



Checklist for Accessible Digital Content

for NGOs supporting refugees with disabilities

Why does digital accessibility matter?

Digital accessibility ensures that everyone, regardless of physical, sensory, or cognitive abilities, can access and interact with online content. For refugees with disabilities, particularly those with visual impairments, accessible digital content is critical for accessing essential services and information.

Over 1 million refugees from Ukraine reside in Poland, with approximately 11% experiencing vision difficulties, even with glasses, according to UNHCR. For them, the most popular information channels are Facebook, Telegram, YouTube, and Ukrainian media in Poland. To reach this group effectively, NGOs must adopt inclusive digital accessibility practices.

Useful Resources:

- [WCAG 2.2 Accessibility Standard \(English\)](#)
- [WCAG 2.1 Accessibility standard \(Polish\)](#)
- [Digital Accessibility on gov.pl](#)

Accessibility testing tools:

- [Accessibility Insights for Web](#)
- [axe DevTools](#)
- [Colour Contrast Analyser](#)

For more guidance or to request accessibility reviews, contact: **Patchwork Association:** office@patchworkngo.org



Key principles for accessible digital content	Creating accessible websites	Accessible social media practices	Testing and continuous improvement
<p>Prioritize Clear and Relevant Information:</p> <ul style="list-style-type: none"> • Include accessibility details for events (e.g., elevators, ramps, accessible toilets). • Use simple and jargon-free language. • Translate critical content into Ukrainian and other relevant languages. • Offer alternative formats (e.g., PDFs, HTML tables) to cater to diverse user needs. <p>Inclusive designs:</p> <ul style="list-style-type: none"> • Use consistent and simple layouts across all content to avoid confusion for users with cognitive impairments. • Break up long blocks of text with headings, bullet points, or white space to enhance readability. • Ensure buttons and links are large enough to be easily clicked and placed in predictable locations. 	<p>Visual Design:</p> <ul style="list-style-type: none"> • Ensure sufficient color contrast (e.g., text-to-background ratio of 4.5:1 for standard text). • Design pages that remain legible when zoomed to 200%. <p>Text Alternatives for Non-Text Content:</p> <ul style="list-style-type: none"> • Add meaningful alt text for images, describing purpose and context. • Avoid using text as images. If unavoidable, provide descriptions. <p>Navigation:</p> <ul style="list-style-type: none"> • Make websites fully keyboard navigable. • Buttons, form fields, hyperlinks should have accessible text labels in the code. • Use clear, descriptive link text (e.g., “Learn more about support services” instead of “Click here”). <p>Language Support:</p> <ul style="list-style-type: none"> • Specify the webpage language in the code to support screen readers and translation tools. 	<p>Facebook:</p> <ul style="list-style-type: none"> • Use alternative text for all images. • Add captions to video content and keep video descriptions concise. • Avoid reliance on color alone to convey meaning (e.g., “green for yes, red for no”). <p>Telegram:</p> <ul style="list-style-type: none"> • Use plain-text formats for announcements and avoid overly complex layouts. • Include descriptions for multimedia content and hyperlinks. <p>YouTube:</p> <ul style="list-style-type: none"> • Ensure all videos have captions and offer transcripts for detailed information. • Use simple, clear titles and descriptions for videos. <p>Instagram:</p> <ul style="list-style-type: none"> • Provide descriptive alt text for all images. • Ensure text on images has high contrast and is legible. • Place hashtags at the end of captions to avoid interfering with screen reader navigation. 	<p>User Testing:</p> <p>Engage with refugees with disabilities to:</p> <ol style="list-style-type: none"> 1. Identify preferred communication methods and unmet information needs, and 2. test websites, social media posts and interactive content. <p>Feedback Mechanisms:</p> <ul style="list-style-type: none"> • Provide channels for users to report accessibility issues (e.g., feedback forms, email, Focus Group Discussions). <p>Automated Tools:</p> <ul style="list-style-type: none"> • Use tools like Accessibility Insights for Web, axe DevTools, or Colour Contrast Analyser to identify technical barriers.

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