

URL: <https://stvp.stanford.edu/clips/thinking-inclusively-about-accessibility>

Disabilities fall across a broad spectrum and can be visually apparent or not, says Microsoft Chief Accessibility Officer Jenny Lay-Flurrie. She explains the importance of not only embedding foundational accessibility guidelines into a company's processes, but also thinking about the spectrum of disabilities and including multiple, diverse voices.



## Transcript

- There's a massive spectrum within every parameter 00:00:08,250 and a lot of that can be visual or non-visual.. Deafness is one which really can be both, but you've also got blindness, you've got mobility, you've got voice and speech.. You've also got mental health and neurodiversity, which is the umbrella term for dyslexia, dyspraxia, autism, ADD and much more.. In every part of this, it can be apparent or non-apparent.. In fact, over 70% of disability is non-apparent and I will say that those guidelines that I mentioned earlier cover both, but do they cover everything? No.. And we have to remember that we are learning a lot about some areas of disability right now like mental health which skyrocketed through the pandemic.. Our understanding grew.. Neurodiversity, similar during the pandemic.. A lot of those conditions came much more to the fore.. I think they were probably still there before the pandemic, but they came to the fore in terms of "I need assistance or support" far more..

So the same principles apply whether it's apparent or non-apparent.. It's making sure that you at least embed the foundational items, but then you include if you're doing usability testing, if you are doing design forums, that you include the full diversity of human in those forums to inform your process and you don't just take one voice.. That means multiple voices 'cause again, the spectrum is broad.. So thinking inclusively, particularly around disability, means that you pull in that expertise across the spectrum to inform your process...