



Corporate Communications Services 2009 Draft Department Accessibility Plan

Presentation to
York Region Accessibility Advisory Committee

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Office of the CAO

Mandate

The high level issues identified by the Office of the CAO are as follows:

- ❑ To analyze and help research the best possible strategy or software for making The Regional Municipality of York's website more accessible.
- ❑ To empower persons who are blind or have low vision to use pull technology to access information by indentifying what types of information are important to them.
- ❑ To review the writing styles of the department's that post to the website to ensure accessibility.
- ❑ To lead the Regional Municipality of York through the implementation of the Customer Service Regulation (AODA).

Core Business

Internal and external Communications Multimedia services.



Achievement Highlights - 2008



- ❑ Testing completed determined that RSS can be streamed in an accessible manner.
- ❑ Testing of the automatic font size icon/link and contrast control is underway as part of the Internet redesign process.
- ❑ Testing the accessibility of the navigation is underway as part of the Internet redesign process.
- ❑ Persons with cognitive and sensory disabilities are able to surf the site via key words rather than depend on intuitive forms of navigation.
- ❑ 2 staff from Corporate Communications have completed the 'Just Ask' Inclusivity Training.

Barrier Identification for 2009



- ❑ Research to determine what Regional content should be accessible through RSS technology.
- ❑ Review department's internal policies, practices and procedures to ensure incorporation of the Customer Service Regulation's (AODA) core principles of independence, integration and equal opportunity.

Barriers That Will Be Addressed for 2009



- ❑ The Content Management System (CMS) will be tested to determine the effectiveness of automatic font size icon/link and contrast control.



- ❑ To meeting the requirements of the Customer Service Regulation (AODA):



- ❑ A mandatory training module will be developed and all York Region staff will participate in training by January 1, 2010.



- ❑ A process to notify the public of a temporary disruption will be developed and implemented.



- ❑ A corporate accessible customer feedback process will be developed and implemented.

Corporate Communications



Thank you.

Questions?

