WHAT IS ACCESSIBLE INFORMATION & COMMUNICATION TECHNOLOGY?

Today, accessibility is not just a physical concept. Being able to get through the literal door is no longer enough to ensure people with disabilities can apply and interview for jobs; a company’s “virtual doors” must be open as well. Furthermore, once on the job, employees with disabilities—like all employees—must be able to access the information and communication technology (ICT) they need to maximize their productivity.

EXAMPLES OF BEST PRACTICES

Examples of best practices for ensuring accessible ICT include, but certainly are not limited to:

- Using accessible online recruiting platforms and products;
- Adopting a website/ICT accessibility policy;
- Appointing a chief accessibility officer; and
- Establishing clear procurement policies specifying that ICT should be accessible, indicate which standards apply and provide for inspection of deliverables based on those standards.

DISCUSSING ACCESSIBLE ICT

Use the following questions to spark conversation about this topic in a group setting, for example, with human resource professionals, diversity and inclusion professionals, employee assistance professionals, business executives and supervisors/managers. This is a great opportunity to use these questions to complement EARN’s training, Be Tech Savvy: Accessible Information & Communication Technology, available at AskEARN.org/inclusion-work.

- Do you know if your company's online recruiting and hiring systems are accessible to people with a variety of disabilities?
- Do you have a policy in place for how employees can request accommodations, including accessible or assistive technology tools?
- To your knowledge, has your company assessed the accessibility of its technology infrastructure? If not, are you aware of tools and services to help it do so?