



Canada's Leading Cognitive Accessibility Experts

We help make built environments, products, and services accessible to all.

People think and understand the world around us differently, but products, services and the built environment are designed for those who we perceive as typical. We're ending this disparity by making people with a range of cognitive abilities part of the solution.

Trust our integrated team of accessibility experts and advisors to assure your products, services, environments and experiences are accessible by people of any cognitive ability.

Custom Cognitive Accessibility Solutions

Helping make products, services, environments and workforces more equitable and inclusive.

Education & Training

Designed and delivered by word-leading Canadian experts on cognitive accessibility.

Inclusive R&D

Expert-facilitated, ethical involvement of persons with lived experience.

OpenAccessibility.ca



Lakehead University

Palliative care aims to improve the quality of life for patients with life-limiting conditions, and their caregivers.

Leveraging their lived experience, our Accessibility Advisors test the cognitive accessibility of palliative care resources. We work with Lakehead University, with financial contribution from Health Canada. Our work aims to promote equitable access to palliative care services for persons with cognitive disabilities.

The Problem

Neurodivergent patients experience inequities in palliative care compared to their neurotypical counterparts. While they share many of the same palliative needs, they are faced with cognitive accessibility barriers and systemic biases that negatively impact their care. Identifying and eliminating these barriers from the patient journey is key to addressing these palliative care inequities.

The Solution

Open assessed the cognitive accessibility of Canadian palliative care resources. Guided by the Web Content Accessibility Guidelines (WCAG) and Health Canada's framework, our team of neurodivergent, bilingual Accessibility Advisors assessed the cognitive accessibility of patient information through the lens of their lived experience. Open also provided accessible language adaptations of bilingual resources, and recommended design revisions to improve their accessibility.

Services provided:

- Inclusive Research & Development
- Inclusive Design
- Accessibility Testing
- Accessibility Education & Training

The Outcome

With guidance from advisors with lived experience, we are developing recommendations and refining language in key materials to make them more accessible and understandable. Through our continued collaboration, the research team at Lakehead University is working to improve the cognitive accessibility of palliative care resources.