

# Disability Discrimination Act Guidance

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All text on emails and documents going to external bodies, or promoted externally, are styled in Arial 12 black (blue for reply emails), with single spacing, as we have been advised this is best for those with visual issues. (This is unless otherwise advised by, or with input from, focus groups.) Text which is provided in colour (mainly headings) will also be available without.

We provide an alternative way of reading text on our website through the BrowseAloud textreader, which reads text aloud in a variety of dialects and languages. This is also available on all documents uploaded to our website as pdfs.

All non-text content (such as images and videos, and including our moving slider) on our website has been given either a caption or an “alt text” description, both of which can be read with BrowseAloud.

For sections of our website which cannot be read by BrowseAloud (such as the GoogleMaps locator), information about the page is provided in ways BrowseAloud can identify. In the case of the GoogleMaps locator, a text hyperlink is also provided to the Google page.

Our website is still accessible when widgets and scripts such as our Twitter script and GoogleMaps locator are unavailable.

On days when we are likely to post videos on Twitter (typically through the Periscope app), we Tweet about this and at the start of the day provide information on how to disable automatic videos. Going forward, we will later provide captions to all videos posted on Twitter.

We have links to contact SCOTLAND-BSL’s Interpreting Video Relay Service (VRS) on both the main and Contact pages of our website, allowing British Sign Language users to contact us via phone to make appointments, for example.

Our website is designed to be easy to read and use on mobile devices; BrowseAloud is also available as part of our website on these devices.

All documents and pages on our website should be accessible, and can be read, without HTML stylesheets.

Tables produced on our website and in our documents will all be clearly identified with table and column headings.

Where relevant, we identify when the language of a document on our website changes (eg. from English to French).

The language used on our website, e-bulletin, and all other publications is as clear and simple as possible; when using language from legislation, we aim to make this as clear as possible without changing the nature of the message.

Going forward, all CVS Falkirk published materials will be reviewed by focus groups to ensure accessibility requirements are met as much as possible.