English

Conference, Brussels, 3rd December 2001
"Discrimination by Design"

BACKGROUND PAPER

CONTENTS

Introduction

In resolution 47/3 of 14 October 1992, the United Nations proclaimed that 3 December will be observed every year as the International Day of Disabled People.

Since 1993, the European Institutions and the European Disability Forum have contributed to this observance by celebrating the European Day of Disabled People. The European Day provides an opportunity to raise awareness and promote European co-operation in the disability field.

The theme for the 2001 European Day of Disabled People is **"Non-discrimination: Design for all"** and represents the second year of a three-year integrated communications campaign leading up to the European Year of Disabled Citizens in 2003, that has been proposed by the European Commission in its draft decision of 30 May 2001[1].

The European Day will be used to highlight the problem o*f* the many barriers that too often prevent people with disabilities from participating fully in society and the urgent need to integrate the 'Design for All' approach in legislation, as well as in standards, public procurement procedures and other mechanisms, so as ensure that society becomes fully accessible to all users, both disabled and non-disabled.

The theme corresponds to priorities for coordination of European policies to remove discrimination and to improve access, as presented in the 'Barrier Free Europe' communication of the European Commission and the Resolution of the European Parliament.[2]

The Day will draw attention to the fact that past and current design practice leads in many ways to the discrimination of disabled people. Unsuitable design prevents access to goods and services and to major areas of social activity such as travel, work and full participation in civil, social and cultural life for the majority of disabled people. It also reduces the independence and self-determination of disabled people, thus giving rise to the misconception that disabled people are unable to live by themselves of determine their own destiny. Raising awareness and promotion of design for all are undoubtedly necessary to bring about the desired change in design practices. But more than these, legislation is needed to bring about a society where all goods and services are designed for all users.

---

[1] The full text of the proposal is available on the Internet at:
http://www.europa.eu.int/comm/employment_social/disability/year_en.html

[2] See: *Towards a Barrier-free Europe for People with Disabilities* (COM (2000) 284)

As we come to the 8th Anniversary of the United Nations Standard Rules on the Equalisation of Opportunities for Disabled Persons[3] and in particular Rule 5 which deals with access, we still have a huge majority of people debarred from goods and services by inappropriate design. This, despite almost every country in the world signing up to the Standard Rules.

This year's conference will take the form of a Round Table, bringing together decision-makers in politics, industry and civil society from across Europe, and key figures in the design for all movement, with the objective to improve the legislative framework in Europe on issues related to design for all.

As part of the activities for the event there is to be the 'Breaking Barriers Award' which will highlight examples of good practice by European designers and industry which promotes the practical implementation of design for all.

Conclusions from the European Day will be integrated in plans and actions which will be further developed by EDF together with the Commission and partners in industry and the public sector, aiming for significant policy improvements by 2003, the European Year of Disabled People.

This paper has been prepared to provide general background information for the Conference. Separate papers, including questions for discussion, and focusing in more detail on various aspects of design for all, will also be made available. These may be considered for use by national workshops leading up to the European Day, or as preparatory material for national activities on the European Day itself.

---

[3] Standard Rules on the Equalization of Opportunities for Persons with Disabilities.
A/RES/48/96. 85th plenary meeting. 20 December 1993

The concept of design for all

Design for All means designing, developing and marketing mainstream products, services, systems and environments to be accessible and usable by as broad a range of users as possible.

This can be achieved in three ways:

- by designing products, services and applications that are readily usable by most potential users without any modifications

- by designing products that are easily adaptable to different users (e.g. by adapting their user interfaces)

- by standardising interfaces of products to be compatible with specialised equipment (e.g. technological aids for disabled persons).

Through supporting the application of design for all to all areas of life – home, education, work, leisure, transport, etc. – it is possible to make significant progress towards avoiding access barriers which currently prevent citizens with disabilities from participating fully and on equal terms with non-disabled people.

Essentially this approach incorporates the accessibility requirements of people with the widest possible range of abilities, so that the greatest number of people can use mainstream products and services without the need for adaptations or special interfaces. Design for all also means that mainstream products and services use interface standards which match those of technical aids, so allowing disabled people to access and use mainstream equipment.

Design for all has been developed in the latter part of the 20th century as an approach to design which is essentially *inclusive* of wider human requirements rather than following the maxim of "designing for the average user".

The approach has been elaborated and promoted in Europe through research and development in the fields of architecture and the built environment (e.g. adaptable housing), industrial design of everyday products for older people, and more recently in Information and Communication Technologies (ICTs) for disabled and elderly people.[4]

---

[4] Some initiatives supported through programmes and actions at EU level are included in the list of Internet Links at the end of this document.

The issue of 'Discrimination by design'

For many years, society has viewed as a consequence of fate and not as a matter within its control that many persons with disabilities are unable to enter buildings and structures designed for everyday life, to board the transportation others use to get from place to place, to use the communication devices others use to talk to one another and to be accepted in premises where others work, entertain themselves, buy food or seek services. The traditional view does not recognise the issue of bad design as a violation of the principle of equality. According to that view, the person's characteristics, not the design, are responsible for his or her exclusion. The new concepts of disability discrimination question these assumptions by requiring goods and services be adjusted to meet the needs of people with disabilities, not the other way around. [5]

For the European Day 2001 the Commission and disability organisations wish to focus on "Design for All" as a means of removing access barriers for disabled people. This theme focuses attention on the way that the design of our surroundings, products and services contributes to discrimination by neglecting the needs of disabled persons. Hence the title of the conference: *Discrimination by design.*

Society is accustomed to thinking that its physical structures and social practices exist as if they represent the natural order of life. People tend to think that doorways and steps, buses and trains and social have developed as they have because they reflect the needs of the general population. But a closer look reveals that there is nothing natural or pre-ordained about buildings, services or social practices. They have evolved to meet the needs of particular groups, to the exclusion of others. In particular, there has long been an implicit assumption among designers and also manufacturers, marketing departments and sales people, that if things were made to suit the "average" user, then this would satisfy most people's requirements and, at the same time, ensure the largest market.

Up until the last 20 years this view was largely unchallenged by consumers in general and the complaints of disabled people were scarcely given any attention.

But in fact, a great many people have noticed that the objects and environments they use are not very suitable for them.

---

[5] See: The World Health Organisation's International Classification of Functioning, Disability and Health, which in its latest revised version (2001) includes a classification of environmental factors that influence disability and health http://www.who.int/icidh/

Take, for example, the 7% of the population who are left-handed.[6] Some of these have recently begun to share their difficulties and seek solutions through their own societies and on their own Internet Web pages. And their problem is that of discrimination by design:

"Being left-handed... gives me a razor-thin view of what it's like to be a minority. As a left-hander, I'm discriminated against all the time. Not for serious things: I am not denied housing, medical care, a job, a seat on the bus. But I experience anti-lefty bias in the form of school desks that are unusable, carrot peelers that are useless, power tools (such as electric saws) that are dangerous or even life-threatening, pens that smear and make my writing illegible, computer mice that cause hand cramps. Teachers in England tried to force me to write with my right hand when I was a child; I used to stutter, and perhaps that was why".

- E. Stephen Mack[7]

Older people, who may be more frail, slower to act and have poorer eyesight and hearing than the 'average' user, are also more likely to experience the negative effects of unsuitably designed products and services. About 20% of European citizens are aged over 65 today and this group is set to increase to about 25% of the population by 2020. This clearly raises potential problems of access to goods and services, and to environments for a very large number of European citizens.

Promoters of design for all have coined the phrase: "Good design enables, bad design disables". This applies especially to older persons who may become functionally disabled as they experience a gradual reduction in their sensory and motor capabilities. The point at which they may require technical aids and home adaptations depends greatly on the design of their surroundings and the products they use. Where design for all solutions have been provided, thanks to a little forethought, the need for specialised aids may be reduced or avoided altogether.

Many disabled persons can cite a legion of examples of discrimination caused by negligent or unsuitable design. In the built environment, wheelchair users are frequently excluded by environmental barriers put in at the design stage: at railway platforms without lifts, at entrances to banks and businesses with revolving doors, on pavements without dropped kerbs. The same design barriers, of course, are a challenge to parents with children in push-chairs and prams, shoppers with shopping bags, and travellers with suitcases.

---

[6] Coren, S.; Porac, C. : *Fifty centuries of right-handedness: the historic record. Science* 198: 631-632, 1977. PubMed ID : 335510

[7] See: E. Stephen Mack, Web page with links on left-handedness at http://www.emf.net/~estephen/facts/lefthand.html

In the field of Information and Communication Technologies where innovation is supposedly highly regarded, the traditions of designing for the average and neglecting the disabled person have unfortunately prevailed in the mainstream products available today. Even technologies associated with the Internet present barriers when they should ideally offer the opportunity for improved access to information and services for all citizens. But those who have a sensory or motor disability may be excluded from access if the Web pages and their content are inaccessible to the browsers and other interaction devices which are used by disabled persons.

In Australia non-discrimination legislation protects people with disabilities against such exclusion by design. Bruce Maguire, who is blind and uses a screen reader, found that he was unable to order tickets for the sports events via the official Web site of the Sydney Olympic Games.[8] He took the Organising Committee of the Games to court on the grounds of discrimination and a compensation award of AUS$ 20,000 was levied on the Web site owners. This was the first case of its kind in the world and the result clearly demonstrates that non-discrimination legislation has a role to play in ensuring access to goods and services for disabled persons. Notably, had the Web site been constructed according to the guidelines of the Web Accessibility Initiative[9] it would have been accessible both to disabled users with screen-readers and to non-disabled users using standard PCs.

EU actions and initiatives on design for all

Design for All is now being considered within a number of policy areas by the European Commission and by a diverse range of actors across the European Union. The Commission Communication, *Towards a barrier-free Europe, (2000)* presents a road-map for promoting accessibility by means of a 'roll-out' of inclusionary policies in areas such as Information Society, opening the internal market for technical aids and protection of disabled consumers.[10] Legislation and universal design (Design for All) are seen as key elements which can support equalization of opportunities for people with disabilities. The European Disability Forum firmly supports this approach.

Of particular significance for the topic of design for all is the eEurope initiative, as adopted by the Member States at Feira in June 2000, that targets a range of measure to ensure that the Knowledge-based Society is accessible to disabled

---

[8] See http://www.rnib.org.uk/wesupply/publicat/campaign/win01.htm#2

[9] Web Accessibility Initiative: See http://www.w3c.org/WAI/

[10] *Towards a Barrier-free Europe for People with Disabilities* (COM (2000) 284)

persons. Targets include the adoption of the Web Accessibility Initiative's Web Content Guidelines for all public Web sites, the publication of design-for-all standards, the establishment of national Centres of Excellence in design for all, and the development of a European curriculum in design for all, especially for designers and engineers working in the area of Information and Communication Technologies.[11]

As part of the Swedish Presidency of the European Union, an EU Expert Meeting on Accessibility was held in Linköping, Sweden, 25-26 April. The Linköping Meeting was a watershed event where a wide range of actors gave their support to the accessibility strategy of the European Union. The European Day of Disabled People provides an opportunity to confirm this course and to add additional momentum to its implementation.

The conclusions and recommendations of the meeting represent a firm commitment to remove access barriers - wherever they appear - for persons with disabilities in Europe; and to take a pro-active approach to minimize the possibility of new barriers appearing in future. Freedom of movement, access to information and full participation are re-confirmed as basic rights for all citizens, which should be supported in European policy-making and action. The conclusions stated:

"The EU Social Charter recognizes and respects the right of persons with disabilities to benefit from measures designed to ensure independence, social and occupational integration and participation in the life of the community. In today's society, access to and use of products, systems and services are necessary conditions for full and active participation in community life. Good design is important as a means of combating discrimination.

Recommendations of the meeting:

- *Encourage stakeholders, including industry, to ensure that products and services address the needs of the widest possible audience.*

- *Include Design for All concepts in education curricula.*

- *Use standards and legislation and combine them with sanctions and monitoring mechanisms.*

- *Promote research and development to increase knowledge regarding the concept of Design for All (e.g. in the Sixth Framework programme).*

- *Set up policies, which make accessibility a precondition for public procurement".*

---

[11] eEurope 2002 Action Plan: See
http://www.europa.eu.int/information_society/eeurope/action_plan/index_en.htm

The Communication "Towards a Barrier Free Europe for People with Disabilities as well as the conclusions of the Linköping Meeting underline that key policy instruments to promote design for all are :

- Legislation against discrimination

- Standardisation

- Public procurement policies for ensuring equal access

- Awareness of consumer interests and Corporate Social Responsibility.

Legislation against discrimination

With the inclusion of the non-discrimination clause in the Amsterdam Treaty, the European Union has moved firmly towards the recognition of discrimination against disabled people as a basic human rights issue that needs to be combated through the prevention and removal of barriers that deny disabled people equal access to mobility, goods and services. European policies should therefore be grounded on a non discriminatory blue print that will make true equality possible for people with disabilities. Subsequent regulations must ensure that public and private institutions be required to be provide services designed for all.

European Member States are unanimous in the view that disabled people have rights (including the right not to be discriminated against). In consequence of these rights a whole new approach is required to disability based on removing barriers to full participation in society rather than "treating the problem of the individual", as was the approach of the "medical model" of disability.

One route towards establishing non-discrimination legislation is through the actions of individual Member States. Few EU Member States have specific legislation prohibiting discrimination against disabled people. Ireland[12], Sweden[13] and the UK[14] are those that do, although the scope of these acts is

---

[12] Employment Equality Act 1999

[13] Act Prohibiting Discrimination in the Working Life of People with Disabilities 1999

[14] Disability Discrimination Act 1995

limited. In addition, there is a reference to discrimination against disabled people in the German, Finnish and Greek constitutions; and, in France, this has been covered by an amendment to legislation prohibiting discrimination on grounds of race and religion. However, this legislation may not fully outlaw all areas of discrimination due to constitutional or other prohibitions. Nor does it entail that specific positive actions should be taken to address the delivery of goods and services on equal terms to disabled people.

Discrimination through failure to make a reasonable accommodation (or adjustment) is only mentioned in the legislation in Sweden and the UK. The concept of 'reasonable accommodation' recognises the fact that, for some disabled people, equal treatment may discriminate against them and that equality can only become a reality where an accommodation is made to assist them to overcome barriers – for example, by adaptations to the workplace, equipment or working methods.

In the United Kingdom the *Disability Discrimination Act (1995) Part III Access to Goods and Services* establishes that it will be illegal for providers of goods and services to discriminate against disabled customers, for example by not allowing them access to their services or to the premises where goods can be bought. Businesses are currently preparing for the necessary changes as deadlines have been fixed for implementation of accessible services and premises (from 2004).[15] Accessibility standards and the design for all approach are also playing a key part in these changes as the legislation takes effect. Since the law applies equally to all businesses there is no inherent disadvantage to any particular sector. Legislation therefore establishes a "level playing field" for introducing accessibility standards, which is to the advantage of all businesses and consumers.

In a recent report of a study carried out on behalf of the Commission it was concluded that non-discrimination measures and legislation "play an important role in 'setting the tone' for disability and employment policy"[16]. Countries outside the EU which have already introduced non-discrimination legislation as part of their strategy for improving conditions for disabled people include the United States, Canada, Australia, New Zealand and South Africa.

At present disabled people do not have <u>equitable access to goods and services</u> as compared to non-disabled people, nor do they, in most EU Member States, have a right to demand equal treatment in this respect. The European Disability Forum seeks to engender a civil rights culture backed up by law in Europe. Legislation against the discrimination of disabled people is the key. The EDF is therefore promoting a disability specific directive covering access to goods and

---

[15] Disability Discrimination Act 1995. See: http://www.disability.gov.uk

[16] Study on Benchmarking Employment Policies for Disabled People – ECOTEC, 2000

services, which would include access to information and to new technologies, to buildings, to transport, etc.

Design for all Standards

Standards can play a critical role in the development of generally accessible products and environments. It is acknowledged that it will not be possible to design everything so that it can be used by everyone. There will always be consumers with severe physical, sensory and cognitive impairments who will not be able to use a product or service. However, it is not reasonable to refer consumers with special needs to specific designs for each major product or service; this approach would exclude them from the advantages of lower costs related to economy of scale, and would constitute *de facto* discrimination.

There is considerable American evidence that implementation of legislated standards that are:

- specific and clear;

- developed following consultation with service providers and persons with disabilities; and

- enforced following a phase-in period during which technical and legal advice is available;

has resulted in significant progress with design for all barrier removal.

At Community level, European Standardisation activities represent an opportunity to identify and implement the means to remove barriers, promote accessibility and improve the social integration of disabled persons. Within Europe, a number of programmes and activities have been initiated to achieve "barrier-free" design of products and environments.

The Research and Technological Development programmes – "TIDE", "Telematics Applications Programme" and the 5th Framework Information Society Technologies Programme: "Applications relating to the disabled and the elderly" have supported over 20 projects which were directly relevant to this area.[17]

---

[17] See: http://www.cordis.lu/ist/ka1/special_needs/home.html (Search "Projects")

Under the umbrella of COST – Cooperation on Science and Technology in Europe - various working groups have advanced the knowledge base which can feed into design for all standards. These include COST 219 and 219bis addressing telecommunications for disabled persons, COST 322 addressing the design of low-floor buses, COST 335 on access to railway passenger trains, and COST 342 on parking policy measures and their effects on mobility and the economy.

Good progress is being made in the area of design for all standards, especially in the area of Information and Communication Technologies (ICT). In June 1999, the European Commission gave a mandate (M/273) to the European Standards Bodies (CEN,CENELEC and ETSI) to develop a *guidance document in the field of safety and usability of products by people with special needs (e.g. elderly and disabled)*. The work should result in practical guidelines that can be applied by all relevant standardisation committees.

The "Design for All" Mandate has produced a report which sets out a range of possibilities for generic standards in the area of design for all and explains the parameters for addressing the needs of elderly and disabled people in product standards. This report includes many areas of ICT and physical accessibility. Phase two of the mandate – implementation – is now under way.[18] This includes the formation of a design for all coordinating body which will seek to monitor and influence the work in all standards bodies.[19]

Experience drawn from countries such as USA and Australia highlights that standards that clearly prescribe the means of compliance (*prescriptive standards*) are most easily enforced, since the amount of interpretation involved is minimal. Debates about prescriptive standards tend to concern their sufficiency (have they gone far enough in removing barriers) on the one hand, and their rigidity (new and better technologies are available but not prescribed) on the other.

In order to avoid rigidity but ensure access, the Americans have shifted to *descriptive standards* which describe the results to be achieved in order to be in compliance. An example would be the requirement that a technology be "accessible and useable" by people with disabilities, without prescribing the technical specifications of the technology. This approach accommodates. changes in technologies over time. However, debates can arise about how the standard is to be interpreted in a particular set of circumstances. Another innovation introduced by the Americans was the *conditional standard*. A business is required to meet the standard provided it does not impose "undue hardship" or

---

[18] See: http://www.ict.etsi.org/activities/Design_for_All/INDEX.htm

[19] Standards work is being promoted through a working group under CEN/ISSS, which is holding a workshop on Design for All and Assistive Technologies, see: http://www.cenorm.be/isss/Workshop/dfa/default.htm

it is "readily achievable". This adds a further level of interpretation which is problematic in that it depends on the subjective circumstances of the business, a condition with which a person with a disability could not be expected to be familiar. The clarity of the standard itself still makes enforcement straightforward. The business must demonstrate exceptional (and presumably temporary) circumstances which would warrant excusing it from the standard of general application.

Public procurement and design for all

Public administrations have an important role to play in design for all, through their role as a market players that can influence vendors, as employers of disabled people and as providers of services to all citizens and businesses. In these ways, public procurement can support both social policies, which include the promotion of accessibility, and EU industrial policies, where global competitivity in products and services may increasingly require attention to accessibility access standards and accessibility requirements applied to public procurement.

In the US, considerable attention has also been given to ensuring accessibility in procurements by public authorities. In particular, "Section 508" refers to the section of the Workforce Investment Act 1998 and establishes accessibility requirements for any electronic and information technology developed, maintained, procured, or used by the Federal government. The requirement first came into force from June 2001 and has had a powerful effect on re-orienting the American ICT industry and information services providers towards a Universal Design (design for all) approach.

In order to fulfil the requirements of disabled employees and members of the public, ICT standards established by the Access Board are to be followed in all cases, except where "undue burden" would be caused.

The significance of section 508 lies in the fact that mainstream technologies such as PCs, telephones, voice recorders and photocopying machines must now comply with accessibility standards for persons with disabilities if they are to be purchased or used by US Federal agencies. Since public procurement accounts for more than a quarter of all purchases of ICT equipment in the USA, producers of hardware, software, training schemes and a host of ancillary services have realised that separation of the market into 'mainstream' and 'disabled' is no longer economically tenable. Design for all standards form the bridge which

enables the transition from "insular" mainstream products to equipment and services which is accessible to all, including disabled citizens. Companies like, for example, IBM, Microsoft, Sun Microsystems, XEROX and Motorola all have dedicate departments which develop and maintain products for ensuring the accessibility of their digital products, systems and applications.

This development in US legislation will have a powerful impact on all forms of services which are dependent on information technologies, such as on-line services run by administrations, the whole world of "eCommerce", Internet-based education and training, teleworking, etc.

While legislation like the ADA and section 508 is presently lacking in Europe, this need not hinder public authorities from requiring accessible products when they purchase products with the public purse. Disability organisations have been quick to point out that, as tax payers, disabled persons are being discriminated against by public authorities who buy inaccessible telephone booths, build inaccessible public buildings and fail to provide accessible information services. Public procurement according to design for all standards should be an obligation on the part of all public authorities at every level. Only in this way will disabled public employees and disabled citizens in the community enjoy the same rights as non-disabled citizens.

A valuable reference point and example of how to promote accessibility in public procurement practice is provided by Industry Canada, which has commissioned so-called "Accessible Procurement Toolkits" as a service for employers and procurement professionals.[20] The toolkit includes descriptions and accessibility requirements related to mainstream technology or services for the general office environment – following a design-for all approach – and assistive technology products for the use of disabled employees. A Procurement Toolkit tutorial is also included in the package.

Adapting current procurement practices to new regulations or guidelines requires sensitivity and knowledge of the constituencies involved in order to "get the message across". Section 508 legislation has given rise to a major effort in raising awareness, disseminating information and training company and public sector employees about design for all standards.

The European Commission is currently discussing a revision of the Public Procurement Directive. Particular focus is being placed on the need to establish fair, efficient and secure systems for electronic procurement. The EDF believes that accessibility and design for all requirements should be included in the present agenda as matter of urgency. Not only should the new procurement systems themselves be accessible to people with disabilities, but all public procurement should meet design for all standards.

---

[20] See: http://disability.org/toolkit/IndexE.asp

The business case for design for all

There is considerable evidence that American businesses have shifted from opposing legislation to supporting it. For example, trade associations by and large have worked co-operatively to implement the *Americans with Disabilities Act* rather than lobbying to have it weakened or repealed. Senior executives expressed overwhelming support for the ADA, with more supporting strengthening than weakening it (Louis Harris, 1995). Successful enterprises in US but also in Europe are becoming more conscious than ever that they have a responsibility to put something back into the communities where they make their profits. But successful enterprises also recognise that putting something back into the community can give them a real commercial edge. It is not about charity or corporate philanthropy. It is about recognising the benefits that come about when an inclusive approach to people with disabilities as customers is taken.

Building relationships to consumers is seen as a key area for companies to develop their corporate social responsibility. Design for all is one of the tools which should be employed to further this effort. This is emphasized in the Commission's recent Green Paper on the subject:

"As part of their social responsibility companies are expected to provide products and services, which consumers need and want in an efficient, ethical and environmentally aware manner. Companies, which build lasting relationships with customers by focusing their whole organization on understanding what the customers need and want and providing them with superior quality, safety, reliability and service are expected to be more profitable. Applying the principle of design for all (making products and services usable by as many people as possible including disabled consumers) is an important example of corporate social responsibility".[21]

Encouraging Corporate Social Responsibility through adoption of the design for all approach and a closer relationship with users are each being promoted by the European Commission. In Spain the "Design for All Commitment Label" has been established as a scheme for companies wishing to demonstrate to customers that they are seeking to serve the interests of all customers, including disabled persons, throughout their business operations. By joining together under a

---

[21] COM(2001) 366 final. GREEN PAPER Promoting a European framework for Corporate Social Responsibility (para 51). See http://www.europa.eu.int/comm/employment_social/soc-dial/csr/greenpaper.htm

common banner the companies gain greater visibility and also have opportunities to share "best practice". They may also promote each other to clients and customers and in this way create new business opportunities.

Questions

- Have you experienced bad design? – In what way did it affect you?

- Should design for all be enforced by law? - For which types of products or services?

- Should public authorities - like government offices or municipalities - be obliged to buy ONLY products and services which meet Design for All standards? – If so, are there any priority areas would you like to see being addressed for public procurement?

- How could using design for all help reduce discrimination against disabled people in relation to access to goods and services? – Are there some particular examples where you have felt discriminated against?

- Would you buy products from companies who support design for all principles?
  - How could more companies be encouraged to show "Corporate Social Responsibility" and what could they do to promote design for all?

Would you like to see standards for design for all being applied in Europe? - What kind of standards are needed? – How could disabled people contribute their experiences to develop standards?

Links

AGE – European Platform for Older People   http://www.eurolinkage.org

Americans with Disabilities Act (ADA)
http://http://www.usdoj.gov/crt/ada/adahom1.htm

Bureau of European Designers Associations: http://www.beda.org

Centre for Accessibility, Denmark   http://www.centil.dk

Council of Europe resolution on universal design and accessibility in education (February 2001) http://cm.coe.int/ta/res/resAP/2001/2001xp1.htm

DASDA Project   http://www.dasda.org

Helen Hamlyn Research Centre and Design Age Research Centre
                http://www.hhrc.rca.ac.uk/index.html

European Concept for Accessibility   http://www.eca.lu

European Institute for Design and Disability   http://www.design-for-all.org

European Disability Forum http://www.edf-feph.org

HELIOS II (1993-96)   http://europa.autonomia.org/helios/a_def.htm

INCLUDE project   http://www.stakes.fi/include/

Institute on Independent Living   http://www.independentliving.org

International Centre for Disability Resources on the Internet at:
                http://www.icdri.org/index.html

International Classification of Functioning, Disability and Health
                http://www.who.int/icidh/

Technology Initiative for Disabled and Elderly persons (TIDE)
        http://www.cordis.lu/ist/ka1/special_needs/library_tide_communication.htm

The Architectural Barriers Act (ABA)   http://www.access-board.gov

The Center for Universal Design   http://www.design.ncsu.edu/cud/index.html

The Centre for Accessible Environments   http://www.cae.org.uk

The Norwegian Accessibility Centre   http://www.delta.oslo.no

The Platform Design for All in the Netherlands   http://www.designforall.nl

World Wide Web Consortium   http://www.w3.org