

Massachusetts Office on Disability

Disability Summit:

Accessibility

in a Digital World

Thursday, October 27 | 10 AM - 1 PM

Mass General Brigham at Assembly Row

mass.gov/mod



Mary Mahon McCauley

Executive Director

Massachusetts Office on Disability

Julia O'Leary

General Counsel

Massachusetts Office on Disability

Sec. Michael J. Heffernan

Secretary

Executive Office for Administration and Finance

Sec. Curtis M. Wood

Secretary and Chief Information Officer

Executive Office of Technology Services and Security

Carla Carten

Interim Senior Vice President and
Chief Diversity, Equity, and Inclusion Officer

Adam Landman, MD

Chief Information Officer and Emergency Physician
Mass General Brigham



Mass General Brigham

Accessibility in a Digital World

Adam Landman, MD

MOD Disability Summit
October 27, 2022



Mass General Brigham Digital Cares and is Committed to Making Improvements in Digital Accessibility

Mass General Brigham is committed to diversity, equity and inclusion which includes disability

Given increasing reliance on technology, especially in healthcare, inaccessible digital environments hinder the full participation of persons with disabilities

We are going to share highlights of the work we are doing to achieve greater digital accessibility for patients, community, and employees

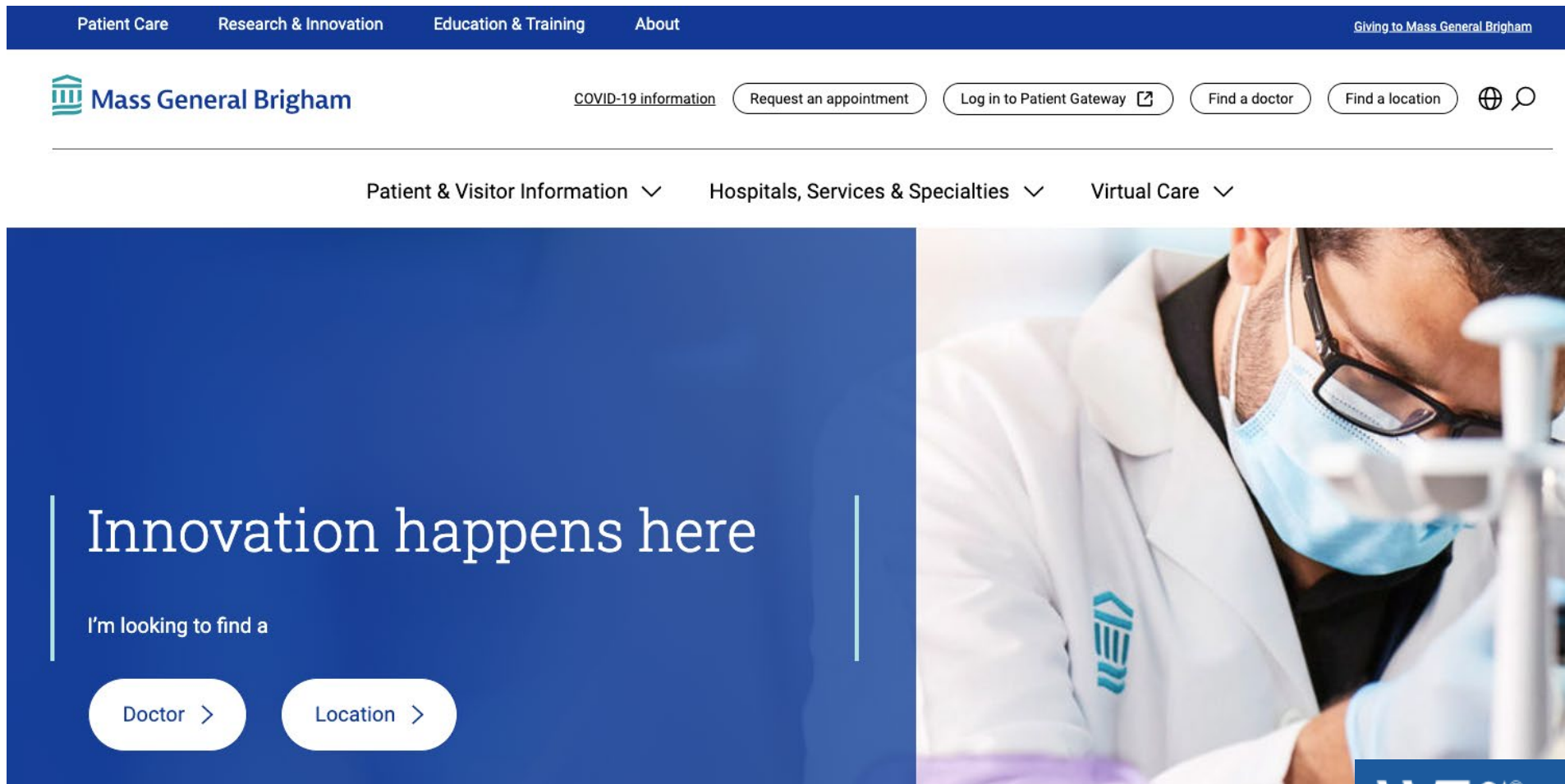


WHO: https://www.who.int/health-topics/disability#tab=tab_1

Image: <http://www.midisabilityhealth.org/about-us.aspx>

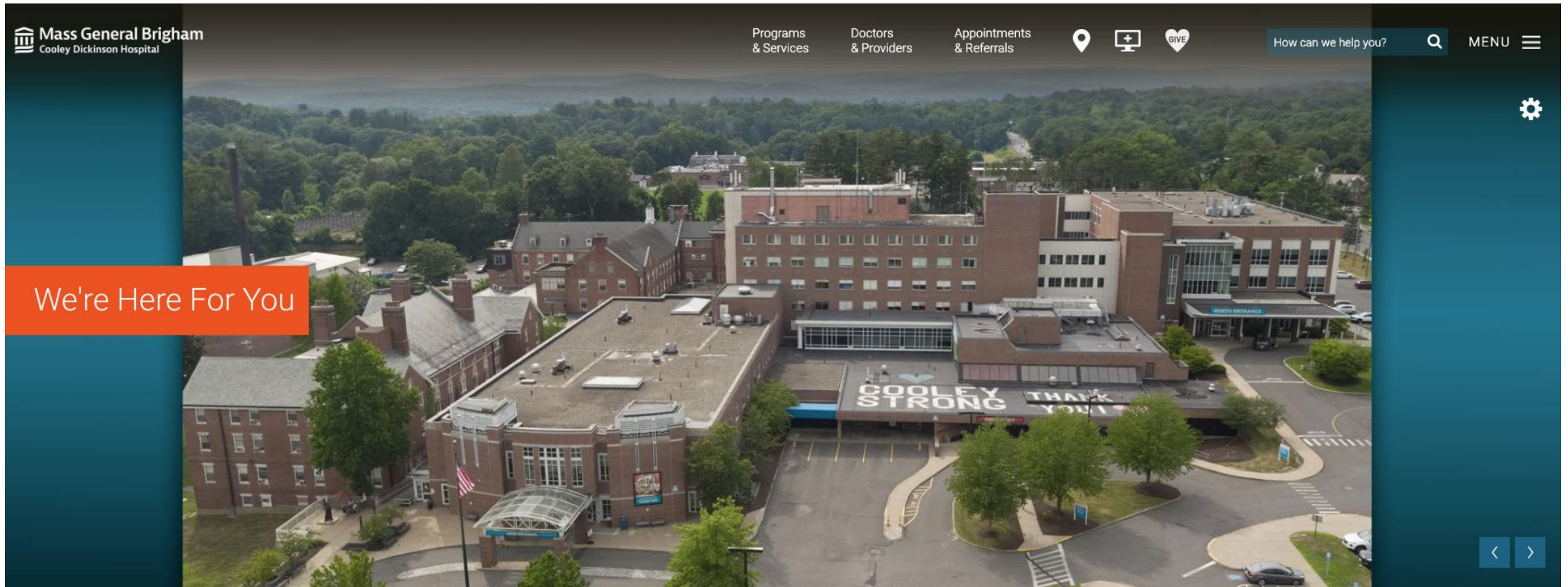
Mass General Brigham WCAG 2.0 AA Compliant Websites

Building the new MassGeneralBrigham.org website to meet WCAG 2.0 standards



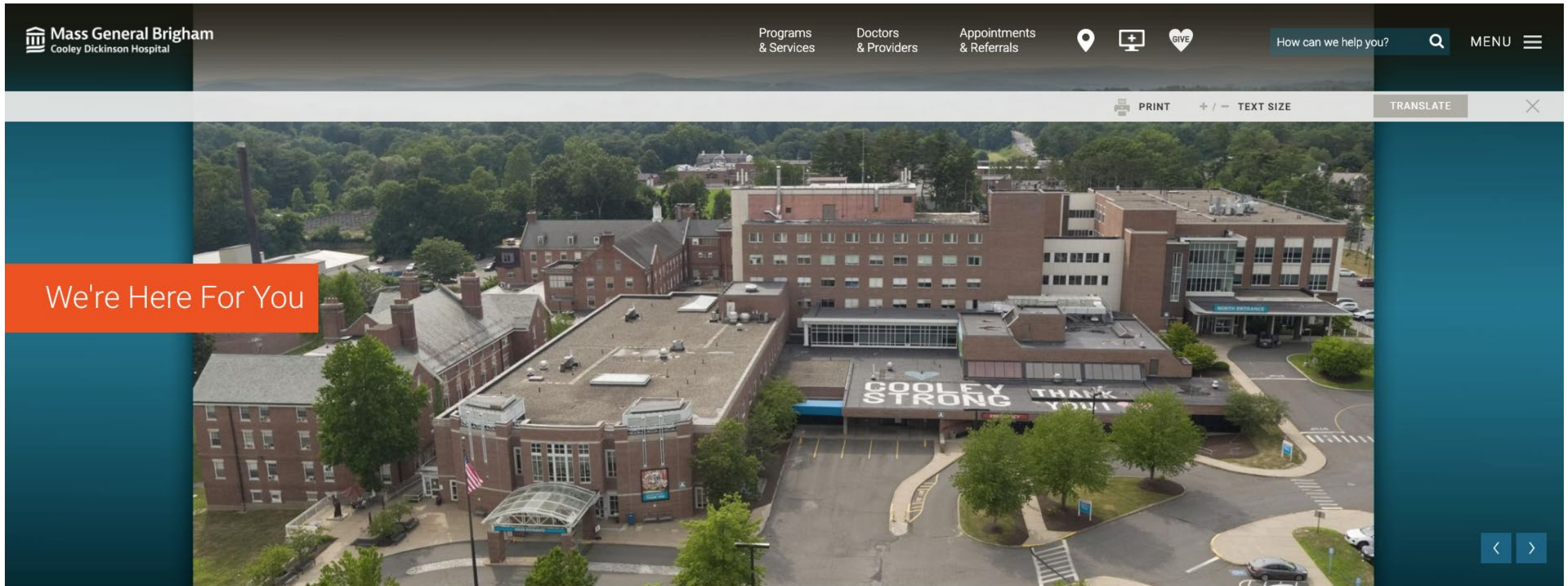
Mass General Brigham WCAG 2.0 AA Compliant Websites

Cooley Dickinson Hospital website with settings wheel to change text size and translate text into 100 different languages



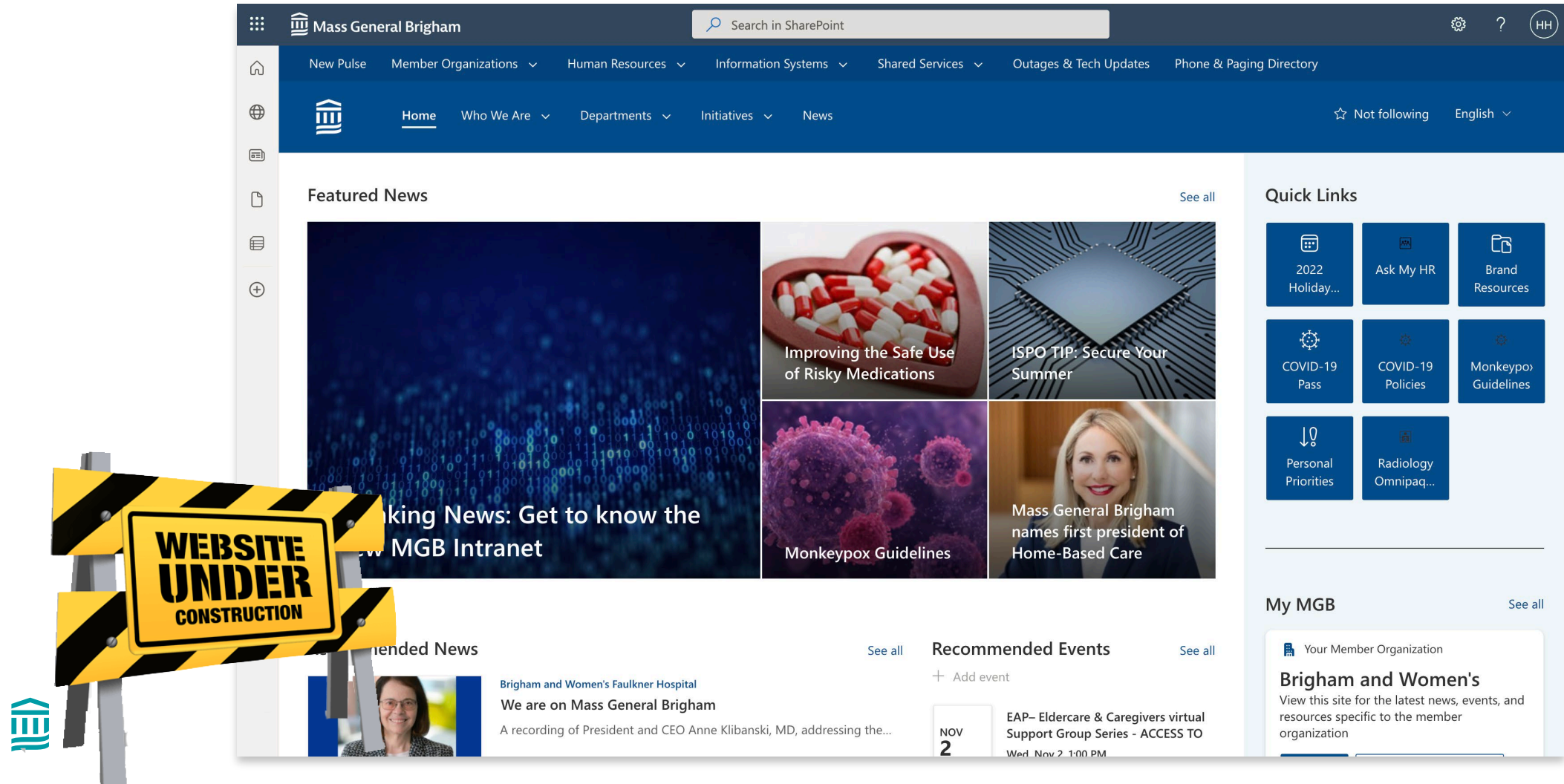
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Mass General Brigham WCAG 2.0 AA Compliant Websites

Building a new corporate intranet that will be WCAG 2.0 AA compliant and eventually support multiple languages



The image shows a screenshot of the Mass General Brigham intranet homepage. The page features a dark blue header with the Mass General Brigham logo, a search bar, and navigation links. Below the header is a main content area with a 'Featured News' section and a 'Quick Links' sidebar. A yellow and black 'WEBSITE UNDER CONSTRUCTION' sign is overlaid on the bottom left of the page.

Mass General Brigham

Search in SharePoint

New Pulse Member Organizations Human Resources Information Systems Shared Services Outages & Tech Updates Phone & Paging Directory

Home Who We Are Departments Initiatives News

Not following English

Featured News See all

- Improving the Safe Use of Risky Medications
- ISPO TIP: Secure Your Summer
- Monkeypox Guidelines
- Mass General Brigham names first president of Home-Based Care

Quick Links

- 2022 Holiday...
- Ask My HR
- Brand Resources
- COVID-19 Pass
- COVID-19 Policies
- Monkeypox Guidelines
- Personal Priorities
- Radiology Omnipaq...

My MGB See all

Your Member Organization

Brigham and Women's

View this site for the latest news, events, and resources specific to the member organization

Recommended News See all

Brigham and Women's Faulkner Hospital

We are on Mass General Brigham

A recording of President and CEO Anne Klibanski, MD, addressing the...

Recommended Events See all

+ Add event

NOV 2

EAP- Eldercare & Caregivers virtual Support Group Series - ACCESS TO

Wed, Nov 2, 1:00 PM

Supporting Patients to Access Healthcare Services

Video interpretation available on iPads at the patient bedside



Supporting Patients to Access Digital Services

Bilingual Digital Access Coordinators
available to help patients enroll in and
use digital health tools

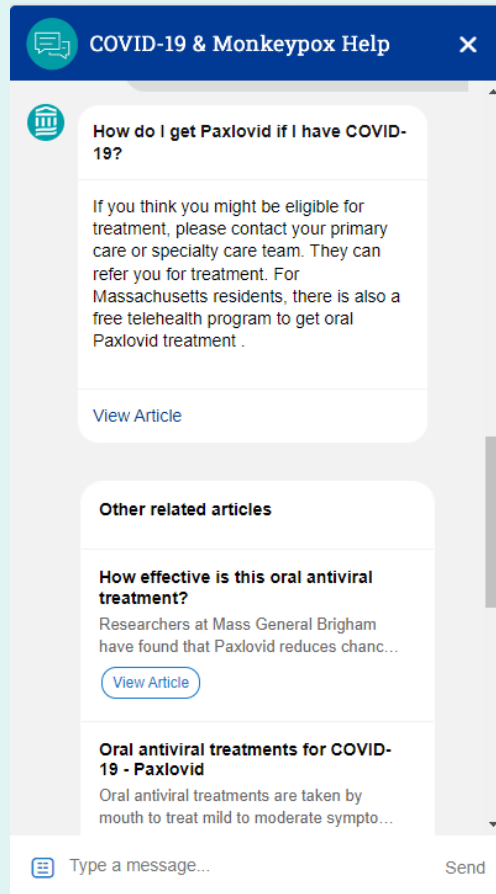


Mobile Community Health Vans to bring
screening and education to patients



Novel Innovations to Support Patients

Using Chatbots to enable faster, more efficient ways to answer health questions



Mass Eye and Ear developed free, smart magnifier app for visual impairment



We are making great progress, but there is still a tremendous amount of work left to do

Boston has a long and illustrious history of work around disability, starting with Chapter 766, which served as a model for the Education for All Handicapped Children Act of 1975

As this work is centered around people, it's constantly evolving and changing

Mass General Brigham Digital is committed to leading at the intersection of technology and accessibility for all

We are grateful to be surrounded by this wonderful and engaged expert community to help make our collective efforts a success

Thank you for your dedication, partnership, and leadership



Image: <http://www.midisabilityhealth.org/about-us.aspx>





Mass General Brigham

KEYNOTE

Lainey Feingold

Disability Rights Lawyer and Author
Law Office of Lainey Feingold

Massachusetts: A Digital Accessibility Leader

Lainey Feingold | LFLegal.com | @LFLegal

Massachusetts Office on Disability

2022 Disability Summit: **Accessibility in a Digital World**

October 27, 2022



My Massachusetts roots



Today's roadmap



- What is digital accessibility
- Massachusetts' track record of digital accessibility advocacy + success
- Keys to Massachusetts digital accessibility leadership
- Looking to the future



What is **accessibility** in a digital world?

Digital Accessibility is . .



- A bridge connecting disabled people to technology
- **All** people with disabilities
- **All** technology

Digital Accessibility is also . .



- Privacy and security for disabled people
- Essential to Diversity, Equity and Inclusion
- A civil right of people with disabilities

And digital accessibility is inclusion





MA: A track record of digital
accessibility advocacy + success

Talking ATMs + banking web sites



DISABILITY LAW CENTER, INC.



Other accessible websites

- Monster
- Peapod
- MLB



Point of Sale accessibility

- Staples
- CVS



Healthcare digital access

- Mass General+ Mass Eye and Ear
- Accessible medical records
- Accessible prescription info
- Health care kiosks



Audio Description

- Netflix
- Hulu
- HBO Max



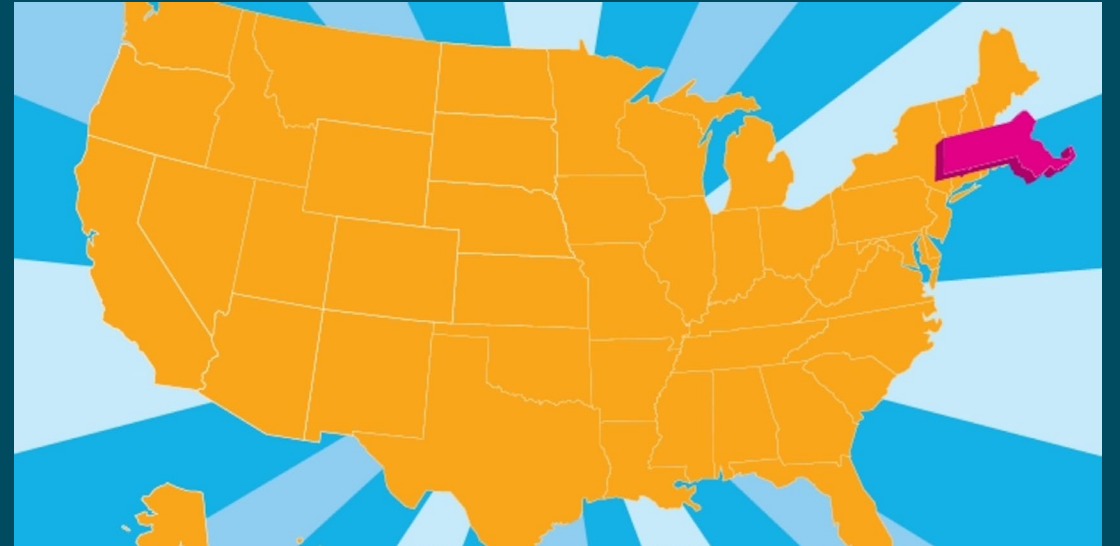
Voting Access

Advocacy

- Lawsuits
- Leveraging results

Legislation

- Landmark Votes Act



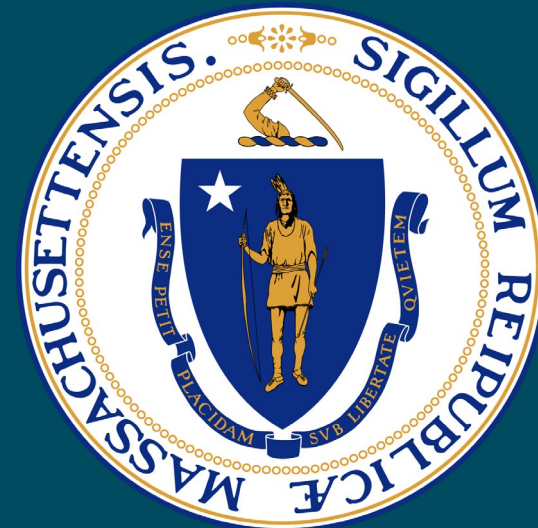
Education Access

- iTunesU
- Common app access
- Harvard + MIT captioning
- Harvard a11y commitment
 - Culture + tech



Government services and operation


- Accessibility and Unemployment Insurance digital overhaul
- MOD and Executive Office of Technology Services and Security (EOTSS) collaboration re digital accessibility governance program.
- MOD and cross-government team addressing digital accessibility within the Commonwealth



Accessibility Community

- A11yBoston
 - Brings people together within Boston area's digital accessibility and user communities.
 - Anyone interested in digital accessibility and creating a more inclusive digital user experience.



A background image of two dolphins swimming underwater, rendered in a dark blue, semi-transparent style. The dolphins are positioned behind the text, with one slightly above and to the left of the other.

Keys to Massachusetts digital accessibility leadership

Centering People with Disabilities



- In the room and at the table
- Decision makers
- Input and accountability
- Intersectionality

Collaboration

- Individual disabled people
- Non-profits
- State agencies / functions
- Corporate sector
- Higher ed



Celebration



Ethics

- Protect privacy and security
 - Ethical legal strategies
 - Implementation
 - No short-cuts
- [OverlayFactsheet.com]



MA advocacy understands the accessibility cookie

- Hire disabled people
- Transparency
- Testing | Training
- Ethics
- Design
- Development
- Procurement
- HR | marketing | comms
- Collaboration



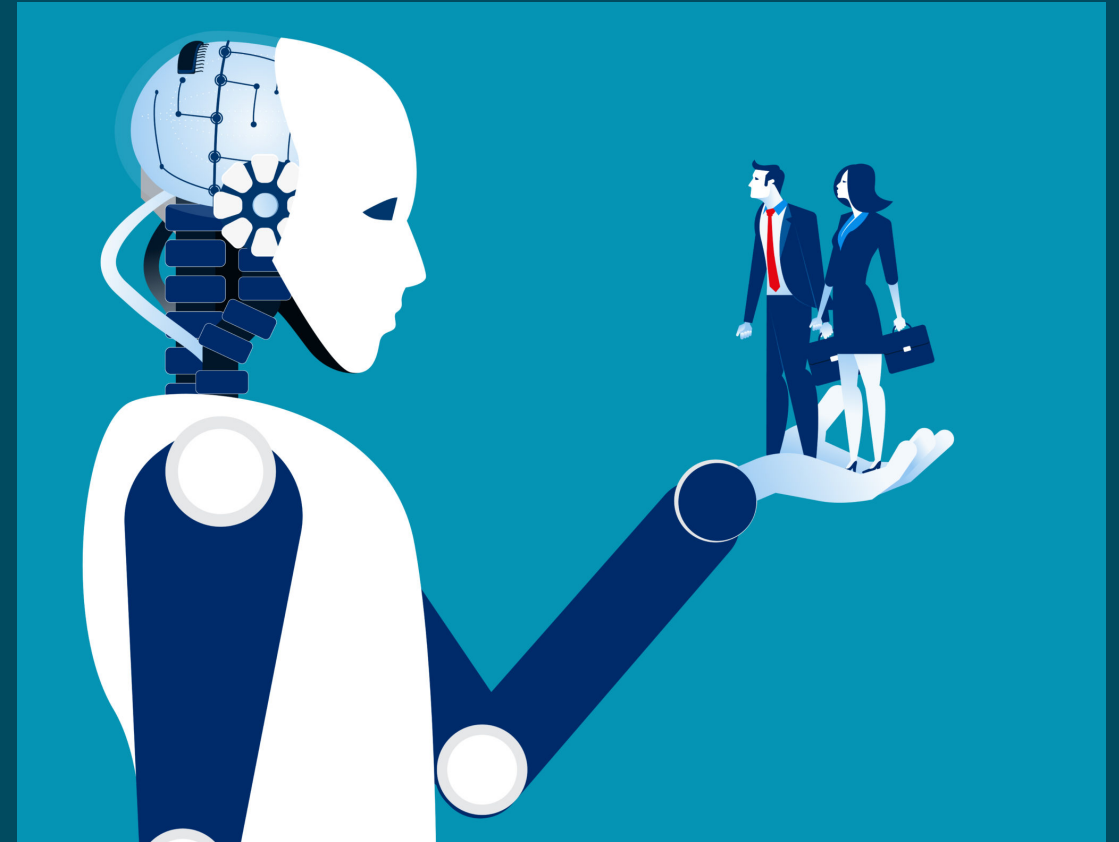
A background image of two dolphins swimming underwater, rendered in a dark blue, semi-transparent style. The dolphins are positioned diagonally across the frame, with one slightly behind and above the other. The overall color palette is a deep, monochromatic blue.

Looking to the Future

Accessibility is a journey



Emerging issues: healthcare + employment



Emerging issues: access to justice

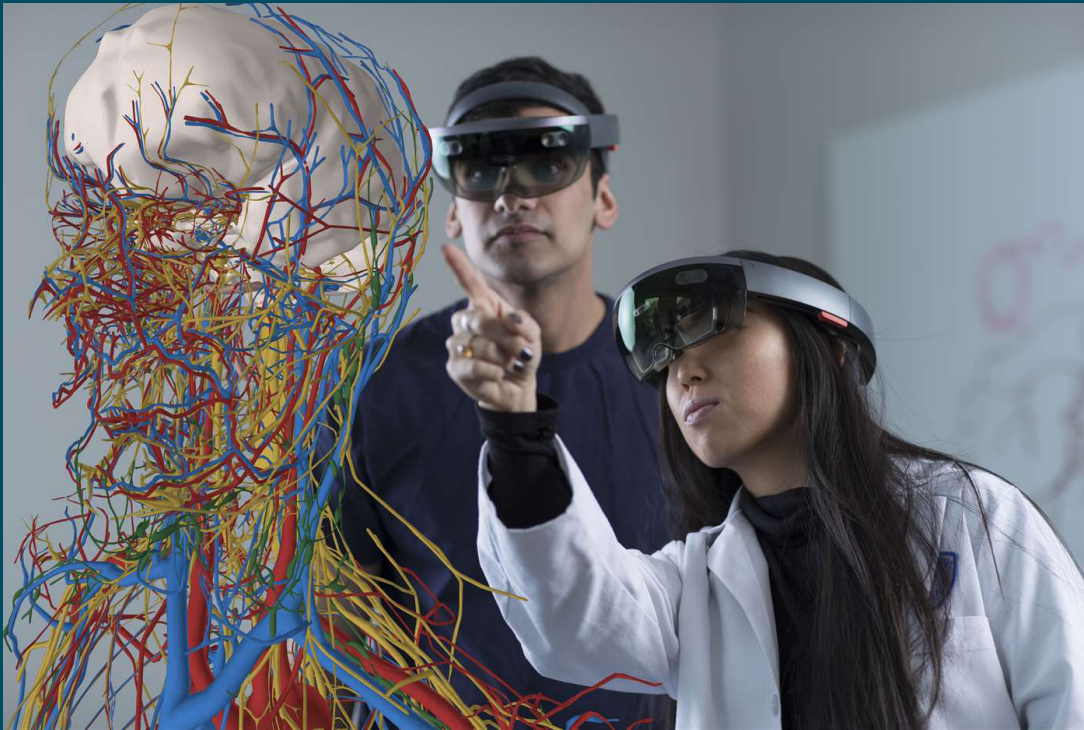
Online Dispute Resolution

- Courts
- Mediation
- Arbitration

Broadband expansion



Emerging issues: education and more



Resources

- XR Access
- PEAT
- A11yVR Meetup

Stay in touch!

Lainey Feingold

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Speaking, Training,
Consulting]

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KEYNOTE

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Disability Rights Lawyer and Author
Law Office of Lainey Feingold

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Massachusetts Office on Disability

Paul Parravano

Co-Chair, Arlington Disability Commission
Town of Arlington

Jeffrey L. Dougan

Assistant Director for Community Services
Massachusetts Office on Disability

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Executive Director

Massachusetts Office on Disability

Julia O'Leary

General Counsel

Massachusetts Office on Disability

THOMAS P. HOPKINS DISABILITY ACCESS AWARD

Sarah Bourne

Former Director of IT Accessibility
Commonwealth of Massachusetts

Julia O'Leary

General Counsel

Massachusetts Office on Disability

Andy J. Wu, PhD, OT

Senior Director of Peer Counseling
The AbleGamers Charity



the
ablegamers[®]
charity



/ AbleGamers



/ AbleGamers



/ AbleGamers



PRESENTATION AGENDA

01

About Us

02

Player Experiences

03

What we do / Adaptive
Gaming

04

Q & A



Our MISSION

Create opportunities to enable play, in order to combat social isolation, foster inclusive communities, and improve the lives of people with disabilities.

PEER COUNSELING TEAM



Andy J. Wu
Sr. Director of
Peer
Counseling



Jessie Hall
Director of
Engineering
Research
Sr. Peer Counselor



Aaron Price
Peer Counselor



Defining Player Experience

What are the key **experiences** players want to have in games?

What are the key experiences **players with disabilities** want to have in games?

PLAYER EXPERIENCES



Connection

Brings people
together



Diversion

Distraction from
everyday world



Escapism

Games are fun!



Beneficial

Develop skills or
learning



Artistic

Brings intrinsic
value in
experiencing
creativity

ENABLEMENT

Playing games is
enabling for people with
disabilities.



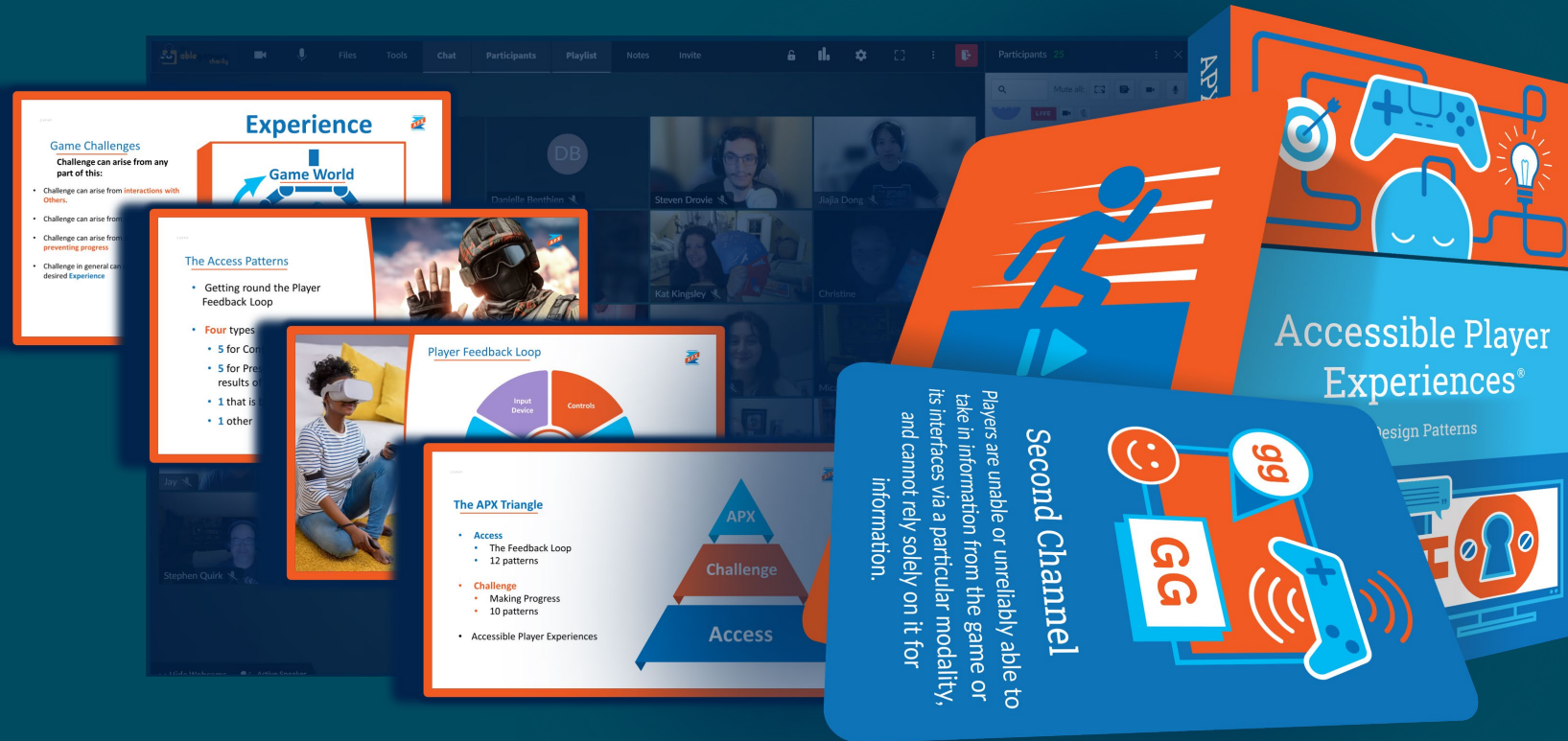


I believe that there is nothing more powerful for people with disabilities than the freedom that only videogames can provide. It is an art form that allows us to all run, jump, and be whatever we want to be

STEVEN SPOHN
Sr. Director of Development @
AbleGamers



PROFESSIONAL DEVELOPMENT



Training and Consulting with Game Developers to help them create accessible experiences in their games

PROFESSIONAL DEVELOPMENT



Accessible Design

Using AbleGamers' APX approach to equip developers to add accessibility options to games

Changing the Industry

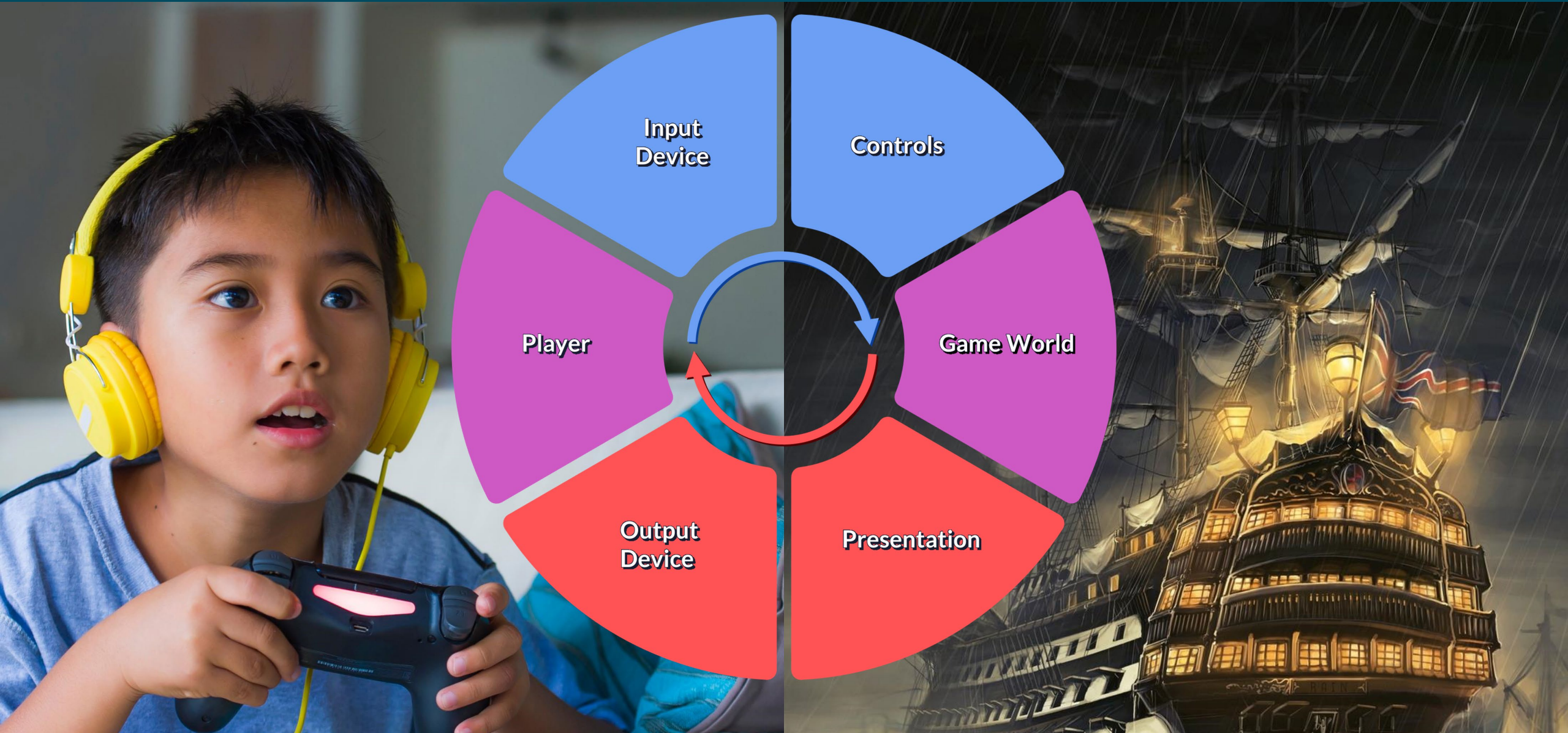
Over 300 developers trained in APX from both AAA and Indie game studios

PEER COUNSELING



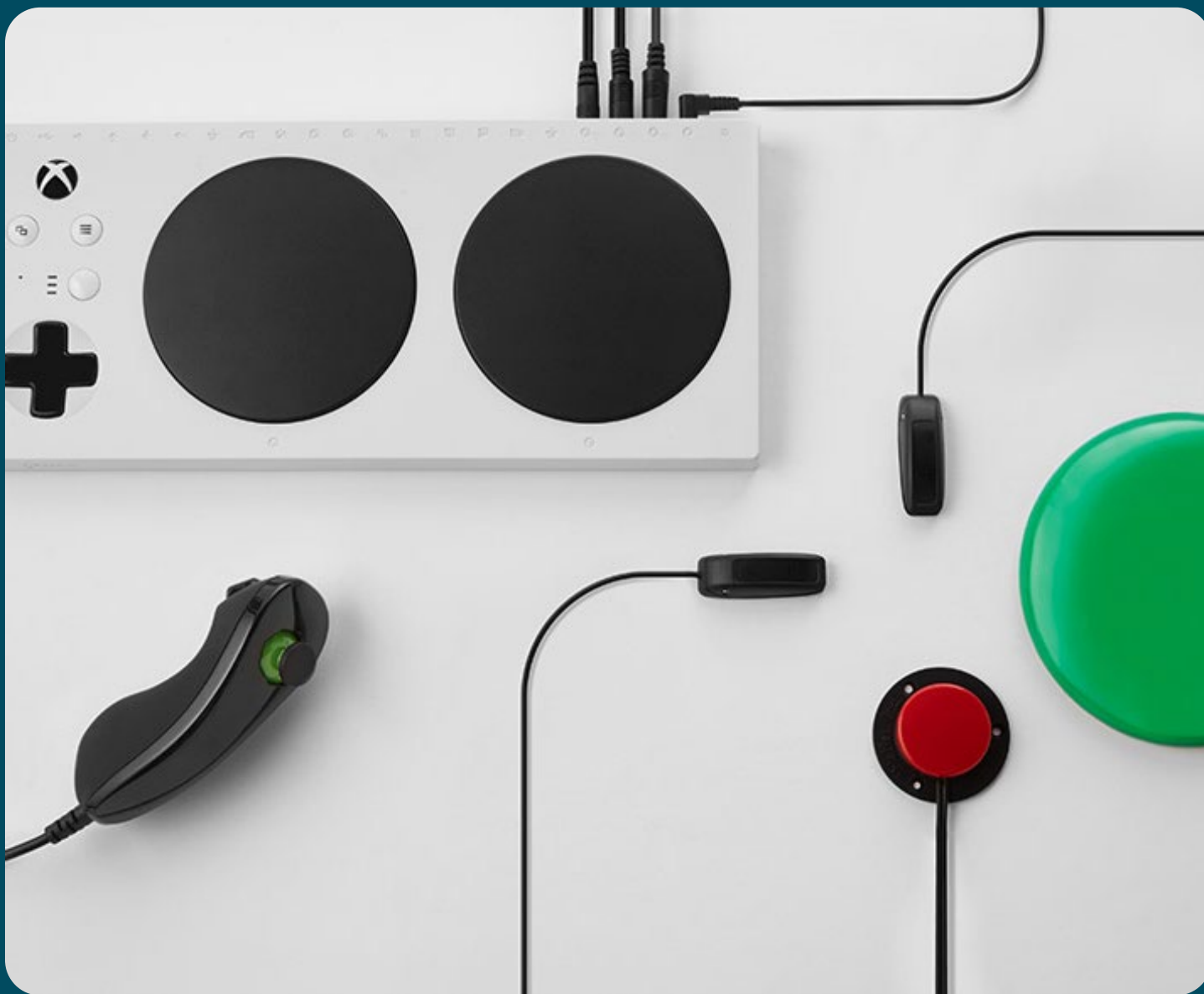
Providing 1-on-1 guidance to assess player needs in order to enable play

FEEDBACK LOOP



STANDARD CONTROLLERS



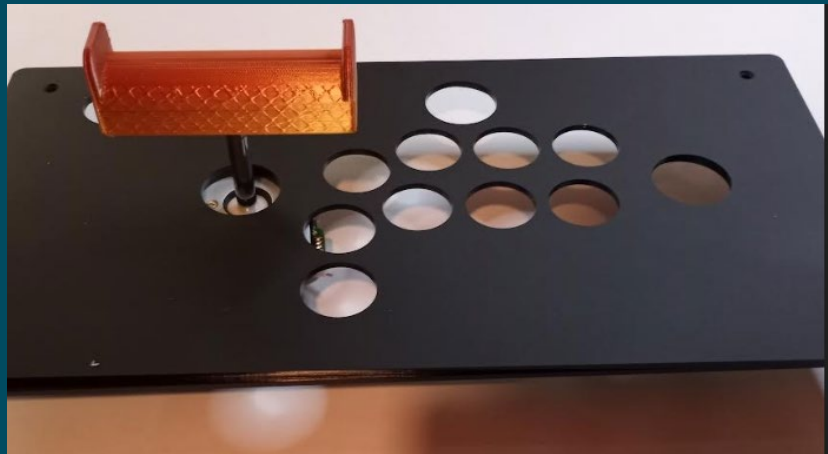
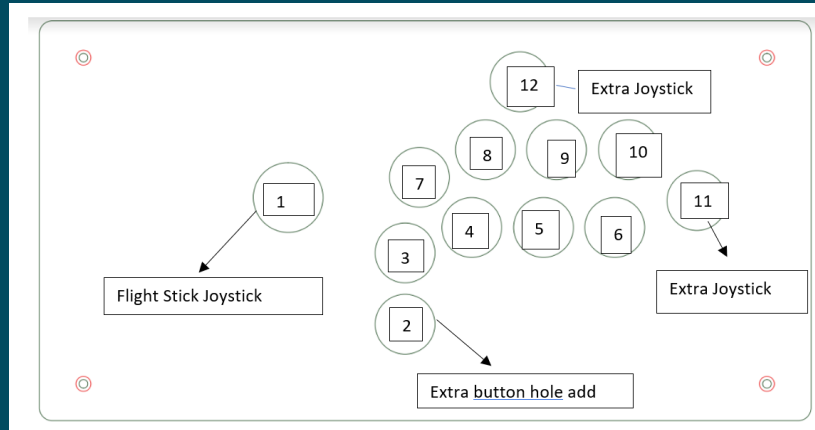


MICROSOFT
Xbox
Adaptive Controller

Custom setups



ENGINEERING RESEARCH



Prototypes and creates new controllers and devices, offering unique customized solutions for our players.

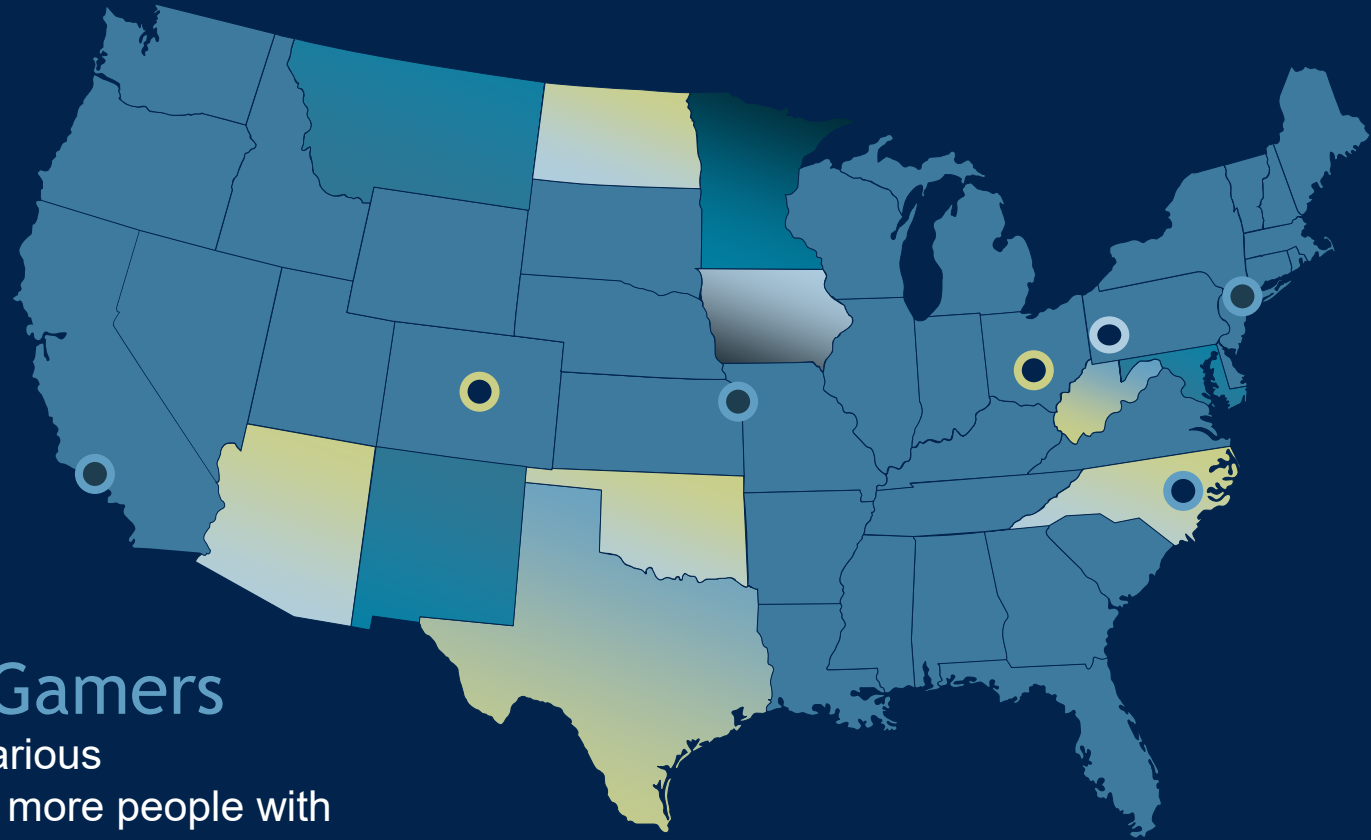
3D Printed Solutions





Powered by AbleGamers

AbleGamers partners with various organizations to reach many more people with a nearby location to assist in setup.



Powered by AbleGamers



Providing asynchronous/synchronous support to partners

Powered by AbleGamers



Providing asynchronous/synchronous support to partners

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Providing asynchronous/synchronous support to partners

#SoEveryoneCanGame

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Massachusetts Office on Disability

MICROSOFT:

Joshua Bonn

Customer Success Trainer

Will Schriever

**Modern Work Customer Success Manager,
State and Local Government Northeast**

WEBEX:

Willette Harris

Engineering Product Manager

ZOOM:

Jon Davies

**Account Executive,
New England State and Local Government**

Alex Mooc

Head of Accessibility

THANK YOU
for joining us!

Please return your nametag at the check-in table

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