



**Mayor's Office for  
People with Disabilities**

# **Inclusive Engagement Guide**

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Access for people with disabilities to government events and meetings open to the public is critical to New York City. We want to be inclusive and facilitate the participation in government programs, services and activities for the 11% of New Yorkers who have identified as having a disability.

When scheduling public events, the space, communications and materials should meet the needs of all people with disabilities in New York City. The following information is meant to provide guidance.

## **Selecting a Venue**

In order to ensure physical access for all constituents the facility should be equipped with the following features:

- Main entrance is flush with the sidewalk or is there a ramp
- The entrance door opening is 32-inches or larger
- Accessible routes 36-inches
- Seating options available for constituents in wheelchairs
- Restroom door 32-inches or larger
- Wheelchair accessible stall (approx. 5x5)
- Consider temporary signage to direct the public to accessible areas
- Accessible parking spaces if parking is provided

## **Written Communication Materials**

When creating print materials for meetings such as a program, agenda or flyer, be sure to considering the following:

- Standard font size is 16pt. font while Large Print is 18pt. font.
- Use sans-serif fonts such as Arial, Helvetica and Verdana.
- Be mindful of contrast, black font on white background is best practice.

## Audio Communication

Whenever possible, a microphone should be present during all meetings. In addition you may be requested to provide:

- ASL Interpretation
- Communication Access Realtime Translation (CART)
- Induction Loop/Infrared Hearing System

(List of Vendors available under Resources)

## Digital Media Materials

- All videos should have clearly visible subtitles to display audio content.
- All videos should have audio description announcing visual content.
- All images shared on social media should be described for users that are Blind/Low Vision by utilizing “alt-text.” Alt-text is supported on Facebook, Twitter and Instagram.

## Advertising and Providing Accommodations

- All advertisements, flyers, notices, and other publicity materials must contain information regarding a reasonable timeframe (48 to 72 hours) for the public to make a request for an accommodation, along with a contact e-mail address and or telephone number prior to the meeting or event.

## Additional Resources and Information

### All Hands in Motion

718-997-0472

### Sign Language Resources, Inc.

888 964 5553

### Lime Interpreting Services

516-922-4100

### Mill Neck Interpreting Services

516-922-4100

### LC Interpreting Services

917-210-5804

### Total Caption

201 - 301 - 2435

For guidance on all matters in this document please reach out to the  
MOPD Disability Service Facilitator

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New York Relay users dial 711