



Disability Access Statements for VITA Events, Publications and Web Pages

To promote the accessibility of your VITA site and services to people with disabilities, include statements about your site's accessibility and the availability of assistance in your marketing materials and other promotional items. Providing information about how to request an accommodation creates a welcoming environment for persons with disabilities. Also, advance notice of participants' needs makes it easier to plan and implement accommodations. Below are three sample access statements you can use in literature for events, on publications or on web pages. You should be able to adapt one for almost any situation.

Sample Access Statements

For VITA sites and services announcements targeting taxpayers (*To appear on brochures, flyers, posters and other marketing materials*):

"If special assistance or auxiliary aids are needed to accommodate a disability, please contact NAME at PHONE NUMBER or EMAIL ADDRESS to discuss accommodations at least two weeks prior to your appointment.

Note: The time frame for customers to make accommodation requests should be based on your organization's accommodation policy. A common time frame for accommodation requests, used by many organizations, is one to two weeks in advance of an event. However, you should also consider last minute accommodation requests on a case-by-case basis.

For Publications (To appear on brochures, publications and other printed materials):

"If you need to request this information in an alternate format, such as electronic file, large print, audio or braille, please contact NAME at PHONE NUMBER or EMAIL ADDRESS."

For Web Pages (To appear as text on web pages if you are not sure of usability):

"If you have difficulty accessing any portions of this Web site with adaptive technology or because of a disability, please contact NAME at PHONE NUMBER or EMAIL ADDRESS."



For more resources on serving taxpayers with disabilities, visit:

- Tax Access website: www.adasoutheast.org/taxaccess
- NDI's Tax and Tax Preparation web section: www.realeconomicimpact.org/Our-Work/Taxes-and-Tax-Preparation.aspx