According to the United States Centers for Disease Control and Prevention, there are approximately 61 million people with disabilities in the United States. This includes people with physical disabilities (walking, dexterity and mobility related) and sensory disabilities (people who are blind, deaf or have processing disorders). Disabled people make up about 26 percent of the U.S. population – over one in four people. **This means that if you’re not making your QAC/QAK accessible to disabled people, California is not getting a complete count.**

**Access is a Civil Right in the United States**

This tip sheet is provided as a public service to help you understand the basics and to ensure that everyone feels welcome at your Questionnaire Assistance Center or Kiosk.

**Where to Begin:** Access works best when you prepare in advance and when there is accountability.

- Designate a person on your team who will be responsible for ensuring equal access.
- Budget to provide equal access to census takers with disabilities.

**Consider:** Think about how a person with a disability will navigate your space and use the devices provided to take the Census.

- What barriers would a wheelchair-user encounter when visiting your location?
- Would a blind person be able to move around, or enter your census location without assistance?
- How would you or your colleagues communicate with a Deaf person who stopped by?
- How would someone on your team explain the Census to a person with an intellectual or learning disability?

In order to provide a seamless and inclusive experience for every person who may come to your site to take the Census you need to have answers and solutions to these questions before they arrive.

**Venue Entrance and Location Access**

- Is your location near an accessible public transportation stop? If not, where is the nearest accessible transportation stop, and how can people get to you from there?
- Is there an entrance that does not require using stairs?
- Is the main entrance to your space wheelchair accessible? **NOTE:** Wheelchair accessible means the entrance to the building is completely flat and well-marked.
• If the main entrance isn’t wheelchair accessible, you need to determine if there is a second entrance, elevator, or ramp that is, and if it has signage that makes it easy to find.
• Are the doors easily opened by someone who uses a wheelchair, or who has limited mobility, or does someone in your office need to provide assistance? Decide who that person, or better yet, persons should be.

Internal Access

• Is your location easy to navigate for manual, power chair and/scooter users, including seniors who use canes or have mobility disabilities? Would blind visitors be able to enter your Census space unattended, or without additional assistance?
• Is the area clear of furniture or other items that would prevent ease of movement within the space by a blind person or wheelchair user?
• Is there an accessible route that is at least 36” wide?
• Is there clear, easy-to-read, high-contrast signage with Braille identifying your census-taking location?
• What accommodations do you have available for someone who is Deaf or has difficulty hearing?

Equipment Access

Physical Access: Make sure that the computers or tablets you provide are physically accessible to wheelchair users. You will need to provide a table or desk with clearance for a wheelchair.

Digital Access: People who are blind don’t read text on a screen; they use text-to-audio software to hear the information displayed the screen. Newer computers and tablets come with screen-reader software installed (Voiceover on Macs, Narrator on PCs). Macs and PCs also have other accessibility features (large font, keyboard navigation). Become familiar with those features.

iPads are pre-loaded with a variety of useful accessibility features that help disabled users have a seamless experience including a screen reader, support for playback of closed-captioned content, and other innovative universal access features including:

    VoiceOver: A gesture-based screen reader for blind users. Instead of memorizing keyboard commands or pressing tiny arrow keys, users simply touch the screen to hear a description of the item under their fingers, then double-tap, drag, or flick to control iPad. VoiceOver speaks 21 languages and works with all of the applications built into iPad.

    Contrast: If a person taking the census requires a high contrast screen, iPad the iPad allows them to change the display to white on black. Users can access the White on Black feature in any application, as well as on the Home, Unlock, and Spotlight screens, and with Zoom and VoiceOver.

    Zoom: This feature lets users magnify the entire screen of any application up to five times the regular size. Users can move left, right, up, and down to view any portion of the screen close up.

Visit disabilitycounts2020.org to learn more about providing equal access for people with all types of disabilities!