

# Interpretive Media Accessibility Checklist

This is a simple tool to assist parks in identifying gaps in accessibility for interpretive media and services in order to take action and to request funding to mitigate them. This is a broad-level tool for common interpretive media and does not evaluate the quality of existing services or address all details of accessibility requirements. The appendix has definitions and resources.

Note: Section 504 [of the 1973 Rehabilitation Act] Self-Evaluation and Transition Plans (SETPs) are required. They are used for detailed, self-evaluation of programmatic accessibility within a park, which includes evaluation of physical accessibility of park facilities where program occur, park policies, practices, visitor experiences, media, and programming. They identify deficiencies and develop strategies with specific actions and milestones to resolve issues.

References: [Section 504 of the Rehabilitation Act of 1973](https://www.dol.gov/agencies/oasam/centers-offices/civil-rights-center/statutes/section-504-rehabilitation-act-of-1973) Section 794, Nondiscrimination under Federal grants and programs; [CFR 14, Subpart E, 15.501 - 17.570](https://www.ecfr.gov/cgi-bin/retrieveECFR?n=pt43.1.17).

Instructions: Check yes or no for each type of interpretive media. “No” indicates where mitigation is needed to meet basic interpretive media accessibility requirements.

| Program Type | Yes | No | Notes |
| --- | --- | --- | --- |
| **Video Program with Sound** |  |  |  |
| Open Captions |  |  |  |
| Audio Description |  |  |  |
| Assistive Listening |  |  |  |
| **Video Program with No Sound** |  |  |  |
| Audio Description |  |  |  |
| Label Indicating No Sound |  |  |  |
| **Exhibit Audio Programs** |  |  |  |
| Open Captions |  |  |  |
| Assistive Listening |  |  |  |
| Text Labels Describing Ambient Sound |  |  |  |
| **Touchscreen Interactives with Sound** |  |  |  |
| Open Captions |  |  |  |
| Assistive Listening |  |  |  |
| Audio Description |  |  |  |
| Tactiley Discernable Operation |  |  |  |
| **Touchscreen Interactives with Sound (Continued)**  |  |  |  |
| Front Approach for Wheelchair Users |  |  |  |
| Reachable and Operable Components |  |  |  |
| **Touchscreen Interactives with No Sound** |  |  |  |
| Audio Description |  |  |  |
| Tactiley Discernable Operation |  |  |  |
| Front Approach for Wheelchair Users |  |  |  |
| Label Indicating “No Sound” |  |  |  |
| Reachable and Operable Components |  |  |  |
| **Video Programs with Sound Posted Online** |  |  |  |
| Closed Captions |  |  |  |
| Audio Description |  |  |  |
| **Video Programs with No Sound Posted Online** |  |  |  |
| Text Description Indicating “No Sound.” |  |  |  |
| Audio Descriptions |  |  |  |
| **Audio Programs Posted Online** |  |  |  |
| Closed Captions |  |  |  |
| **Exhibits** |  |  |  |
| Audio Description |  |  |  |
| Tactile Exhibit Floorplan |  |  |  |
| Tactile Elements |  |  |  |
| Front Approach for wheelchair users |  |  |  |
| Tactile elements and mechanical interactives are reachable in their entirety  |  |  |  |
| Mechanical interactives are operable |  |  |  |
| Routes to and through components are physically accessible |  |  |  |
| Accessible viewing heights for wheelchair users |  |  |  |
| **Waysides** |  |  |  |
| Audio Description |  |  |  |
| Tactile Elements |  |  |  |
| Tactile Elements are reachable in their entirety |  |  |  |
| Front Approach for Wheelchair Users |  |  |  |
| **Graphic Panels – Exhibits and Waysides** |  |  |  |
| High contrast between text & background |  |  |  |
| Text is presented on plain backgrounds |  |  |  |
| Information presented in a visual hierarchy using headings and subheadings |  |  |  |
| **Publications are available in these formats and digital versions are posted on the park’s website** |  |  |  |
| Audio |  |  |  |
| Braille |  |  |  |
| Large Print |  |  |  |
| **Operations to Maintain the Working Order of Equipment Includes** |  |  |  |
| Equipment is cleaned and sanitized according to guidelines |  |  |  |
| The park has SOPS on how to operate, test, troubleshoot and maintain all equipment used for accessibility |  |  |  |
| Staff/volunteers are trained in the purpose, operation and distribution of audio description & assistive listening equipment |  |  |  |
| Audio description and assistive listening equipment is tested at least weekly |  |  |  |
| **Communications for Accessibility Services Includes** |  |  |  |
| Information posted on the park’s nps.gov website using NPS Digital Community guidance |  |  |  |
| Information on the park’s website is current and updated as media products are improved or completed |  |  |  |
| Contact information for the park’s accessibility coordinator is provided on the park’s web accessibility page |  |  |  |
| In-park signage provides information about obtaining accessibility services  |  |  |  |
| **Planning for Accessibility Includes** |  |  |  |
| Universal Design principles are applied in developing media products |  |  |  |
| **Planning for Accessibility Includes (Continued)** |  |  |  |
| Park accessibility coordinator is involved in interpretive media development |  |  |  |
| Park has established relationships with the disability community to consult during the planning and development of interpretive media projects. |  |  |  |

# Additional Notes:

# Resources and Definitions

## Law, Regulation and Policy

Note: Standards and regulations generally identify minimum requirements. NPS policy requires the application of universal design principles in planning products and services.

* [CFR 14, Subpart E, 15.501 - 17.570](https://www.ecfr.gov/cgi-bin/retrieveECFR?n=pt43.1.17) (applicable to Section 504 of the 1973 Rehabilitation Act as amended, including program access, effective communication and auxiliary aids).
* [NPS DO 42](https://www.nps.gov/policy/DOrders/DOrder42.html): Accessibility for Visitors with Disabilities in NPS Programs and Services.
* U.S. Access Board
	+ [Information and Communication Technology (ICT) Final Standards and Guidelines](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule) (applicable to Section 508 of the 1973 Rehabilitation Act as amended).
	+ [Architectural Barriers Act Standards](https://www.access-board.gov/guidelines-and-standards/buildings-and-sites/about-the-aba-standards/aba-standards) (applicable to the built environment)

## Resources and Guidelines

* NPS HFC [Media Accessibility Guidelines](https://www.nps.gov/subjects/hfc/accessibility.htm)
* NPS Digital Community: [Digital Accessibility](https://sites.google.com/a/nps.gov/web-community/resources/accessibility)
* NPS Digital Community: [Guidance on Park Accessibility Webpages in CMS](https://docs.google.com/document/d/1GM7KkFB_peJcs33f5M-r4cZ0WkVwj4nyibY9lQtfCCE/edit)
* DOI [SOPs for Creating Accessible Audio/Visual Media](https://www.doi.gov/sites/doi.gov/files/uploads/sops_for_creating_accessible_audio_visual_media_2_0.pdf)
* GSA [Section508.gov](https://www.section508.gov/)

## Highlights of Common Interpretive Media Terminology and Standards

* **Captions** **(open**): DOI requires open captions for all videos shown on-site. ([Civil Rights Directive 2008-05](https://www.doi.gov/sites/doi.gov/files/migrated/pmb/eeo/directives/upload/CRD-08-05.pdf))
* **Captions (closed):** Closed captions are preferred for online programming and sales videos because of the feature to enable users to adjust the size, font and color of the captions. (Note: This requirement is not in contradiction with DOI’s open caption policy and is clarified in the DOI [SOPs for Creating Accessible Audio/Visual Media](https://www.doi.gov/sites/doi.gov/files/uploads/sops_for_creating_accessible_audio_visual_media_2_0.pdf).)
* **Front Approach**: A front approach for all visitors, including visitors who use wheelchairs, is important for tactiles. Other exhibit components, such as artifact displays, will require front approach as well in order to fully examine the content.
* **Online Interpretation**: Videos and presentations posted online need to be captioned and audio-described. Audio-only programs must be captioned. Consult with your regional web coordinator and the digital community for posting requirements and guidance.
* **Mechanical Interactives and Experiences**: These include flipbooks, pull drawers, switches, cranks and photo opportunities that require access into interactive structures. Operability includes the ability to operate the interactives with a closed fist and with 5lbs or less pressure. These interactives must be accessible to adults and children.
* **Tactilely Discernible Operation for Touchscreen Interactives**: Exhibit input controls are discernible (meaning easily detected and understood by touch; for example, keypads and buttons with raised lined arrows or dots differentiating the control feature of each button), they are operable by touch, do not activate the program and are within reach range of the user, including both children and adults.
* **Tactile Elements**: Tactile elements are used to communicate an exhibit’s or wayside’s central messages and stories and must be accessible to adults and children. Common tactile components include maps, reproductions of artifacts and objects, and architectural models. Not every exhibit or wayside requires a tactile. Tactile experiences of key concepts that are critical for understanding the story and resource contribute to providing more equitable and interpretively robust experiences.
* **Tactile Floorplans**: Tactile floorplans in visitor centers typically include the general layout of the visitor center with key areas, such as restrooms, information desk, museum store, and theater. Floorplans are intended to provide general orientation to the space and must be accessible to adults and children. They are not intended to provide detailed navigation.
* **Touchscreen Interactives**: Designing accessible and compliant touchscreen interactive programs requires complex knowledge of accessibility standards. The NPS 508 Coordinator and the digital community can be consulted about standards, approvals and testing.
* **Publications:** Alternative formats produced for people who are blind or have low vision require description of all visual components of the original brochure.
* **Viewing Heights:** Exhibits that require visitors to peer into, down or across to something must be accessible to adults and children.

## Contacts

* WASO Accessibility: Provides servicewide support on accessibility to parks and regions.
	+ Jeremy\_Buzzell@nps.gov
* HFC Interpretive Media Accessibility: Specializes in accessibility for interpretive media
	+ Michele\_Hartley@nps.gov
* Regional Accessibility Coordinators and Regional Web Coordinators:
	+ Regional Interpretation and Education chiefs and Facility Management chiefs have contact information
* NPS Digital Community: For online and technology-based accessibility guidance
* Community Accessibility Contacts: Cultivate a network of professionals and user-experts within the disability community with whom you can consult and elicit feedback.