

# York Region Multi-Year Accessibility Plan: Compliance with 2021 Legislated Web Requirements

PRESENTATION TO THE YORK REGION ACCESSIBILITY  
ADVISORY COMMITTEE

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# PRESENTATION OVERVIEW

- Types of Disabilities and Barriers
- Legislated Web and Web Content Requirements
- Accessibility Elements Demonstration
- Draft Work Plan to Meet Compliance
- Next Steps



# QUESTIONS TO CONSIDER:

- Are there any gaps or barriers to address?
- Is there more that we can do or do differently?
- Did we capture the information you want to know?



# TYPES OF DISABILITIES AND BARRIERS

Not all people with disabilities encounter barriers on the web and those with different types of disabilities encounter different types of barriers, including:

- Low or no vision
- Deaf or hard of hearing
- Mobility-related disabilities
- Learning or cognitive disabilities
- Everyone

# BARRIERS FOR PEOPLE WITH LOW OR NO VISION

**For people with low vision**, barriers can include:

- Content that cannot be resized
- Inconsistent navigation
- Images that cannot be magnified
- Low contrast text and backgrounds

**For people with no vision**, barriers can include:

- Visual content that has no alternative text
- Functional elements that cannot be controlled with a keyboard
- Content that is not structured or overly complex
- Multimedia that has no audio descriptions

# BARRIERS FOR PEOPLE WHO ARE DEAF OR HARD OF HEARING

- Audio content without a transcript
- Multimedia without captions or transcript
- Lack of ASL/LSQ interpretation



# BARRIERS FOR PEOPLE WHO HAVE MOBILITY-RELATED DISABILITIES

- Clickable areas that are too small
- Functional elements that cannot be controlled with a keyboard
- Time limits (insufficient time to complete tasks)

# BARRIERS FOR PEOPLE WHO HAVE LEARNING OR COGNITIVE DISABILITIES

- Use of overly-complex/advanced language
- Inconsistent navigation
- Time limits (insufficient time to complete tasks)
- Unstructured and overly-complex content



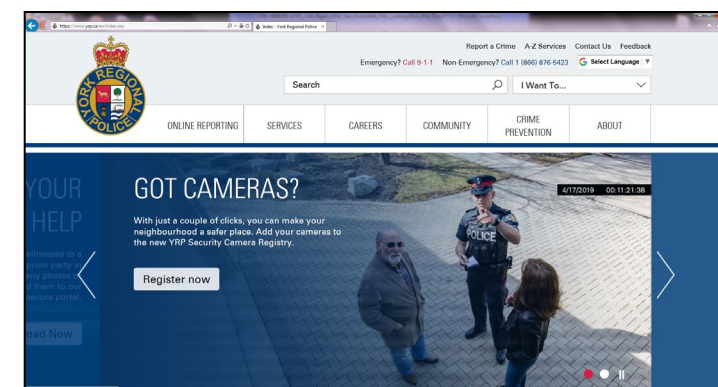
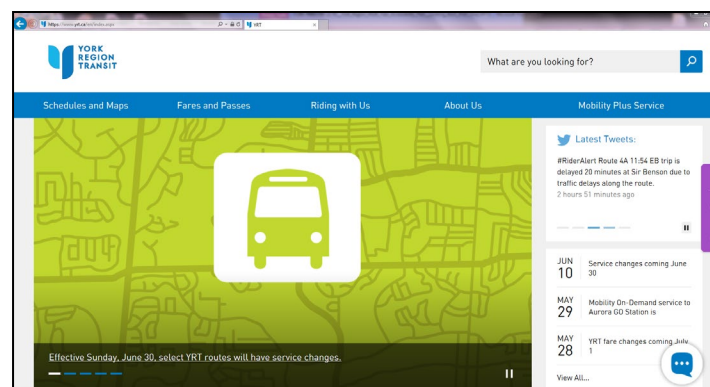
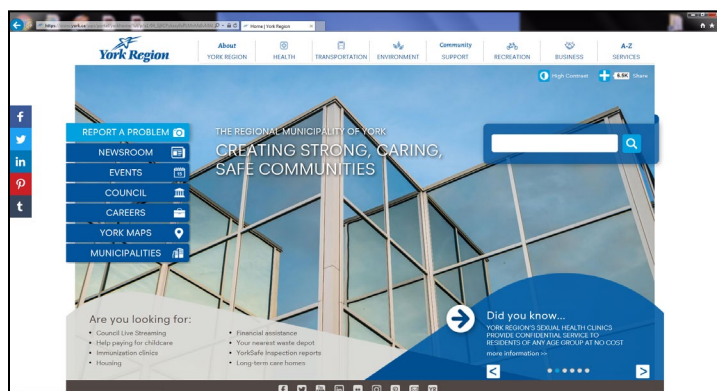
# BARRIERS THAT IMPACT ALL TYPES OF USERS

- Link text that does not describe the destination or function of the link
- Overly-complex content
- Inconsistent navigation
- Low contrast content
- Unstructured content


# LEGISLATED WEB AND WEB CONTENT REQUIREMENTS

## Accessible websites and web content by January 1, 2021

All websites and web content must meet Web Content Accessibility Guidelines (WCAG) 2.0, Level AA requirements



# WEBSITE FEATURES FOR VISITORS WITH LOW OR NO VISION



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SERVICES

LONG-TERM CARE AND SUPPORTS

Home > Health > Long-Term Care and Supports

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IMMUNIZATIONS

INFECTIOUS DISEASES AND PREVENTION

INJURY PREVENTION

INSPECTIONS, INVESTIGATIONS AND MONITORING

LONG-TERM CARE AND SUPPORTS


Adult Day Programs

Client Intervention and Support Service

Housing with Supports


Long-Term Care Homes

York Region provides services to promote the health, well-being, safety and independence of individuals requiring care. Services such as adult day programs, client intervention and support, convalescent care, long-term care homes and the short stay respite programs are available to all residents. York Region is committed to the highest quality healthcare standards.




**Adult Day Programs**

York Region's adult day programs help people avoid entering long-term care early while giving caregivers a break during the day.




**Client Intervention and Support Services**

York Region can help families learn about long-term care and the many options available to seniors, family members and caregivers.



**Housing with Supports**

Housing with supports (formerly domiciliary hostels) offers supervised living for people with mental illnesses, developmental disabilities and the frail



**Long-term Care Homes**

York Region's long-term care homes provide nursing and personal care services for adults who are no longer able to live in their own homes.

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### Housing with Supports



### Long-term Care Homes



### Campaigns & Projects



# WEBSITE FEATURES FOR VISITORS WHO ARE DEAF OR HARD OF HEARING

The screenshot displays the York Region Newsroom website. At the top, the York Region logo is on the left, and a navigation bar contains links for About, Health, Transportation, Environment, Community Support, Recreation, Business, and A-Z Services. Below this is a large blue banner with the word "NEWSROOM" and a search bar. A breadcrumb trail reads "Home > Newsroom".

Below the banner, a row of accessibility and utility icons is visible: "Text Size" (Aa+), "High Contrast" (H), "Google Translate" (G), and a "Share" button (plus icon). The main content area features a paragraph: "Stay up-to-date with York Region's programs and services through recent media releases, statements, announcements and event postings." Below this is a video player showing a man in a uniform sitting in a vehicle, with a caption: "people in their most difficult and also very special moments in their lives."

On the left side, a blue sidebar menu lists: APP CENTRE, CAMPAIGNS & PROJECTS, EVENTS (with a dropdown arrow), MEDIA INQUIRIES, MEDIA RELEASES, NEWS, E-NEWS, and PUBLIC NOTICES. Below the video, a "NEWS" section header is followed by a news item titled "Major Mackenzie Drive" with a date and description, and a "Read >>" link. To the right of the news item is a "TWITTER" section showing a retweet from Richmond Hill.

On the right side, a "News & Social Media" section includes a "NEWSROOM" header and a "Connect With Us!" area with social media icons for Facebook, Twitter, YouTube, LinkedIn, Flickr, Instagram, Pinterest, e-News, and Mobile App. Below this is a "Campaigns & Projects" section featuring a purple graphic with a wrench icon and the text "FIX IT."



# WEBSITE FEATURES FOR VISITORS WHO HAVE MOBILITY-RELATED DISABILITIES

**York Region**

THE REGIONAL MUNICIPALITY OF YORK

About YORK REGION HEALTH TRANSPORTATION ENVIRONMENT Community SUPPORT RECREATION BUSINESS A-Z SERVICES

## LONG-TERM CARE AND SUPPORTS

Home > Health > Long-Term Care and Supports

Text Size High Contrast Google Translate Share

### BREASTFEEDING

### CANCER

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### ENVIRONMENTAL HEALTH

### FOOD SAFETY

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News & Social Media

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News & Social Media

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# WEBSITE FEATURES TO ENSURE SITE MEETS REQUIREMENTS



# DRAFT WORK PLAN TO MEET COMPLIANCE

- **Spring 2019:** Working Group formed
- **Fall 2019:** Assessment of site and identification of actions
- **Winter 2020:** Confirm work plans
- **Summer 2020:** Goal: Meet compliance
- **Fall 2020:** Report to YRAAC
- **January 1, 2021:** Compliance





# QUESTIONS TO CONSIDER:

- Are there any gaps or barriers to address?
- Is there more that we can do or do differently?
- Did we capture the information you want to know?



# NEXT STEPS

- ✓ Seek public feedback as part of the Draft Multi-Year Accessibility Plan (October 2019) and Council approval (January 2020)
- ✓ Implement work plan across all identified websites
- ✓ Update York Region Accessibility Advisory Committee on progress
- ✓ Meet and maintain compliance by January 1, 2021 and beyond

THANK YOU

