# Quick Tips on making Communication Accessible

Accessible communication benefits all audiences by making information clear, direct and easy to understand. Below are the best practices of different types of communication.

## Interpersonal Communication

- Avoid making assumptions about the person you are interacting with.
- Be patient and take time to understand the person you are interacting with. If you are not sure what they communicated, or if you need clarification, just ask again.
- Speak directly to the person you are addressing, even if they have an interpreter or a guardian/ friend is present with them.
- Respect the personal space of the person you are interacting with. This may include assistive devices such as wheelchairs.
- Keep a pen and paper at your desk. These tools will come in handy when communicating with People with Hearing Impairment.
- Be sensitive to the body language of the Person with Limited Motor Functions you are interacting with.

## Email Correspondence

- Ensure that your email signature is not an image file since these files are not accessible for screen reader users.
- Ensure that email correspondence should be prepared so that assistive technologies (such as screen readers, magnifiers, Braille displays and speech input systems) can access the text and present it to the user.
- Consider your use of images. If they are images that convey meaning not addressed elsewhere in your email, consider providing a description for images.
- Write in a concise and simple style to ensure users understand content quickly and completely
- Avoid jargon
- Explain all acronyms
- Use short sentences

## Accessible Documents

- Use headings, subheadings, and bulleted lists to make content scannable (where appropriate)
- Use links to provide more information. Make sure these links are explicit in terms of where they are directing the user (avoid using language like "find it here" and "click here")
- Use enough white space to ensure information is not visually overwhelming and the most important information is highlighted
- Always use descriptive language tags (known as alt tags) for digital images
- Vary use of multimedia and text to reach different types of audience.
- Similar to the Spelling and Grammar function found in most Microsoft Office applications, the Accessibility Checker option inspects your document for potential accessibility issues and provides instructions on how to solve the problem(s) using built-in office tools.