Making Zoom Accessible for
7. Deaf British Sign Language Users

deafscotland is the user led, membership organisation for the deaf sector in Scotland. For more information, visit the deafscotland website by clicking [here](#).

deafscotland use the term the 'four pillars of deafness' to describe Deaf, Deafblind, Deafened and Hard of Hearing as people with different levels of deafness who have different barriers to overcome and have different language and communication support needs.

There are several useful measures and features that can assist those who are Deaf British Sign Language users[1] to make Zoom meetings more accessible.

1. Communication Support

Ensure any communication support requirements have been addressed.

2. Share Meeting Materials Ahead of Meeting

Share meeting materials/presentations in advance to allow participants to review before the meeting. This is especially important for those who may experience barriers to communication. Those attending the meeting to provide communication support would also benefit from receiving materials in advance to allow them to prepare for the meeting.

3. Be Respectful of other Participants

As with face to face meetings, be aware that only one person should speak at a time. This will allow participants and those providing communication support to focus on the active speaker. Make sure facial expressions and lip patterns can also be viewed clearly.

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[1] People who identify as Deaf British Sign Language users are those who were born deaf or became deaf in early childhood and for whom British Sign Language is their first language.

4. Sign Language Interpreter/Electronic Notetaker

A Sign Language Interpreter can attend the meeting to provide communication support for those using British Sign Language (BSL). In addition, an Electronic Notetaker can join the meeting and type a record of what is said. The notes can also be displayed during the meeting by using the 'Share Screen' function if required. Only one participant can share their screen at a time on Zoom.

5. 'Pin Video'

The 'Pin Video' feature is particularly useful when using a Sign Language Interpreter during a Zoom meeting. Those who wish to watch the interpreter can 'pin' the interpreter's video to enable them to keep the interpreter on screen and in view throughout the meeting.

To 'pin' a participant's video using a PC or Mac, click on the three dots in the top right corner of the chosen participant's thumbnail video screen and click 'pin video'. The pinned video will remain stationary and visible at all times during the meeting for the participant to view. If using an iPad or Smartphone, double tap on the chosen video screen to 'pin'.

6. 'Spotlight'

The host can 'Spotlight' a particular participant who will then be viewed as the primary active speaker. To 'spotlight' a person when in a meeting, go to 'Participants' and click on the arrow at the right of the person you wish to spotlight, click the 'Spotlight' feature. To 'spotlight' you need at least three participants in the meeting with video on and this can only be done by the host.

7. Repeat Questions/Provide Clarification

Be aware that in larger meetings not all participants are visible on screen at the same time. It may not be easy for participants to identify who is asking a question. Participants can also choose to ask questions via the 'Chat' facility. If facilitating a meeting by stating the name of who asked the question and by repeating the question this can provide clarification for others.

8. 'Raise Hand'

As well as manually raising your hand to visually attract attention during a meeting, Participants can be made aware of the Raise Hand function which can be used to alert the host if they wish to ask a question or

comment. This can be found within 'Participants' at the bottom of the screen.

9. 'Chat'

The Chat function can be used by the host and participants to communicate separately within the meeting. Messages can be sent privately or publicly using the chat facility to the host or to other participants to ask questions, raise comments or seek clarification. Files can also be shared/uploaded within the Chat facility.

10. Breakout Rooms

Breakout rooms can be set up and introduced to facilitate smaller group discussion. The host can assign participants into these groups with the addition of communication support if required.

We welcome your feedback

The COVID-19 pandemic has resulted in increased remote online working. As technology develops, our Factsheets will be updated to ensure accessible and secure use of Zoom.

To make sure that this factsheet is always up-to-date, we invite you to share your experiences both positive and negative. Please contact us at admin@deafscotland.org with your experiences.