

# Saffron

## **Accessibility Best Practises - via Zoom**

We are committed to making our online events more accessible and inclusive for everyone, ensuring that everyone who joins feels welcome and supported.

### **GENERAL INFORMATION**

#### **Welcome introduction**

At the start of each Zoom session, if the group is small enough, and participants feel comfortable to do so, we will ask everyone to introduce themselves and give a short description of them and their environment. You do not have to say anything if you prefer not to.

#### **Camera access**

We encourage participants to have their cameras turned on, so that we can all feel “together”, but it is completely ok if you prefer to have it turned off.

#### **Additional Support**

We will have an additional Saffron staff member available to support should there be any access/technical issues throughout the session. You can send them a direct message in Zoom, or email us: [hello@saffronmusic.co.uk](mailto:hello@saffronmusic.co.uk)

#### **Enabling ‘Mute Participants Upon Entry’**

We will select the “Mute participants upon entry” checkbox; participants will have to unmute their mics to participate audibly. This will ensure fewer disruptions at the start of the session.

#### **Instructions on how participants can ask questions**

There are a couple of ways people can ask questions. First, participants can use non-verbal feedback, such as raising their hand and unmuting when called upon. Also, they can type/text a question in the chat box feature. We will use both features, and will always repeat questions that are provided through chat. This will help anyone that can't access the chat during the session.

#### **Sending any resource links posted in Chat via email after the event**

We will be using the chat feature throughout the session, however, for anyone using assistive technology who may not be able to copy or activate the links we will also be sending any resource links shared after the session to all attendees via email.

### **Recording the Zoom Session**

Each online workshop will be recorded for watch-back by ticket holders and Saffron Members. The recordings will be shared privately with Saffron members and ticket holders, and will not be made public.

### **Customising text sizes**

You can adjust the size of both captions and the chat text in the accessibility settings. Follow the instructions below on how to change text size or colours through your browser: <https://www.w3.org/WAI/meta/customize>

## **SIGN-LANGUAGE ACCESS**

### **Spotlighting a sign language interpreters**

If any participant is using a sign language interpreter, we will ensure we 'Pin' the Host(s) video so that the sign language interpreter captures the correct recording. Please email us ahead of time if you require this feature: [hello@saffronmusic.co.uk](mailto:hello@saffronmusic.co.uk)

### **Manually creating breakout rooms when using interpreters**

If any participants are using interpreters, we will manually create the breakout rooms or otherwise ensure the interpreter is added to the same breakout room as the person using the interpreter. Please email us ahead of time if you require this feature: [hello@saffronmusic.co.uk](mailto:hello@saffronmusic.co.uk)

## **ZOOM INSTRUCTIONS**

**Zoom is available for manual download here: <https://zoom.us/download>.** (It will also download automatically when you start or join your first Zoom meeting). If you haven't used Zoom before and would like to try it out before the session, Zoom provides a 'test' meeting here: <http://zoom.us/test>. This also provides an easy way to check your video and audio, and allows you to see the screen layout and toolbars as they appear to a delegate (rather than as they appear to a host, which is what you will see if you create a test meeting yourself). The test is set up so that only the 'tester' is in the meeting - you are free to explore on your own.

### **Enabling ‘Always Show Meeting Controls’**

This will improve the user experience as you don't have to worry about the bar appearing and disappearing upon hover (especially if you are new to Zoom and don't know how to make the bar at the bottom show up after it has disappeared).

Individual meeting participants can enable this feature on their Zoom account. By selecting the “Always Show Meeting Controls” checkbox, the controls at the bottom of the zoom screen will remain up.

How to set this up:

From within the Zoom Client:

- Select the “Home” tab.
- Select the Settings “Gear” icon. A settings pop-up window will open.
- Select the “View Advanced Features” (Windows) or “View More Settings” link (Mac) under General settings. The Zoom website will open. Login if you are prompted with the login screen. The Meeting Settings page will open.
- Navigate to the In Meeting (Basics) section of the Meeting Settings page.
- Enable the “Always show meeting control toolbar” setting.

### **Communicating Keyboard Shortcuts**

Zoom Keyboard Shortcuts instructions are valuable for anyone using keyboard-only navigation or assistive technology. Also, it could be helpful to anyone who may have had their mouse stop working unexpectedly during the session, follow these instructions via the ZOOM help link here:

[https://support.zoom.us/hc/en-us/articles/205683899-Hot-Keys-and-Keyboard-Shortcuts-for-Zoom?mobile\\_site=true](https://support.zoom.us/hc/en-us/articles/205683899-Hot-Keys-and-Keyboard-Shortcuts-for-Zoom?mobile_site=true)

**Any Questions? Please email us, we will be happy to help.**

[\*\*hello@saffronmusic.co.uk\*\*](mailto:hello@saffronmusic.co.uk)