

## **Wysing Arts Centre – Accessing Online Events**

We want as many people as possible to be able to enjoy the work we do at Wysing. At the moment, our site is closed to visitors and our programme is being presented online.

This document sets out what we do to make our online content accessible to as many people as possible.

We recognise that everyone has a different life experience and may be struggling with challenges that are not always visible and we are open to new ways of working to help people engage with our work.

Please get in touch with us to let us know if there is something you need to be able to participate in our events, by emailing our Head of Operations, Ceri Littlechild, at [ceri.littlechild@wysingartscentre.org](mailto:ceri.littlechild@wysingartscentre.org). For example: transcriptions, subtitles, audio description, or short breaks.

### **Accessibility Feedback**

We're always looking to improve the accessibility of our programme and digital content. If you have any feedback, or would like to report any problems, please email Ceri Littlechild on [ceri.littlechild@wysingartscentre.org](mailto:ceri.littlechild@wysingartscentre.org).

### **General Access**

We provide as much information as possible about the format of our online content in advance and event hosts will introduce and explain what will happen.

### **Social Media Channels**

Wysing uses Facebook, Instagram, Twitter and a weekly ebulletin to talk about our upcoming events and activities. We use image descriptors on Facebook Instagram and Twitter.

We give a warning where our graphics or films include flashing or strobing imagery.

## **Podcasts**

We present a series of podcasts online. For each podcast, we have a short summary explaining what the podcast is about and who is in it. All of our new podcasts are transcribed and we are working through our archive to transcribe earlier podcasts.

## **Live-Streamed Events, e.g. Webinars, conversations and live presentations**

We try to make the booking process as easy as possible for ticketed events. We currently use Eventbrite. (If you have feedback on our booking process, please send it to us).

We provide information in advance on what the event is about and who is participating in it. Where possible, we give a schedule which shows what happens when during the event.

In the introduction to an event, we explain how the online platform will work. For example:

- if the audience's camera will be switched off and the audio will be muted,
- if the audience is expected to say anything.

We explain the difference between platforms we might use. We use Zoom for webinars and interactive events, and Twitch or YouTube for live-streamed events.

We explain how the audience can participate (for example, using the Question & Answer function) and any guidelines about online manners and safety.

After an hour of content, we provide time for short rest breaks where needed.

For Zoom events, participants have the option of dialling in by phone if they do not have access to a computer or device with Zoom software.

We ask all participants in advance whether they have any needs that they would like us to consider to enable them to enjoy the event. For example, for larger events we often provide closed captions or subtitles.

### **Live Stream/Streaming of Pre Recorded Video**

We have provided closed captions and subtitles for films that we show, either on our website, or through live events.

We provide a short description explaining what the content is about, who made it and some background on the artists involved.

### **Workshops**

We provide a written introduction to the format of our online workshop. The host will also give an introduction at the beginning about what happens during the workshop and the expectations of participants. Workshops take place via Zoom, where participants can attend with video and/or audio online, or dial in by phone.

We will detail any additional resources or materials that participants may need when booking the event. Online workshops will often be in groups

of 20 or fewer, and we can provide additional access provision on request, including closed captions and subtitles.

## **Online Meetings**

We will try to be flexible about the timing of online appointments with staff. We have to consider staff availability, but we try to accommodate different appointment times, for example, if you have childcare commitments, or have worse fatigue at particular times of day.

We can use Zoom, Skype or MS Teams for online meetings and the option of audio only, or audio and video is available.

## **Online Safety**

Wysing aims to create a safe, shared space for everybody, whether online or on our site (see our [Code of Conduct](#) for more information). We therefore take online safety seriously.

We always do risk assessments for larger live public events and have a detailed Online Safeguarding policy in place.