

Meet Luis

Back of House Associate with Down syndrome

Luis has Down syndrome and has difficulty with abstract concepts, reading, and math calculations. Luis works at a market, bagging groceries for customers.

Typically, he buys his groceries at the same market where he works, but he is sometimes confused by the large number of product choices and sometimes has problems finding his favorite items when the store layout is changed.

As a Macy's customer, what types of technology is important to Luis?



March 21

CELEBRATE WORLD DOWN SYNDROME DAY

Educate the world on what Down Syndrome is and how individuals with it need to be valued in their communities.

Information related to Luis

Diverse Abilities and Barriers

- [Down syndrome \(Cognitive disabilities\)](#)

Tools and Techniques

- [Easy-to-read text \(Presentation\)](#)
- [Pop-up and animations blockers \(Presentation\)](#)
- [Progressive disclosure \(Presentation\)](#)
- [Reading assistants \(Presentation\)](#)
- [Reduced interface \(Presentation\)](#)
- [Accelerators \(Input\)](#)
- [Spelling and grammar tools \(Input\)](#)
- [Consistency and predictability \(Interaction\)](#)
- [Descriptive titles, headings, and labels \(Interaction\)](#)
- [Helpful error and success messages \(Interaction\)](#)
- [Multiple navigation mechanisms \(Interaction\)](#)

Accessibility principles:

- [Content can be presented in different ways \(Perceivable\)](#)
- [Users have enough time to read and use the content \(Operable\)](#)
- [Users can easily navigate, find content, and determine where they are \(Operable\)](#)
- [Content is readable and understandable \(Understandable\)](#)
- [Content appears and operates in predictable ways \(Understandable\)](#)
- [Users are helped to avoid and correct mistakes \(Understandable\)](#)
- [Content is compatible with current and future user tools \(Robust\)](#)