comprise the MBTA, including The Department of System-Wide Accessibility, the Operations Department (which contains THE RIDE) and the Transit Police Department—each of which has a role within the collaboration. All three departments are distinct from one another and
are overseen by the MBTA’s General Manager/MassDOT Rail & Transit Administrator. More information on the MBTA can be found at www.mbta.com.

MBTA’S Department of System-Wide Accessibility and Office of Transportation Access—THE RIDE

The MBTA’s Department of System-Wide Accessibility (SWA), established in 2007, works with all other MBTA departments to execute the T’s mission of becoming the global benchmark for accessible public transportation. SWA is committed to creating a fixed-route system that is safe, dependable and inclusive, thereby expanding the transportation options for all customers, including those with disabilities. The Department is involved with the development of policies, procedures and trainings related to improving accessibility, the review of all design plans, and oversight of an internal access monitoring program.

The Office for Transportation Access—THE RIDE is the MBTA’s door to door paratransit service. On average, THE RIDE provides over 8,000 customer trips per day. Organizationally, it is nested within the MBTA’s Operations Department.

Laura Brelsford, Assistant General Manager for System-Wide Accessibility, is a member of the collaboration’s Executive Leadership representing the MBTA fixed-route. Rob Sampson, Manager of Fixed-Route Services, is the MBTA fixed-route’s collaboration representative.

Michael Lambert, Deputy Administrator and Assistant to the General Manager, is the collaboration’s Executive Leadership member representing the MBTA RIDE. Frank Oglesby, Deputy Director of Paratransit Contract Operations, is the MBTA RIDE collaboration representative.
In 1968, under Chapter 664 of the Acts of 1968, legislation signed into law the creation of a cross jurisdictional department that could police the Massachusetts Bay Transportation Authority’s growing transportation network. The MBTA Transit Police’s primary function is to protect the lives and safety of MBTA patrons, MBTA employees and the public in general. As part of that function, officers respond to possible criminal activity which occurs on the MBTA and investigate such crimes. In addition, responsibilities include the prevention and investigation of internal security issues, including employee theft and contract / vendor fraud. The Department is also charged with the protection of MBTA property and revenue.

The MBTA Transit Police’s fundamental duties are to safeguard lives and property within our transportation system and uphold the constitutional rights of all people by following a set of core values that reflect the finest nature of policing. Those set of core values are: Fairness, Truthfulness, Professionalism, Perseverance, Treating All Persons with Dignity and Respect, Service before Self and Integrity.

While the MBTA Transit Police Department has primary jurisdiction on MBTA property and vehicles, MBTA Transit Police Officers have full police authority throughout and within the 175 cities and towns comprising the MBTA service district. Policing responsibility is shared with local cities and towns by means of concurrent jurisdiction and in a few instances through mutual aid agreements.

Chief Kenneth Green is the collaboration’s Executive Leadership member representing the Transit Police Department. Dana Nye, Community Officer, is the MBTA Transit Police’s representatives within the collaboration.
Communication Access and Safety Assessment Tool

**What is the Communication Access and Safety Assessment Tool?**

The MASS Collaboration Communications Access and Safety Assessment Tool was developed from input from survivors/victims of sexual violence and people with disabilities, collaboration discussions, and consultation with Vera Institute of Justice, our grant technical assistance provider. It builds on the questions developed in the MASS Collaboration Programmatic Access and Safety Assessments which were developed during the implementation phase of the 2011 grant. This project was supported by Grant No. 2014-FW-AX-K006 awarded by the Office on Violence Against Women, U.S. Department of Justice. The opinions, findings, conclusions, and recommendations expressed in this publication/program/exhibition are those of the author(s) and do not necessarily reflect the views of the Department of Justice, Office on Violence Against Women.

This tool is designed for agencies to begin to assess:

1. The **accessibility** of our agencies’ public communications materials for people with disabilities, survivors of sexual violence, and survivors with disabilities
2. The **inclusiveness** of people with disabilities, survivors of sexual violence, and survivors with disabilities in our agencies’ public communication materials.
This tool is intended to be used by agency staff who may not have professional design or technical experience. With this intent in mind, we have tried as much as possible to break down complex aspects into concrete, specific questions. We have also limited assessment areas to those that could be conducted by a layperson, with assistance from partner agencies, people with disabilities and survivor/victims. Agencies are encouraged, if needed, to consider more thorough assessments conducted by professionals, such as individuals specializing in accessible web-design or people trained in conducting ADA assessments.

This is a tool intended to help agencies develop ideal communications that are accessible and inclusive for survivor/victims with disabilities. We understand that the process of improving communications is a process and that many factors can impact what can change over time. This tool and recommendations developed as a result of the tool are meant to be used as a guide for agencies to engage in the process of making change over time.

Why did we develop the Communication Assessment Tool?
What we found from the Needs Assessment and Accessibility/Safety Assessments was that in order for survivors with disabilities to know that they are welcome at organizations it is important for these organizations to:

1. Communicate to the public about the accessibility and safety of agency services in order to promote inclusiveness of survivors with disabilities, and
2. Make sure that public communications themselves are accessible.
Who should conduct the assessment?
It is recommended that multiple people participate in the assessment as some questions may be interpreted differently by different individuals. The following people should be included:

- Staff from the agency whose communication material is being assessed
- Staff from rape crisis centers
- Staff from disability serving organizations
- People with disabilities, including people who use screen readers
- Survivors/victims of sexual violence

How will the MASS Collaboration use the Communication Assessment Tool?
We will use this tool to assess at least one form of public communication (e.g. website, brochure, etc.) at each of the following agencies:

- BARCC
- BCIL
- MBTA Transit Police Department

In addition, we will use this tool to assess the 2016 MBTA Anti-Sexual Harassment Campaign to ensure accessibility and messaging that is inclusive of survivors/victims with disabilities.
The MBTA has had its own communications assessment regarding accessibility of its website. In the 2011 grant period we conducted a safety assessment of aspects of MBTA communications. We will not be specifically assessing MBTA communications with this tool; however this tool is available to the MBTA.

Members of the Collaboration’s Communications Committee will conduct the assessment. People who use screen readers will be hired as consultants to assess for screen reader compatibility. Additional consultants may be hired depending on need.

The Communications Committee will develop recommendations based on the findings of this assessment. Each agency will prioritize recommendations and develop a plan for improving agency communications to be more accessible and inclusive of survivor/victims with disabilities.
Communications Assessment Cover Page

Agency Name:

Item Being Assessed:

☐ Electronic Communications (website, mobile website, app)
   Website (address: ____________________________________________)

☐ Brochure

☐ Branded paper material (letterhead and business cards)

☐ Signage

☐ Posters, Campaigns, Flyers
General Accessibility

1. Use the WAVE (Web Accessibility Evaluation Tool) to identify potential accessibility issues.

Note: There are limitations to this tool, so do not stop here in your assessment. Continue to complete a more detailed assessment.

The tool is available at: http://wave.webaim.org/

Comment on findings.
Ease of Navigation

2. Is the website or app easy to navigate in that:
   a. Links are easy to find?
      Yes   No

   b. Titles of links describe what your reader would find if they click on the link?
      Yes   No

   c. Navigation is divided into main and sub-navigation sections?
      Yes   No

   d. There are multiple ways to navigate (e.g. menu, search option, etc.)?
      Yes   No

   e. Every page has at least one heading?
      Yes   No

3. Are buttons or clickable areas large and identifiable?
   Yes   No
4. Is information organized so each page can stand alone?
   Yes   No

**Visual Accessibility**

Below is a list of commonly used screen readers. Technology changes, so stay up-to-date on the most current screen readers commonly used. Consider testing more than one version because older and newer versions of the same software may differ. Consider testing more than one browser as well, because different browsers impact the software differently. It is best practice to have people who use screen readers conduct this portion of the assessment.

5. Is the website accessible to the following most common screen readers:
   a. JAWS? Version_________ Browser_________
      Yes   No

   Comments:
b. Window Eyes? Version_________ Browser__________
   Yes           No
   Comments:

c. NVDA? Version_________ Browser__________
   Yes           No
   Comments:

d. Voice Over (Mac) Version_________ Browser__________
   Yes           No
   Comments:
6. Are the communication materials accessible for people with vision-related disabilities, in terms of:
   a. Adequate color contrast (dark text/images on light background or light text/images on dark background)?
      Yes   No

   b. Not using color as the only way to convey functional information (e.g. errors are shown in red using color to indicate a link will open a new window, highlighting on form fields to indicate a required field has been left blank)?
      Yes   No

   c. Having lots of white space?
      Yes   No

   d. Not too busy (with color, different fonts, etc.)?
      Yes   No

   e. Not having text on top of images?
      Yes   No

   f. Using Arial or Helvetica font?
      Yes   No
g. Uses 1.25 text spacing?
   Yes   No

h. Text alternatives for non-text content like images (could included captioning or other ways to communicate the same information in the image)?
   Yes   No

i. Left justified text (People with cognitive-based disabilities rely on spacing to know there is a break in concept. Left justification provides this spacing.)?
   Yes   No

7. Is the size of text resizable up to 200% without losing information?
   Yes   No

8. Can the size of images be changed by the user and still be seen clearly?
   Yes   No

9. Does the website avoid using images of text?
   Yes   No
10. Can the contrast ratio be changed by the user?
   Yes   No

**Language Access**
Note: This assessment tool does not create separate criteria for plain language for written material and website for the most part. In general, however, because web users typically want quick answers, information should be even more broken down and concise for websites.

11. Do you use plain language in terms of:

   a. Most of the time using short sentences with one idea per sentence?
      Yes   No

   b. Most of the time avoiding excessive words?
      Yes   No

   c. Most of the time using active voice (e.g. “He said…” instead of “It was said…”)?
      Yes   No
d. Most of the time, when applicable, using base verbs (e.g. call instead of calling)
   Yes    No

e. Most of the time, when applicable, using present tense?
   Yes    No

f. Most of the time, when applicable, speaking directly to the person using the communication tool (using “you”)?
   Yes    No

g. Most of the time using concrete, familiar words?
   Yes    No

h. Most of the time defining jargon and abbreviations?
   Yes    No

i. Using brief, repetitive messaging (Trauma can impact a survivor’s ability to process information. Repeating key messages can help both survivors and people with cognitive disabilities remember and understand messages.)?
   Yes    No
j. Having short sections?
   Yes   No

k. Using headings that clearly describe sections?
   Yes   No

l. Presenting your key message first (i.e. considering what is the most important information for the reader to understand)?
   Yes   No

m. Organizes information with lists and/or bullets?
   Yes   No

**Using Multiple Methods to Communicate Messages**

Offering different methods of communications makes communications more accessible because people have different access needs and learning styles.

12. Do you include different methods of communication? (E.g. text, image, video, audio)
   Yes   No

13. Do you use pictures or images (e.g. tables, charts, graphs)?)
   Yes   No
14. Is there video?
   Yes    No

15. If yes, are any of the following methods for communicating the information provided:

   a. Text-captions (Including manually writing captions rather than using “automatic captions” which do not always accurately transcribe what is said)?
      Yes    No

   b. Sign language video interpretation?
      Yes    No

   c. Audio description?
      Yes    No

   d. Transcripts?
      Yes    No

16. Is there audio?
   Yes    No

17. If yes, can users control audio by:
18. Are any of the following methods for communicating the information provided?

   a. Text-captions?
      Yes        No

   b. Sign language video interpretation?
      Yes        No

   c. Transcripts?
      Yes        No
**Flashing Images**

19. As these images may cause seizures in some individuals with photosensitive epilepsy, does the website or app minimize flashing or the impact of flashing by:

   a. Avoiding anything that flashes? (If “No,” answer B, C, and D below)
      
      Yes   No   N/A

   b. Minimizing the rate of flashing to less that three flashes in one second?
      
      Yes   No

   c. Allowing users to set custom flash rate limit?
      
      Yes   No

   d. Providing a warning about flashing (e.g. for content in a video)?
      
      Yes   No

**On-Line Documents and Forms**

20. If documents are posted electronically are they available in Microsoft Word or text format (in addition to PDF format as these are not accessible for all screen readers)?
21. If there are online forms, are they compatible with current key browsers? (It is recommended to test several commonly used current browsers.)

<table>
<thead>
<tr>
<th>Browser</th>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

Content Inclusive of People with Disabilities

Accessibility and Accommodations

22. Do the agency’s communication materials include the International Symbol of Access to denote building accessibility and willingness to provide accommodations?

Yes

No

23. Do the agency’s communication materials include other accessibility symbols?²

_____________________________________

² Other accessibility symbols and descriptions can be found on the following website: https://www.graphicartistsguild.org/tools_resources/downloadable-disability-access-symbols
If so, which ones:

24. Does the agency list the TTY number for the Deaf and hard of hearing in its communication materials?
   Yes    No    N/A

25. Do the communication materials include information about the accessibility (including for non-apparent disabilities), including limitations of access of:
   
a. The building?
      Yes    No

   b. Transportation?
      Yes    No

   c. Route of travel from public transportation?
      Yes    No    N/A

   d. Route of travel from parking lot?
      Yes    No    N/A
e. Services?
   Yes       No

26. Do the communication materials state who to contact if there are barriers to access, including temporary barriers such as snow blocking a curb cut?
   Yes       No

27. Do the agency’s materials indicate that the agency is welcoming to service animals?
   Yes       No

28. Do the communication materials demonstrate that the agency is committed to providing reasonable accommodations, including for non-apparent disabilities by:
   a. Explicitly stating that accommodations can be requested?
      Yes       No

   b. Explicitly stating that accommodations will be provided free of charge?
      Yes       No
c. Including information about the range/types of accommodations it can provide, including those for people with non-apparent disabilities?
   Yes   No

d. Providing information about how to request accommodations?
   Yes   No

e. Including information about the length of time and process for fulfilling a reasonable accommodation request, particularly for clients who require ASL interpreters or CART services?
   Yes   No

f. Providing information about events in advance to give adequate time for people to request an accommodation if necessary?
   Yes   No

**Content Inclusive of People with Disabilities**

29. Do the agency’s materials explicitly state that they work with people with disabilities?
   Yes   No
30. If the agency provides images of people, do they include images of a diversity of people, including people with disabilities?
   Yes  No  N/A

31. Is the agency’s written content inclusive of people with disabilities?
   (e.g. including specific ways that sexual violence impacts people with disabilities, case examples that include survivors with disabilities, talks about crime against people with disabilities, etc.)
   Yes  No

**Policy**

32. Do the agency’s electronic communications include a statement that the agency does not discriminate against people with disabilities?
   Yes  No

33. If the agency has an ADA Coordinator, does the agency’s communication include this person’s contact information?
   Yes  No  N/A

34. Do the electronic communications describe who to contact if you have a complaint regarding access or discrimination?
   Yes  No
Resources

35. Does the agency include resources specific to persons with disabilities, including people with non-apparent disabilities, in its electronic communications?
   Yes   No   N/A

36. Does the agency include resources specific to the Deaf community in its electronic communications?
   Yes   No   N/A

Content Inclusive of Survivors/Victims

General Content about Sexual Violence

37. Do the agency communications define sexual violence broadly as any sexual act against someone’s will?
   Yes   No

38. If the agency communications talk specifically about survivor/victims of sexual violence, do they use non-judgmental language?
   Yes   No   N/A
39. If the agency’s communications refer to survivors/victims, is the language inclusive of people of different genders (e.g. use of pronouns), ages, races, etc.?

Yes   No   N/A

40. If there are images that portray survivors/victims are they inclusive of people of different genders, ages, races, etc.?

Yes   No   N/A

**Safety**

41. Some survivors may have confidentiality or safety concerns regarding others seeing them view pages related to sexual violence. Does the website or webpage have an escape or exit feature?

Yes   No

**Resources**

42. Do the agency’s electronic communications include BARCC’s hotline and website?

Yes   No
43. Do the agency’s electronic communications include or link to time sensitive information for survivors, such as a list of SANE hospitals?

Yes  No  N/A

**Reporting Sexual Violence**

Questions in this section are specific to certain types of organizations. These include organizations which are reporting entities (such as a police department) or some organizations that provide services to the general public (such as public transportation).

44. Does the agency include information in its communication materials about how to report sexual violence?

   Yes  No

45. Does the agency include information in their communication materials about what a survivor/victim can expect if they report in regards to:

   a. Confidentiality and limits to confidentiality?

      Yes  No

   b. What happens with the report?

      Yes  No
c. The agency’s expectations regarding the response by staff/employees (e.g. You will be treated in a professional manner)?
   Yes  No

d. What to expect regarding communications from the agency regarding the report?
   Yes  No

Other

46. Do the agency’s electronic communications mention the MASS Collaboration?
   Yes  No  N/A
1. Is the brochure accessible for people with vision-related disabilities, in terms of:
   a. Adequate color contrast (dark text/images on light background or light text/images on dark background)?
      Yes    No
   b. Not using color as the only way to convey functional information (e.g. errors are shown in red, using color to indicate a link will open a new window, highlighting on form fields to indicate a required field has been left blank)?
      Yes    No
   c. Having lots of white space?
      Yes    No
   d. Not being too busy (with color, different fonts, etc.)?
      Yes    No
   e. Not having text on top of images?
      Yes    No
f. Uses Arial or Helvetica font?
   Yes  No

g. Uses at least 18 point font?
   Yes  No

h. Uses 1.25 text spacing?
   Yes  No

i. Text alternatives for non-text content like images
   Yes  No

j. Left justified text (People with cognitive-based disabilities rely on spacing to know there is a break in concept. Left justification provides this spacing.)?
   Yes  No

**Language Accessibility**

2. Does the brochure use plain language in terms of:

   a. Using short sentences with one idea per sentence?
      Yes  No

   b. Avoiding excessive words?
      Yes  No
c. Using active voice (e.g. “He said…” instead of “It was said…”)?
   Yes  No

d. When applicable, using base verbs (e.g. call instead of calling)
   Yes  No

e. When applicable, using present tense?
   Yes  No

f. Most of the time, when applicable, speaking directly to the
   person reading the brochure (using “you”)?
   Yes  No

g. Most of the time using concrete, familiar words?
   Yes  No

h. Most of the time defining jargon and abbreviations?
   Yes  No

i. Using brief, repetitive messaging (Trauma can impact a
   survivor’s ability to process information. Repeating key
messages can help both survivors and people with cognitive
disabilities remember and understand messages.)?

Yes   No

j. Having short sections?
   Yes   No

k. Using headings that clearly describe sections?
   Yes   No

l. Presenting your key message first (i.e. considering what is the
   most important information for the reader to understand)?
   Yes   No

m. Organizes information with lists and/or bullets?
   Yes   No

3. Is information communicated in multiple ways to be accessible to
   people with different learning styles (e.g. using both words and
   images)?
   Yes   No
Alternative Formats

4. Are brochures available in the following alternative formats:
   a. Large Print?
      Yes   No
   b. Braille?
      Yes   No
   c. Audio?
      Yes   No

5. Does your agency communicate that print materials are available in alternative formats and how to obtain them?
   Yes   No

Content Inclusive of People with Disability

6. Does the brochure use the International Symbol of Access to denote building accessibility and willingness to provide accommodations?
   Yes   No
7. Does the brochure include other accessibility symbols?³
   Yes   No

   If so, which ones:

8. Does the brochure have the TTY number for the Deaf and hard of hearing in its brochure?
   Yes   No   N/A

9. Does the brochure demonstrate that the agency is committed to providing reasonable accommodations, including for non-apparent disabilities by:

   a. Explicitly stating that accommodations can be requested?
      Yes   No

   b. Explicitly stating that accommodations will be provided free of charge?
      Yes   No

³ Other accessibility symbols and descriptions can be found on the following website: https://www.graphicartistsguild.org/tools_resources/downloadable-disability-access-symbols
10. Do the brochure materials explicitly state that they work with people with disabilities?
   Yes   No

11. If the agency provides images of people, do they include images of a diversity of people, including people with disabilities?
   Yes   No   N/A

For more extensive brochures/pamphlets
Consider including some of the following types of information:

12. Does the brochure include information about the accessibility including limitations of access of:

   a. The building?
      Yes   No

   b. Transportation?
      Yes   No

   c. Services?
      Yes   No
13. Does the brochure state who to contact if there are barriers to access, including temporary barriers such as snow blocking a curb cut?
   Yes   No

14. Does the brochure include information about accommodations including:
   a. Information about the range/types of accommodations it can provide, including those for people with non-apparent disabilities?
      Yes   No

   b. Information about the length of time and process for fulfilling a reasonable accommodation request, particularly for clients who require ASL interpreters or CART services?
      Yes   No

15. Providing information about how to request accommodations?
    Yes   No

16. Does the brochure indicate that the agency is welcoming to service animals?
    Yes   No
17. Is the agency’s written content inclusive of people with disabilities? (e.g. including specific ways that sexual violence impacts people with disabilities, case examples that include survivors with disabilities, talks about crime against people with disabilities, etc.)

   Yes   No

18. Does the brochure include an anti-discrimination statement that explicitly mentions people with disabilities?

   Yes   No

19. Does the brochure describe how to make a complaint or grievance?

   Yes   No

20. Does the brochure include resources specific to persons with disabilities, including people with non-apparent disabilities, in its communication materials?

   Yes   No   N/A

21. Does the brochure include resources specific to the Deaf community in its communication materials?

   Yes   No   N/A
Inclusion of Survivor/Victims

All brochures

22. If the brochure talks specifically about sexual violence does it define sexual violence broadly as any sexual act against someone’s will?
   Yes   No

23. If the brochure talks specifically about survivor/victims of sexual violence, does it use non-judgmental language?
   Yes   No   N/A

24. If the brochure refers to survivors/victims, are representations in the language inclusive of people of different genders (e.g. use of pronouns), ages, races, etc.?
   Yes   No   N/A

25. If there are images that portray survivors/victims, are they inclusive of people of different genders, ages, races, etc.?
   Yes   No   N/A

More Extensive Brochures

Resources

26. Does the brochure include BARCC’s hotline and website?
   Yes   No
27. Does the brochure include time sensitive information for survivors, such as a list of SANE hospitals?
   Yes   No

28. Does the brochure describe how to make a grievance?
   Yes   No

**Other**

**More Extensive Brochures**

29. Does the brochure mention the MASS Collaboration?
   Yes   No   N/A
**PRINTED BRANDED MATERIAL**

**Visual Accessibility**

1. Is there adequate color contrast (dark text/images on light background or light text/images on dark background)?
   - Yes   No

2. Not being too busy (with color, different fonts, etc.)?
   - Yes   No

3. Not having text on top of images?
   - Yes   No

4. Uses Arial or Helvetica font?
   - Yes   No

5. Uses at least 18 point font?
   - Yes   No

6. Uses 1.25 text spacing?
   - Yes   No
7. Left justified text (People with cognitive-based disabilities rely on spacing to know there is a break in concept. Left justification provides this spacing.)?

Yes  No

8. Are print materials available in alternative formats:
   a. Large print?
      Yes  No
   b. Braille?
      Yes  No

9. Does your agency communicate that print materials are available in alternative formats and how to obtain them?
   Yes  No

**Content**

10. Does the agency list the TTY number for the Deaf and hard of hearing in its letterhead, business cards, etc.?
    Yes  No  N/A
1. Are signs regarding space designations (e.g. location of bathrooms, stairwells, etc.) accessible?
   a. Do signs include tactile characters?
      Yes   No

   b. Are tactile characters duplicated in Braille?
      Yes   No

   c. Are the signs’ characters located between 48-60 inches from the floor or ground?
      Yes   No

   d. Are signs by doorways located on the latch side of the door?
      Yes   No

   e. Do the signs’ characters meet the 5/8 in. min and 2 in. max height requirement?
      Yes   No
f. Do visual characters and symbols contrast with their background with light characters/symbols on a dark background or dark characters/symbols on a light background?

Yes    No

g. If a pictogram is used, is it accompanied by tactile characters and Braille?

Yes    No    N/A

2. If there are visual directional or informational signs are they accessible (e.g. MBTA direction signs)?

   a. If a sign mounted at a height greater than 120 in., do they include visual characters that have a minimum height of 3 in?

       Yes    No

   b. Are visual characters displayed in a conventional format (i.e. not italic, oblique, script, highly decorative, etc.)?

       Yes    No
A. Accessibility

**Visual Accessibility**

1. Are the communication materials accessible for people with vision-related disabilities, in terms of:

   a. Adequate color contrast (dark text/images on light background or light text/images on dark background)?
   
   Yes  No

   b. Not using color as the only way to convey functional information (e.g. errors are shown in red, using color to indicate a link will open a new window, highlighting on form fields to indicate a required field has been left blank)?
   
   Yes  No

   c. Having lots of white space?
   
   Yes  No

   d. Not being too busy (with color, different fonts, etc.)?
   
   Yes  No

   e. Not having text on top of images?
   
   Yes  No
f. Uses Arial or Helvetica font?
   Yes   No

g. Uses at least 18 point font?
   Yes   No

h. Uses 1.25 text spacing?
   Yes   No

i. Text alternatives for non-text content like images (could include captioning or other ways to communicate the same information in the image)?
   Yes   No

j. Left justified text (People with cognitive-based disabilities rely on spacing to know there is a break in concept. Left justification provides this spacing.)?
   Yes   No
Language Accessibility

2. Does the agency use plain language in terms of:

   a. Using short sentences with one idea per sentence?
      Yes     No

   b. Avoiding excessive words?
      Yes     No

   c. Using active voice (e.g. “He said…” instead of “It was said…”)?
      Yes     No

   d. When applicable, using base verbs (e.g. call instead of calling)
      Yes     No

   e. When applicable, using present tense?
      Yes     No

   f. When applicable, speaking directly to the person viewing the campaign (using “you”)?
      Yes     No

   g. Using concrete, familiar words?
      Yes     No
h. Defining jargon and abbreviations?
   Yes       No

i. Using brief, repetitive messaging (Trauma can impact a survivor’s ability to process information. Repeating key messages can help both survivors and people with cognitive disabilities remember and understand messages.)?
   Yes       No

j. Presenting your key message first (i.e. considering what is the most important information for the reader to understand)?
   Yes       No

k. Organizes information with lists and/or bullets?
   Yes       No

3. Is information communicated in multiple ways to be accessible to people with different learning styles (e.g. using both words and images)?
   Yes       No
Alternative Formats

4. Are print materials available in alternative formats:
   a. Large print?
      Yes   No
   b. Braille?
      Yes   No
   c. Audio?
      Yes   No

5. Does your agency communicate that print materials are available in alternative formats and how to obtain them?
   Yes   No

Using Different Methods of Communication (specific to campaigns)

6. Offering different methods of communications makes communications more accessible because different people have different access needs and learning styles. Do you include different methods of communication in your campaign? (E.g. text, video, audio)
   Yes   No

7. Is there video?
   Yes   No
If yes, are any of the following methods for communicating the information provided:

a. Text-captions (Including manually writing captions rather than using “automatic captions” which do not always accurately transcribe what is said)?
   Yes   No

b. Sign language Video Interpretation?
   Yes   No

c. Audio description?
   Yes   No

d. Transcripts?
   Yes   No

8. Is there audio?
   Yes   No

If yes, can users control audio by:

a. Stopping audio
   Yes   No
b. Pausing audio
   Yes   No

c. Adjusting volume to audio
   Yes   No

9. Are any of the following methods for communicating the information provided:
   a. Text-captions?
      Yes   No

   b. Sign language video interpretation?
      Yes   No

   c. Transcripts?
      Yes   No

**Event Flyers**
10. If the event is held in an accessible location, does the flyer indicate that the event is accessible (e.g. using international symbol of accessibility or explicit statement)?
    Yes   No
11. If there will be a sign language interpreter at the event, does the flyer indicate this either through the sign language symbol or an explicit statement?
   Yes   No

12. Does the flyer explicitly state that accommodations can be requested?
   Yes   No

13. Does the flyer explicitly state how to request accommodations?
   Yes   No

14. Does the flyer state when accommodation requests must be made?
   Yes   No

15. Does the agency list their TTY number on the flyer?
   Yes   No   N/A

16. Does the agency provide information about events in advance to give adequate time for people to request an accommodation if necessary?
   Yes   No
Safety Campaigns

17. Does the agency include information in its campaigns about how to report sexual violence?
   Yes   No   N/A

18. Does the agency include information in their campaigns about what a survivor/victim can expect if they disclose/report in regards to:
   a. Confidentiality and limits to confidentiality?
      Yes   No
   b. What happens with the disclosure/report?
      Yes   No   N/A
   c. The agency’s expectations regarding the response by staff/employees (e.g. You will be treated in a professional manner)?
      Yes   No   N/A
   d. What to expect regarding communications from the agency regarding the disclosure/report?
      Yes   No   N/A
19. Does the campaign express that they have zero tolerance for sexual violence?
   Yes   No   NA

20. Does the campaign define sexual violence broadly as any sexual act against someone’s will?
   Yes   No   NA

21. Does the campaign provide information about who people can contact if they observe sexual violence at the agency?
   Yes   No   NA

22. Does the campaign explicitly state that the agency will respond to safety concerns that arise within the agency?
   Yes   No   NA

23. Does the campaign provide information about who people can contact if they have safety concerns?
   Yes   No   NA

24. Does the campaign express that everyone (e.g. all staff or all riders, etc.) can play a role in creating a safe community rather than focusing on individual actions to prevent victimization?
   Yes   No   NA
25. Does the campaign mention ways that people can play a role in creating a safe community? (e.g. be respectful of your fellow riders)
   Yes   No   NA

26. If the campaign talks specifically about survivor/victims of sexual violence, do they use non-judgmental language?
   Yes   No   N/A

27. If the agency communications refer to survivors/victims, is the language inclusive of people of different genders (e.g. use of pronouns), ages, races, etc.?
   Yes   No   N/A

28. If there are images that portray survivors/victims are they inclusive of people of different genders, ages, races, etc.?
   Yes   No   N/A
Campaign - Any

29. If the campaign provides images of people, do they include images of a diversity of people, including people with disabilities?
   Yes   No   N/A

30. Is the campaign inclusive of people with disabilities?
   Yes   No