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.

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Collaboration for
Cognitive Accessibility

Wilfred Laurier University

Smart Citizens Enabling Resilient Neighbourhoods (SCERN) is a research project aimed at developing digital social tools and platforms to help municipalities understand how differences in neighbourhood environments affect community resilience.

To support their mission of maximum inclusivity, Open worked with the Health Equity Systems Interventions (HESI) Research Group at Wilfred Laurier University's Centre for Community Research, Learning and Action to support the implementation of accessibility principles, and facilitated the testing of a mobile application by neurodivergent individuals to identify cognitive accessibility improvements.

The Problem

App developers aren't always trained on inclusive design principles. To be as accessible as possible, the HESI Research Group needed to ensure their community-geared digital tools took into consideration the needs of a neurodiverse user group.

The Solution

Open facilitated the testing of a digital app by a group of ten neurodivergent Cognitive Accessibility Advisors to identify opportunities to improve usability. Open's Accessibility Specialists also provided training sessions on cognitive accessibility and accessible technology development to the app design team.

Services provided:

— Education & Training

— Usability & Accessibility Testing

— Plain Language Adaptation

The Outcome

Open facilitated two accessibility training sessions and 120 cumulative hours of usability testing by Cognitive Accessibility Advisors. Collectively, Advisors' lived experience enabled Open to not just identify accessibility deficiencies, but recommend a set of usability improvements the app developers felt assured would effectively address them.

> *"Thank you for helping make SCERN a success! Based on your feedback, we have made a number of improvements."*
>
> — *Christopher Macdonald Hewitt, Ph.D Research Associate, Smart Citizens Enabling Resilient Neighbourhoods*

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