

# Universal Design at Work

## 7 Principles for Accessible Communication & Strategies You Can Use

**1**

### EQUITABLE USE

*Communication should be equally useful, safe, and appealing for all users.*

- Ensure your website and staff newsletter show images of a diverse work team.
- Use correct pronouns in email communications. If you don't know, ask.

**2**

### FLEXIBILITY IN USE

*Use a variety of formats to provide choice and opportunity to adapt to different needs.*

- Include closed captioning and transcripts for videos in online training.

**3**

### SIMPLE & INTUITIVE USE

*Communication should be easy, clear, and simple!*

- Send emails using plain language. Communicate the key points first. Avoid the use of acronyms.

**4**

### PERCEPTIBLE INFORMATION

*Communication should be visible, audible, or otherwise perceptible by everyone.*

- Use contrasting colours to draw attention to or help differentiate important information.

**5**

### TOLERANCE FOR ERROR

*Communication should stop mistakes before they happen or make them less impactful.*

- Create a system in which network folders are only shared or accessed when needed.
- Post warning or danger signs with sufficient notice and a clear line of sight.

**6**

### LOW PHYSICAL EFFORT

*Communication should not be tiring or uncomfortable.*

- Allow Zoom users to turn off their cameras to minimize eye strain.
- Use large buttons on websites or in online training material to ensure user ease.

**7**

### APPROPRIATE SIZE & SPACE FOR APPROACH AND USE

*Communication should not be blocked by the environment or the size or shape of equipment.*

- Post communication boards with a clear line of sight for people at different heights.