



Qualifications

Our Mission

IHCD is an international design and educational non-profit organization committed to advancing the role of design in social equity across the spectrum of ability, age and culture. IHCD has a rare capacity for holistic consulting that can assess the physical, information, communication, and/or service environments.

Distinguishing Characteristics

- First U.S. non-profit focused on the role of design in relation to disability and aging, founded in 1978 in Boston as Adaptive Environments
- Balance of expertise and guidance on all facets of mandated accessibility compliance in the U.S. with promotion of best practices in universal/inclusive design
- Multi-disciplinary and diverse team (28) in terms of age, ability and cultural background, all with strong educational and experiential credentials
- Mission-driven consulting invested in building the knowledge and capacity of every client. This guides our commitment to tailoring deliverables to align with the goals of each client and to offering flexibility in all aspects of the work
- Deep content experts in accessibility and inclusive design complementary to the expertise of the client and their design teams
- Experience to share cutting-edge global precedents in methods, design details, and products to inform design recommendations

IHCD's Accessibility Expertise

For over 40 years IHCD has been a major U.S. provider of educational materials, training, and consulting services — originally on Section 504 of the 1973 Rehabilitation Act and then on the 1988 Fair Housing Amendments and the 1990 Americans with Disabilities

Act (ADA). Since 1996, IHCD has run the New England ADA Center, one of 10 federally funded Centers to support voluntary compliance with the ADA. IHCD also played a key role in supporting the development of the UN Convention on the Human Rights of People with Disabilities (CRPD), ratified in 2006. IHCD has been deeply involved in supporting compliance with the ADA since 1990, initially in creating a set of user-friendly guides for the U.S. Department of Justice, which were then updated to digital tools.

IHCD's Inclusive Design Expertise

IHCD has been a pioneer and global leader in the international Universal/Inclusive Design movement starting with the publication of *Strategies for Teaching Universal Design* in 1995. IHCD has hosted or cohosted five international conferences as well as international student design competitions, awards programs, smaller regional meetings, and publication of web and print materials. IHCD collaborates and presents at international events, writes and publishes in global publications, and collaborates on regional and national inclusive design projects.

Consulting Services

Deep Content Experts in Accessibility & Inclusive Design

- Multidisciplinary Consulting and Design Services
- Comprehensive Existing Condition Evaluations (facilities, outdoor areas, exhibits, services, signage)
- Design Review (exhibits, new construction, renovation)
- Analysis of Accessibility of Programs
- Analysis of Digital Experiences (websites, apps, interactives, signage)
- Wayfinding and Signage (analysis, recommendations, master planning, implementation, design review)
- "User/Expert" Contextual Inquiry Research on Location to Generate Data to Inform Design Corrective Actions and Enhance Visitor Experience

Education

- Lectures, Workshops, Seminars, Courses, Conferences, Symposia, Trainings
- Print and Web-based Educational Publications Research
- User/Expert Lab — Participatory research on your site with people with lived experience of a physical, sensory or brain-based functional limitations who are diverse in age and culture

IHCD has a rare capacity for holistic consulting that can assess the physical, information, communication, and/or service environments of its clients.

Sample of Services Specific to Exhibit Design

IHCD works extensively with museums and other cultural organizations on all aspects of facilities and sites, programming, policies and practices, visitor services, web design, and exhibition design. Services, for example, specific to exhibition design include:

- Participate in design meetings, charrettes, and other discussions from concept phase design development to mockups and installation
- Review drawing submissions at design milestones within all design phases for a range of areas, which include but are not limited to, accessible entrance into the building and through the exhibit, content/approach, case design, graphic label design, digital and mechanical interactives design, linear video, accompanying website materials and other media
- Review label script submissions for readability, plain language and appropriate content and language about people with disabilities
- Test through review with User/Experts concepts, mock-ups, or prototypes that are created in the design and fabrication phases; co-design is an option
- Attend briefings for each drawing submission with the client and the exhibit design contractors
- Review digital interactive and other media planning and design as well as captioning scripts, audio description scripts, voice samples, rough scripts, and fine cuts
- Review samples for tactile experiences, exhibits, typography, the quality of braille, and graphics