

Google Voice multi-year accessibility plan

This accessibility plan has been prepared in accordance with the requirements of the Accessible Canada Act (ACA) and its corresponding regulations. This plan takes into account the principles in Section 6 of the ACA as listed in Appendix A.

Our guiding principles

Google's mission is to make the world's information more accessible to all users, including people with disabilities, such as those with visual impairments, colour vision deficiency and hearing impairments. Our [Diversity Annual Report](#) outlines our inclusivity goals in our workplace, in our products and in society. See this page for more details on [our commitment to creating inclusive and accessible technology](#).

Consultations

A guiding principle at Google is to focus on the user. We've developed active partnerships with advocacy groups and people with disabilities for their input and feedback. Our Accessibility team is a diverse group. They serve as accessibility consultants within Google and develop the accessibility frameworks that product teams build on, including for Google Voice.

Through our [Trusted Tester programme](#), we have built a panel of accessibility Trusted Testers in Canada to give us more accessibility and usability feedback on new and existing products and ideas.

For more details, please see both our [Google Workspace admin guide to accessibility](#) and this page outlining [our accessibility feedback and research process](#).

Identifying and removing barriers within Google Voice

Here is what we have built into Google Voice to make it a more accessible and usable product:

- **Screen readers** – We've set up Google Voice so that it can be used with [a screen reader](#) for blind or low-vision users.
- **Visual voicemail** – We offer visual voicemail on Google Voice to allow deaf or hard-of-hearing users access their voicemail in a visual format.
- **Magnification, zoom and colour contrast** – We've ensured that the web and application interfaces used for Google Voice can be tailored to users' vision needs using magnification, zoom and colour contrast tools.
- **[Accessibility Conformance Report \(ACR\) for Google Voice web](#)** – In 2020, we conducted a review using the Voluntary Product Accessibility Template (VPAT) for Google Voice's web application. We published the results of the review in an ACR. In 2023, we will conduct another review and publish the updated ACR on our website.

- **Ongoing testing of user interface** – Every six months, we conduct tests to assess the accessibility and usability of the Google Voice web and application interfaces.
 - **TTY** – We have conducted testing to ensure that Google Voice is compatible with TTY equipment for deaf or hard-of-hearing users.
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Appendix A

The principles in Section 6 of the ACA, which have been reproduced below, have guided the creation of this accessibility plan.

- (a) all persons must be treated with dignity regardless of their disabilities;
- (b) all persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities;
- (c) all persons must have barrier-free access to full and equal participation in society, regardless of their disabilities;
- (d) all persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;
- (e) laws, policies, programs, services and structures must take into account the disabilities of persons, the different ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons;
- (f) persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures; and
- (g) the development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities.