ACCESSIBILITY OF ONLINE RESSOURCES FOR ASSOCIATIONS PROVIDING SERVICES TO PEOPLE WITH BRAIN INJURIES

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Introduction. Since March 2020, the beginning of the COVID-19 pandemic in Quebec, numerous services offered by associations delivering services to people with Traumatic Brain Injury (TBI) have been transferred online. While some individuals access online services with ease, others face challenges in doing so and thus are unable to get the services they need [1]. While these issues may lie in low basic and digital literacy among people with TBI, website accessibility represents a challenge that associations must overcome to deliver their services [2-3].

Objective. Assess the accessibility of online information and resources dedicated to people with mild and severe TBI.

Methodology. N=14 associations (14 websites)

Two evaluators independently assessed each website both manually (rating grid) and automatically (WAVE).

Disagreements were resolved either by consensus or by a third-party intervention.

Results were compared and then calculated through descriptive statistical analyses.
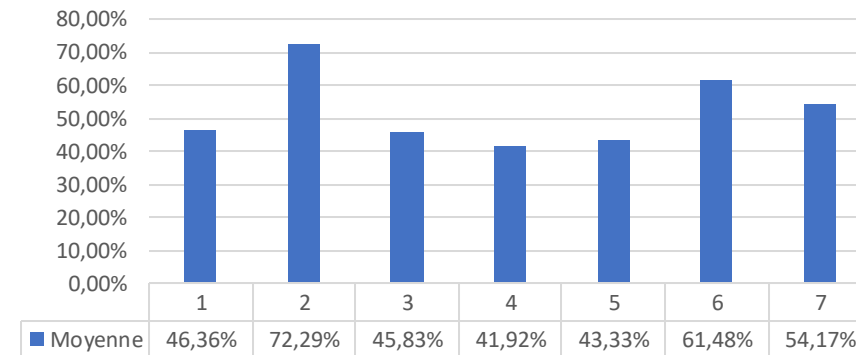
A detailed report was provided to the organisations.

Results.

Accessibility score: M = 54,5%, EQ = 15,83%.

Website designs and writing most accessible with 72,3%.

Multimedia content less accessible with 41,9%.

Average accessibility

	1	2	3	4	5	6	7
Moyenne	46,36%	72,29%	45,83%	41,92%	43,33%	61,48%	54,17%

1. Navigation; 2. Design and writing; 3. Image; 4. Multimedia content; 5. Digital files; 6. Forms and questionnaires; 7. Protection and CAPTCHA.

Strong points
Involving experts and validating the results of each assessment by two team members may have mitigated bias created by variability in the terminology used on these websites.

Improving matter
Broaden assessment of accessibility to associations outside of Quebec.

What's next? Each organisation has the tools to improve their overall accessibility on their own and thereby improve the sense of community inclusion of people with TBI.

1- Morrow EL, Zhao F, Turkstra L, et al. Computer-Mediated Communication .in Adults With and Without Moderate-to-Severe Traumatic Brain Injury: Survey of Social Media Use. JMIR Rehabilitation and Assistive Technologies. 2021;8:e26586.
2- Alberola E, Croutte P, Hoibian S. La « double peine » pour les publics fragilisés face au tout-numérique. Réalités industrielles. 2016;32–36.
3 -Fougeyrollas P, Boucher N, Fiset Y, et al. Handicap, environnement, participation sociale et droits humains : du concept d'accès à sa mesure. Développement humain, handicap et changement social. 2015. p. 5–28.

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