

Access for All

Accessibility in the Workforce



Topics for Today

- Introductions
- Disability and Interactions
- Accessibility
- Good and Bad: Accessible and Inaccessible Environments
- What We Can do Together
- Assistive Technology and Accommodations
- The Americans with Disabilities Act
- The Federal Rehabilitation Act

Technology Topics

- Where Technology Accessibility Fits
- Disability and Interaction with Technology
- Barriers on the Web
- Social Media
- Laws and Such
- Federal Complaints
- Small Steps

INTRODUCTIONS

Oklahoma ABLE Tech and DRS
Partnership: Access in the Workforce



Workforce OK Employment and Training Association



Oklahoma Works!



O K L A H O M A
W O R K S

Oklahoma ABLE Tech

- Oklahoma's Assistive Technology Act Program
- Governor appointed Agency: Oklahoma State University
- Mission is to enhance the provision of, access to, and funding for assistive technology (AT)
- Education, Employment, Community Living
- Partner with Oklahoma Department of Rehabilitation Services (DRS)
- Training and technical assistance
- ABLE Tech "Workforce for All" site: <http://weba.im/76p>



State Activities

- **All Ages...All Disabilities...Statewide**
- Device Demonstration
- Device Short Term Loan
- Device Exchange and Reuse
- Low Interest Bank Loans





AT Device Loan Program

Year One

- Help you to take steps to make Workforce System more accessible
 - Increase household wealth for all
 - Close employment gaps
 - Help put qualified people into the workforce

Activities

- Past
 - Workforce Conference
- Currently under way
 - Academies!
 - Central software and website accessibility assessment
- Coming up
 - Technology Accessibility Program Review
 - Common built environment, technology barriers
 - Webinars
 - Surveys, technical assistance

Access for All Website

- Lots of information and resources
- Event announcements
- Aimed at Workforce Professionals, IT Professionals
- Find it at
http://www.ok.gov/abletech/Workforce_for_All/index.html

DISABILITY AND INTERACTIONS

Building a Foundation



Workforce Utilization

- Age 18-64
 - 35.8% of people with disabilities are employed.
 - 75.2% of people without disabilities are employed.
 - From <http://www.disabilitycompendium.org/compendium-statistics/employment>.

Median Income

- Median earnings, age 16 and up
 - People with disabilities: \$21,935
 - People without disabilities: \$28,435
 - \$6,500 disparity
 - From <http://www.disabilitycompendium.org/compendium-statistics/earnings/5-1-median-earnings-of-civilians-16-years-and-over-in-the-past-12-months-for-the-u-s->

Poverty in Oklahoma

- Age 18-64
 - People with disabilities, 27.4%
 - People without disabilities, 13.7%
 - From <http://www.disabilitycompendium.org/compendium-statistics/poverty>

Disabilities

- Disability doesn't mean someone cannot learn, work
- Wide range of disabilities with wide range of impact(s)
- Change interactions, not limit interactions
 - Lack of accessibility limits interactions

General Categories

- Vision
- Hearing
- Mobility
- Cognitive

Vision

- Possibly permanent
 - Color blindness
 - Low vision
 - Total blindness
- Situational or temporary
 - Using smartphone or tablet outside. In July. At noon.
 - Stuck with black and white due to no color ink in the printer

Quick Discussion

- How would you give map-based directions to someone who is blind?

Hearing

- Possibly permanent
 - Partial hearing loss
 - Total hearing loss
- Situational or temporary
 - Loud room
 - Bad acoustics
 - Forgot earbuds

Quick Discussion

- How might you communicate with someone who is deaf, if you don't know American Sign Language?

Mobility

- Possibly permanent
 - Limited dexterity
 - Hemiplegia
 - Quadriplegia
- Situational or temporary
 - Broken dominant hand

Quick Discussion

- Can someone using a mobility device park their vehicle, approach your building, and navigate inside?
 - Parking?
 - Sidewalks?
 - Counter?
 - Restrooms?
 - Other public areas?

Cognitive

- Possibly permanent
 - Attention Deficit Hyperactivity Disorder
 - Traumatic Brain Injury
 - Dyslexia
- Situational or temporary
 - Booking a flight at 9:00 PM on Friday night after a long week

Quick Discussion

- How might someone with dyslexia handle the reading workload in school?

ACCESSIBILITY

Being Ready for Different Interactions

Inaccessible Environments

- More planning
- More time
- More frustration
- May be impossible to overcome

Accessible Environments

- Make the world more convenient for some, possible to navigate for others.
- Keep people with disabilities from having to work several times as hard to achieve the same result.



OXO

From the Founder of OXO

- “Why shouldn’t everyone who cooks have comfortable tools?...Universal design stresses the need to make the design of any product or service fit the needs of the broadest spectrum of the populace as possible. Why not a product that makes life more comfortable for everyone.”
-OXO founder Sam Farber

GOOD AND BAD

Accessible and Inaccessible
Environments



Tough Spot



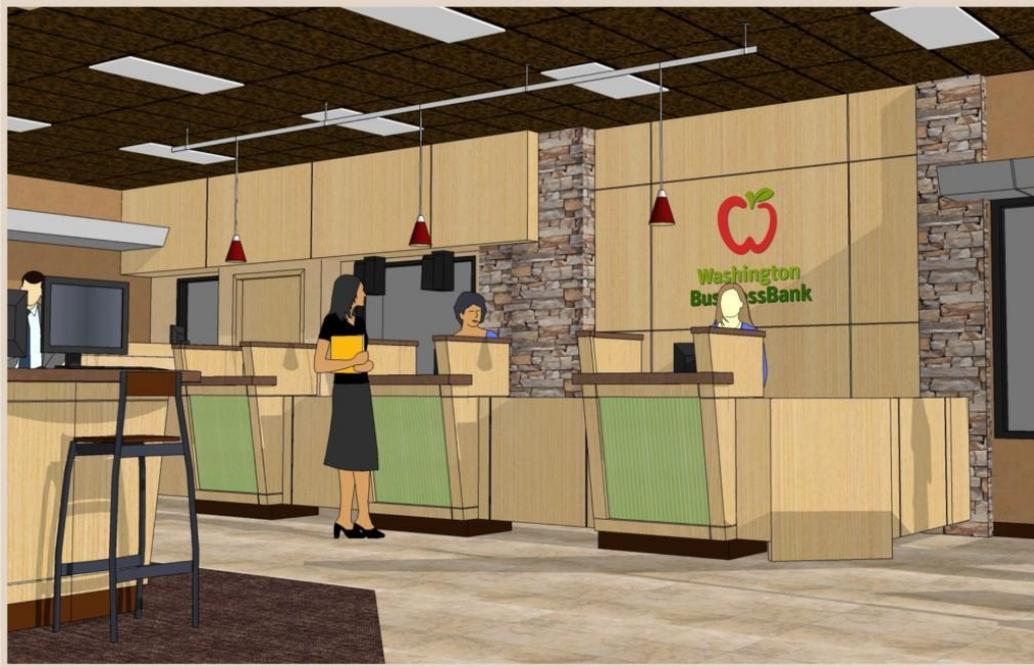
Blocking the Sidewalk, Paul Swansen, Creative Commons

Signs and Counter Height



[Long's Drugs](#), [Liz Henry](#), [Creative Commons](#)

What if I Need to Sit?



[Bank Interior 3D Design](#), [I-5 Design & Manufacture](#), [Creative Commons](#)

Better Approach



End Result, Andrew Whitis, Creative Commons

Inaccessible Fountain



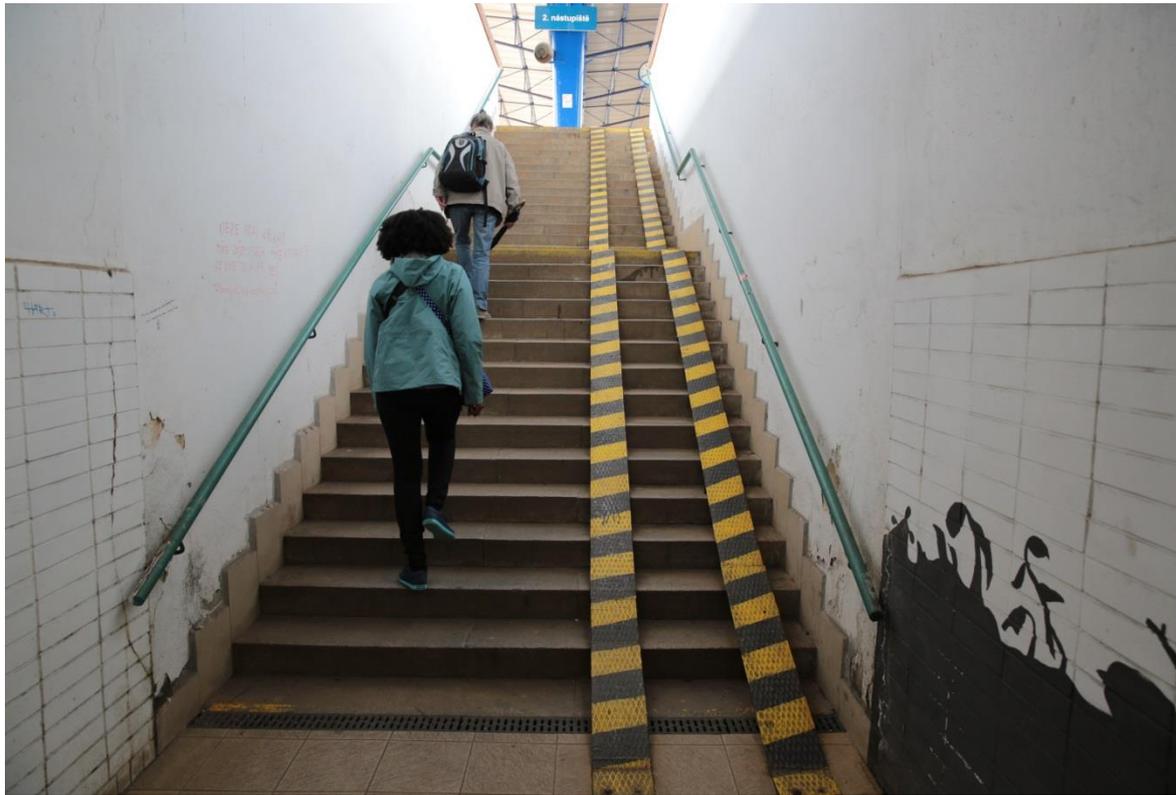
[Drinking Fountain](#), [thestrengthsofcow](#), [Creative Commons](#)

Accessible Fountains



[Drinking Fountains](#), [russellstreet](#), [Creative Commons](#)

Good Luck Using This Ramp



[Wheelchair ramp](#), Chris Waits, [Creative Commons](#)

It's Also a Ramp, Technically



[Accessibility after the fact](#), Karen Mardahl, [Creative Commons](#)

Safer Ramp



[New Orleans](#), Pam Broviak, [Creative Commons](#)

Curb Cut, But No Sidewalk



5829 Broken Wheelchair Ramp, Kevin Baird, [Creative Commons](#)

Getting Around This is Tough



[Tree with large crown...](#), Horia Varlan, [Creative Commons](#)

Interesting Reading



[Need Help Reading This Sign?](#), Gordon Joly, [Creative Commons](#)

Accessible Door Latch and Lock



[Accessible Toilet Floor 2, Blondinrikard Fröberg, Creative Commons](#)

Accessible Fishing



[ADA Fishing Platform Dedication](#), USFWS- Pacific Region, [Creative Commons](#)

I'm Sorry, but...



[But How Do You Get to the Counter?](#), Jesse Scott, [Creative Commons](#)

WHAT WE CAN DO TOGETHER

Working Accessibility into Our World



Accessibility Integration Plan



Accessibility Integration Plan

Identify Tools and Stakeholders

Discover the tools that consumers and employees use. Then identify who manages those tools directly, administratively, fiscally. Provide clear feedback mechanism for consumers and employees.

Educate about Accessibility

Raise awareness of accessibility by teaching those identified above how it fits into their role and the tool(s) they are associated with.

Evaluate System and Technology

Look at the overall system and detail procedural or administrative barriers to accessibility. Evaluate tools and resources and highlight barriers to accessibility. Include process for procurement. Include emphasis on identifying qualified Accessibility Compliance Representatives, ADA Coordinators in partner agencies.

Remove Barriers

Work to remove the barriers identified above, from within the program, technology and facilities. Establish priorities based on importance of use, barrier size, resources, etc. Set clear goals. Build accessibility language into procurement contracts, requests for proposal, etc.



Identify

- Follow critical pathways used by job seekers
 - Job search
 - Skills matching
 - Job coaching
 - Training
- Who owns technologies, facilities, and communication that provide these programs and services?
- Gives us two things:
 - Products
 - People

Educate

- Academies
- Regional trainings
- Access for All website at http://www.ok.gov/abletech/Workforce_for_All/index.html

Evaluate

- System
 - High level support and awareness
- Tools and resources
 - Procurement
 - Development
 - Use

Remediate

- Remove barriers
- Prioritize efforts
- Take one step at a time
- Highlight accessibility in purchase and use decisions, documentation

Examples

- G*STARS as technology
- In the built environment
 - Signage
 - Parking
 - Bathroom
 - Exposed plumbing
 - Doorknobs

Self-Assessment

- Parking
 - Accessible spots? On a route to the building?
- Routes to building
 - From drop-off/parking into building? Steps? Slope? Obstruction?
- Doors
 - Wide enough? Usable hardware?
- Bathrooms
 - Accessible fixtures? Accessible stalls?
- Service counter
 - Accessible to someone in wheelchair/sitting?

ASSISTIVE TECHNOLOGY AND ACCOMMODATIONS

Accessible vs. Accommodation

- Accessible: Usable by the most people, with or without accommodations.
 - General, in advance
- Accommodation: Modification of or adjustment of the environment to let qualified person with a disability participate.
 - Individualized, after the fact
 - When accessible is not enough
 - When environment is not accessible enough

Department of Ramps

- Employ people to provide assistance in built environment
- Doesn't exist. Why?
 - Inefficient
 - Ineffective
 - Substantially equivalent access?
 - Same time? Same experience?
 - Not an individual accommodation, but an accessible environment
- We take this approach with technology all the time

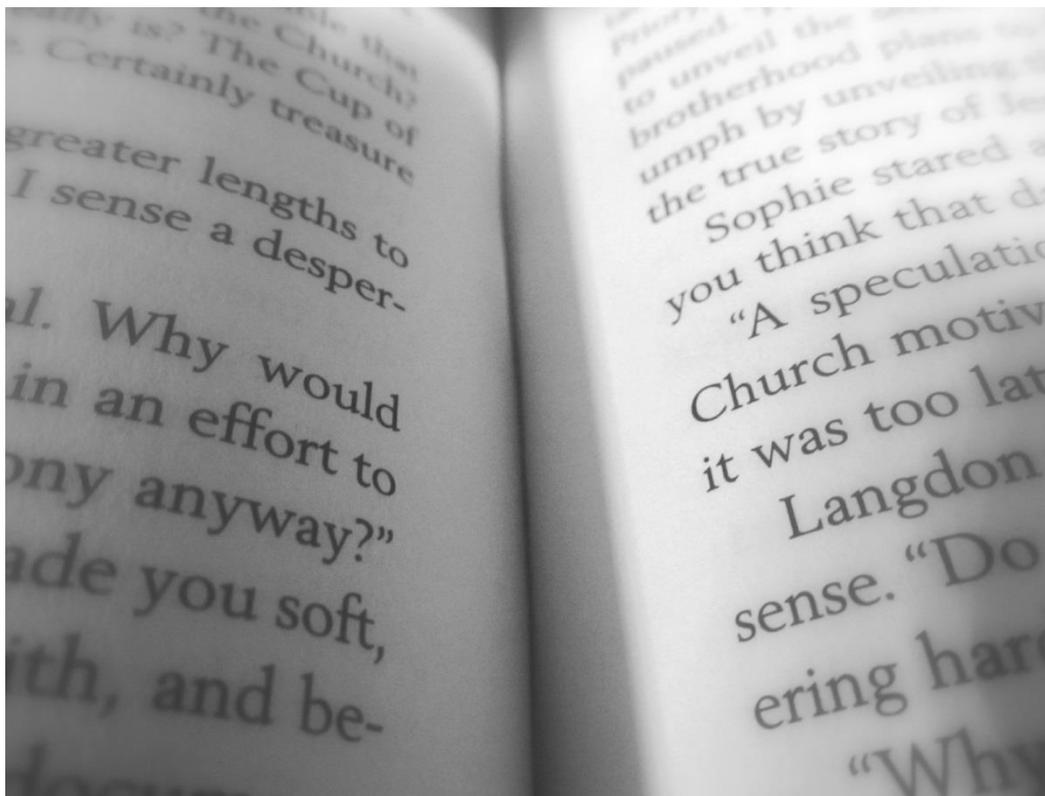
Accessible from the Start

- Proactive approach, not reactive
- Factor accessibility in early
 - Building construction planning
 - Building renovation planning
 - Software or web design procurement planning
- Plan for accommodations
 - ABLE Tech AT Device Demo and Loan
 - <http://oec.okstate.edu/loan/>

Accommodations for People with Vision Disabilities

- Closed Circuit TV (CCTV)
 - Magnifies text and images beyond what hand-held magnifier can.
- Alternate Format
 - Large print
 - Braille
- Large print/key keyboard
- Software zoom
- Screen reading software
- Time off for training with service animal, assistive technology
 - <http://askjan.org/media/visi.htm>

Large Print for People with Vision Disabilities



[21/366 LARGE Print](#), Anthony Jones, [Creative Commons](#)

Accommodations for People with Hearing Disabilities

- Sign language interpreter
- Communication Access Real-time Translation (CART) service
- Written/typed communication
 - Text, email, pen and paper
- Speech amplification
- TTY
- Vibrating personal pager
- Face training audience so person who is deaf can read lips
- Provide training material in advance
 - <http://askjan.org/media/deaf.htm>

Sign Interpreter For People with Hearing Disabilities



[Speak Out: Sign language interpretation, Grant Neufeld, Creative Commons](#)

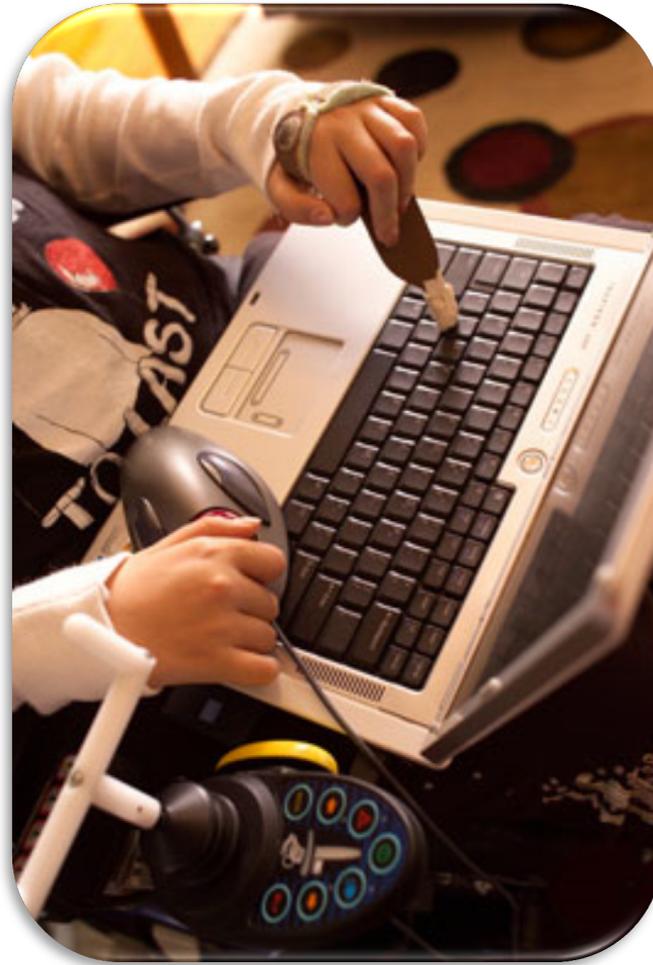
Accommodations for People with Mobility Disabilities

- Allowance for personal attendant
- Service animal
- Allow flex time for transportation
- Telework
- Ergonomics
 - Desk height, keyboard height, integration with wheelchair
 - <http://askjan.org/media/whee.htm>

Threshold Ramp



<http://www.therampepeople.co.uk/wheelchair-ramps/threshold-ramps/aluminium-threshold-ramps>



Adjustments to Workspace

Accommodations for People with Cognitive Disabilities

- Reduced distractions
- Uninterrupted work time
- Planned breaks
- Provide a mentor
- Allow recording of meetings
 - Provide meeting minutes
- Allow additional time for training
- Alternate format
 - Flow charts, etc.
 - <http://askjan.org/media/eaps/employmentcogEAP.doc>

THE AMERICANS WITH DISABILITIES ACT

Protection from Discrimination in Law



The Americans with Disabilities Act (ADA)

- Signed into law in 1990
- Revised since
- Protects rights of people with disabilities
 - Employment
 - Public sector
 - Private sector
 - Transportation
- Also protects people associated with people with disabilities

Disability According to the ADA

- “...with respect to an individual, a physical or mental impairment that **substantially limits one or more of the major life activities** of such individual; a **record of such an impairment**; or **being regarded as having such an impairment.**”

Major Life Activities

- “...functions such as caring for one's self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, and working.”

- orthopedic
- visual
- speech and hearing impairments
- cerebral palsy
- epilepsy
- muscular dystrophy
- multiple sclerosis
- cancer
- heart disease
- diabetes
- mental retardation
- emotional illness
- specific learning disabilities
- HIV disease (whether symptomatic or asymptomatic)
- tuberculosis
- drug addiction
- alcoholism

Physical or Mental Disabilities

Regarded as Having an Impairment

- (i) Has a physical or mental impairment that does not substantially limit major life activities but that is treated by a public entity as constituting such a limitation;
- (ii) Has a physical or mental impairment that substantially limits major life activities only as a result of the attitudes of others toward such impairment; or
- (iii) Has none of the impairments defined in paragraph (1) of this definition but is treated by a public entity as having such an impairment.

ADA Revisions

- ADA Amendments Act of 2008
 - Broadened definition of disability
 - Goal is to afford more protection to people with disabilities
- ADA 2010 Guidelines
 - Updated for the built environment
- Currently going: Technology

Title I: Employment

- Prevent discrimination against qualified people with disabilities in employment
 - Private employers with 15 or more employees
 - State and local governments
 - Employment agencies
 - Labor unions
- Protects all aspects of employment
 - Recruiting, advertising, application, tenure, leave, benefits, etc.
- With or without an accommodation

Reasonable Accommodations

- Qualified individual
- Known disability
- Not required for someone to be protected by ADA
- Not in case of undue hardship
 - Significant difficulty or expense
 - Fundamental alteration

Qualified

- Can the person perform the essential functions of the job?
 - Yes? Qualified
 - No? Not qualified
- But, pay attention to job descriptions
 - Are “essential functions” really essential?
- Title I is not affirmative action
 - Apply tests for essential functions fairly
 - May need to provide accommodations even during hiring

Quick Discussion

- Can someone that cannot use their hands be qualified to work in word processing?

Essential Job Function

- Typing test requirement: 75 words per minute (wpm)
 - Person without disability types 78 wpm
 - Person with disability types 50 wpm with accommodation
- Who do we hire?
- What is “Essential”?

Medical Testing

- Can't ask for medical test before making offer
- Can talk about ability to perform job functions
- May not put condition on job offer requiring person with a disability pass a medical test
 - Unless same requirement applies to everyone
- After test, can't pass on person with disability because test reveals a disability.
 - Unless hiring would cause "direct threat" in workplace that cannot be removed with accommodation

Self-identification

- Cannot ask about disability until after offer is made
 - Similar to medical testing
 - Must ask same questions of everyone
 - Do you have a disability which would interfere with your ability to perform the job?
 - What prescription drugs are you currently taking?
- Can ask about disability if another law requires it
 - Federal contractors can invite self-identification if covered by Section 503, which has affirmative action goals

Title I Frequently Asked Questions

<https://adata.org/publication/americans-disabilities-act-faq#Employment>

Title II: State and Local Governments

- Prevents discrimination against qualified people with disabilities in programs, activities, and services of public entities.
 - State and local government
 - Public transportation
- Sets a high bar, but is flexible

Title II Organizations

- Look at what we do for everyone
 - Don't discriminate against people with disabilities
 - Look at overall access to programs, services, activities
 - How can you still provide access to programs on the second floor of a building without an elevator?
- Undue burden and fundamental alteration still considered.
 - Need to take steps to provide as equivalent of an experience as possible.

Discussion: Programs, Services, Activities

- What programs, services, or activities do you provide?
- How do you provide these?

Title III: Places of Public Accommodations

- Private sector organizations
- Open to public
- “Readily Achievable”
- Programs, services, and activities
- Cannot cause undue burden
 - Bar is higher for larger organizations, usually
- Cannot cause fundamental alteration
- Challenged sometimes, especially on the web

Technology and the ADA

- Remember, ADA protects access to programs, effective communication
 - Programs often offered through technology
 - Technology as communication medium
- Asked to make our technology accessible from the start
 - Just like our buildings

Service Animals and the ADA

- Handler is protected
- Dogs only thing mentioned specifically under ADA
 - Seeing mini, mini ponies used
- Animal is trained to perform specific tasks
- Animal is in control of handler
- Ask “is it a service animal required to help with a disability?” and “what work or task does it do for you?”
 - Can’t ask more
- Don’t play with or pet service animals when they’re working

Effective Communication Under Title II

- Give “primary consideration” to preference of person with a disability.
- “Effective” is key word
- If undue burden, then still must provide next best effective communication method

Practicing Effective Communication

- Be patient
- Talk to the person you're talking to
- Can be straightforward: use pen and paper, texting
- Weigh complexity
- Provide auxiliary aids

AUXILIARY AIDS AND SERVICES

Providing Effective Communication

Auxiliary Aids

- Help to communicate with people with communication disabilities
 - Vision
 - Hearing
 - Speech
- More on Effective Communication
 - <http://www.ada.gov/effective-comm.htm>

Auxiliary Aids for Vision

- Qualified reader
- Large print
- Braille
- Accessible electronic format
- Audio recording

Auxiliary Aids for Hearing

- Qualified notetaker
- Sign language interpreter
- Real time captioning
- Written material
- Communication device (Ubi Duo)

Auxiliary Aids for Speech

- Qualified translator
- Time allowance
- Ask for repetition

The ADA does...

- Protect all phases of employment
- Protect access to the programs, services, and activities provided by the state and municipal governments
- Protect access to the services and activities provided by “places of public accommodation”
- Include technology as used to provide any of the above
- Create an environment where people with disabilities are guaranteed the same opportunities
- Aim to increase independence

The ADA does not...

- Create an unfair advantage in any phase of employment
- Create unfair access to the services and activities provided by the state and municipal governments
- Create unfair access to the services and activities provided by “places of public accommodation”
- Specify standards to use when evaluating technology accessibility
- Create an environment where people with disabilities are guaranteed positive outcomes

THE REHABILITATION ACT

Protection From Discrimination at the
Federal Level



Rehabilitation Act

- Applies to Federal Government, contractors
- Section 503
 - Employment
- Section 504
 - Programmatic access
- Section 508
 - Technology standards

Section 503 Changes

- Effective March, 2014
 - 7% workforce utilization goal, across the enterprise
 - Data collection
 - Self identification

Section 508

- Provides standards for accessible web, software, other technology
- Often adopted, modified by states
 - Oklahoma Electronic and Information Technology Accessibility statute, 2005
- Remember that the ADA applies to technology we use

Technology Accessibility

Access on the Web and in Software

Where Technology Accessibility Fits

- Education and training
- Job coaching, resources
- Job search
- Application, interview, offer, acceptance, benefits, termination
- How do you use technology to serve job seekers?

POUR, as per The W3C

- Perceivable
 - Users must be able to perceive the information being presented
- Operable
 - Users must be able to operate the interface
- Understandable
 - Users must be able to understand the information as well as the operation of the user interface
- Robust
 - Users must be able to access the content as technologies advance

In Other Words...

- Meet people where they are online.
- Free digital information for use by the broadest audience.
- Intentionally include more people.
- Take responsibility for our digital material.

Three Important Pieces

- Universal access
- Fair and equal
- Technology compatibility

- Let more people use digital stuff.
- Don't discriminate.

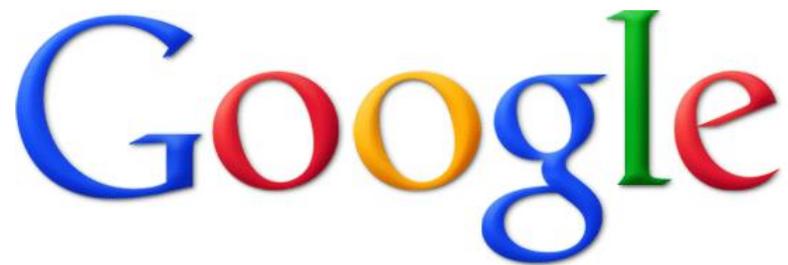


Universal Access

Fair and Equal Availability

- Make the experience as equivalent as possible regardless of what we cannot control.
 - Computer type
 - Tablet size
 - Phone operating system
 - Disability
 - Vision
 - Hearing
 - Motor
 - Cognitive

- Make content understandable to technology.
 - Searches
 - Assistive technology (AT)

The Google logo is displayed in its characteristic multi-colored font, with each letter in a different color: G (blue), o (red), o (yellow), g (blue), l (green), e (red).

Technology and Technology

Opportunities for Job Seekers

- Technology opens doors, unless we add barriers
- Learning
- Training

DISABILITY AND INTERACTIONS WITH TECHNOLOGY

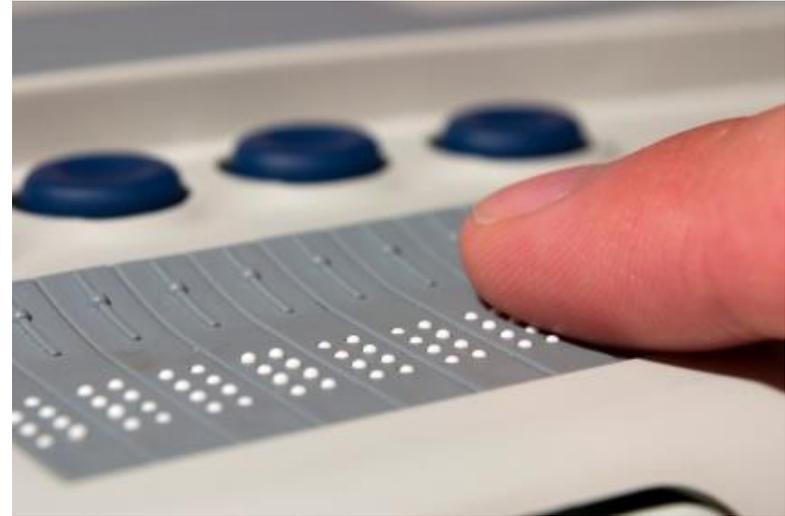
A Few Things that Make the Web More
Accessible



Vision

- Color blindness
- Low vision
- Total blindness
- Using smartphone or tablet outside. In July. At noon.

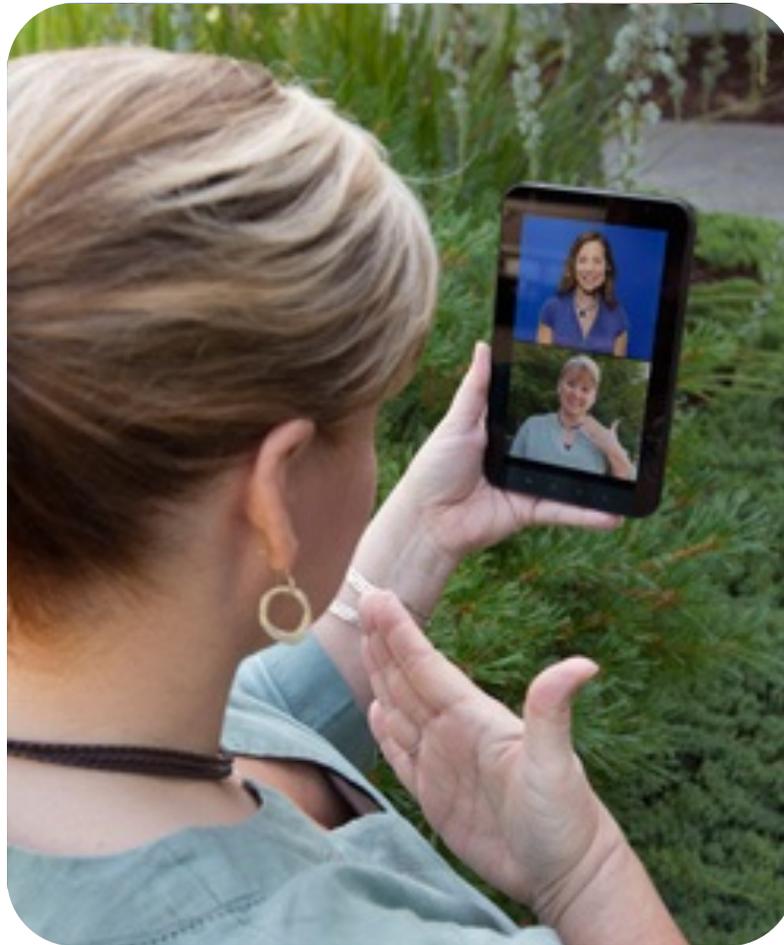
- Operating system zoom features
- Screen reading software
- Braille readers



Assistive Technology: Vision

Hearing

- Partial hearing loss
- Total hearing loss
- Bad acoustics
- Forgot earbuds



Mainstream AT

Mobility

- Dexterity
- Hemiplegia
- Quadriplegia
- Broken dominant hand



Assistive Technology: Mobility

BARRIERS ON THE WEB

Some Barriers to People with Vision Disabilities

- Building blocks
 - Such as, headings, lists, text equivalents
- Color contrast
- Use of color

- Very important point
 - Supporting point
- Also very important
- Last thought

THE CHRONICLE OF HIGHER EDUCATION

November 19, 2013

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WIRED CAMPUS

The latest news on tech and education.

PREVIOUS

← ADA Compliance Is a 'Major Vulnerability' for Online Programs

NEXT

Tweeting Students Earn Higher Grades Than Others in Classroom Experiment →

Penn State Accused of Discriminating Against Blind Students

November 12, 2010, 3:24 pm

By Marc Parry



Blind students and professors suffer “pervasive and ongoing discrimination” at Penn State University because of the widely inaccessible nature of technology used on the campus, according to a federal [complaint](#) filed today by the country’s largest organization of blind people.

In contrast to its other [recent campaigns](#) elsewhere, which were narrower in scope, the National Federation of the Blind this time cites accessibility problems across the university. They include Penn State’s course-management software, library catalogue, and departmental Web sites. Even the Web site for its Office of Disability

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Underwritten by
Adobe

Wired Campus Bloggers



Jeff Young
is the senior editor
coverage and writes
column.

Read Jeff's posts

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Jennifer Howa
is a senior reporter
and the humanities

Read Jennifer's po

With Building Blocks

Without Building Blocks

Very important point

Supporting Point

Also very important

Last thought



- What does the image convey?

Text Equivalents

Do this...

Example 1

Product List
Printers
Laser
Model 1 - 4 ppm - 2 bin
Model 2 - 10 ppm - 3 bin
Ink Jet
Scanners

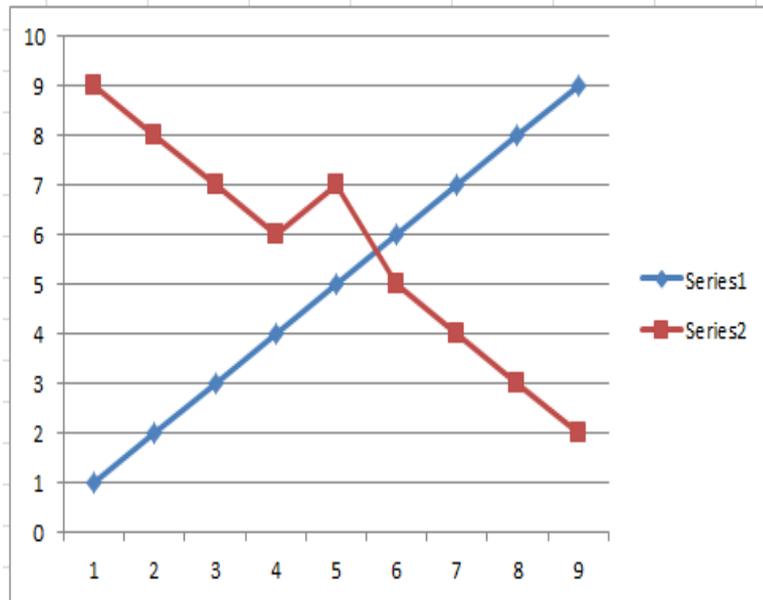
Don't do this...

Example 2

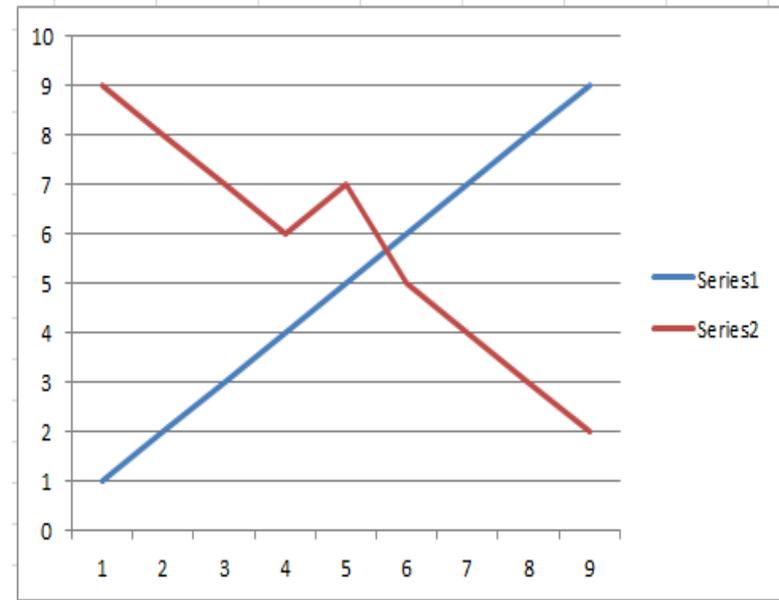
Product List
Printers
Laser
Model 1 - 4 ppm - 2 bin
Model 2 - 10 ppm - 3 bin
Ink Jet
Scanners

Color Contrast

Do this...



Don't do this...

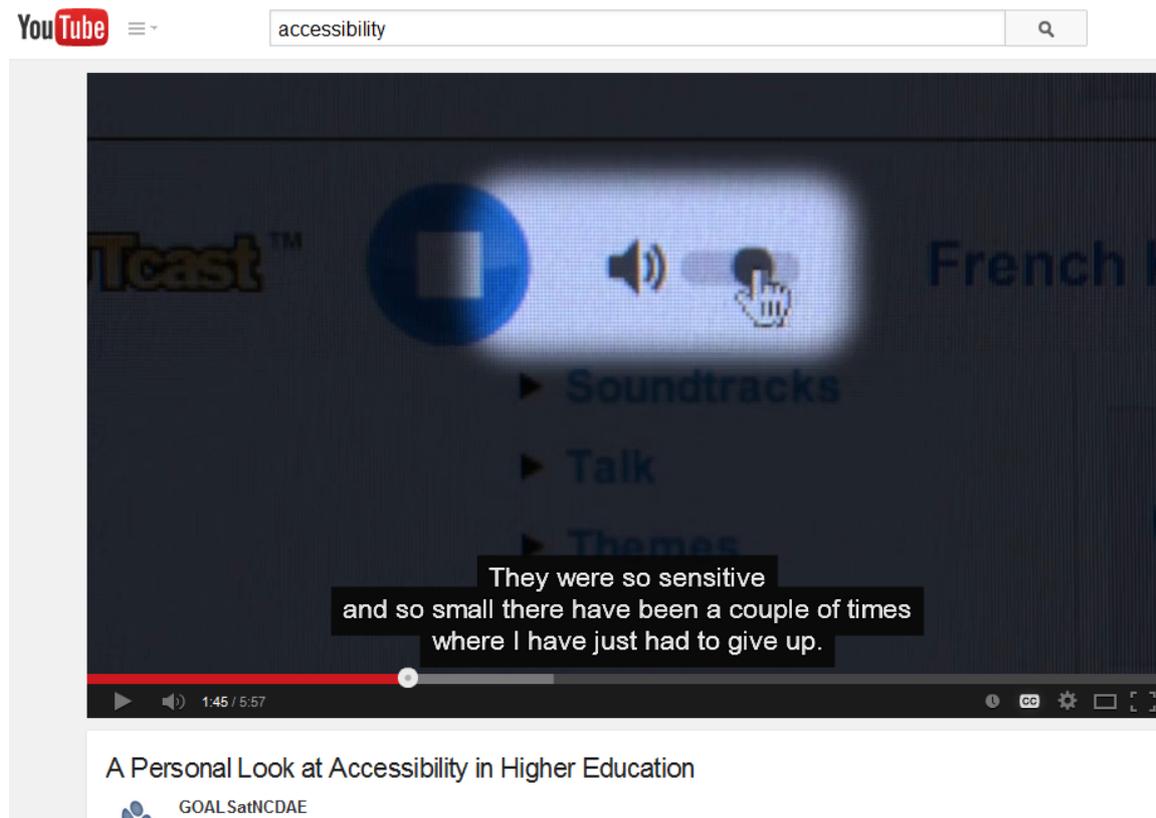


Color Only

Some Barriers to People with Hearing Disabilities

- Lack of...
 - Captions for video
 - Transcripts for audio

Closed Captions



The image shows a screenshot of a YouTube video player. At the top, the YouTube logo is on the left, and a search bar contains the word "accessibility". The video player itself has a dark background. In the center, there is a blue circular icon with a white square inside, a speaker icon, and a hand cursor icon. Below these icons, there is a list of menu items: "Soundtracks", "Talk", and "Themes". At the bottom of the video frame, there is a white text box containing the following text: "They were so sensitive and so small there have been a couple of times where I have just had to give up." Below the video frame, the video title "A Personal Look at Accessibility in Higher Education" is displayed, along with the channel name "GOAL SatNCDAE".

Some Barriers to People with Mobility Disabilities

- Keyboard accessibility
 - Visible focus
 - Everything available to keyboard that is available to the mouse
 - Means to skip repetitive navigation
 - Logical tab order
- Voice recognition accessibility

Tab?



Question: Who drinks TAB anymore?, m01229, Creative Commons

No, Tab!



[Keyboard Upclose and Personal](#), Catherine Bulinski, [Creative Commons](#)

Tab Order

- Tab order should match logical reading order
- Let's investigate...

Visible Focus



Oklahoma ABLE Tech / [IT Accessibility](#) / Newsletters / August2014



Oklahoma ABLE Tech Informatio Technology August 2014 Newsletter



The logo for ABLE Tech, featuring the text 'ABLE Tech' in a white, handwritten-style font on a blue, brushstroke-like background.

Skip to Main Content Links

skip to main content



[services](#) [articles](#) [resources](#) [community](#)

 [Introduction to Web Accessibility](#)

 [WebAIM Training](#)



We have web accessibility in mind

Imagine...

The screenshot shows the City of Wilmington website (www.ci.wilmington.de.us) with a grid of service categories. The browser window includes various accessibility tools like Live Regions, ARIA, and Table Inspector. The website header features the City of Wilmington logo, navigation links (RESIDENTS, BUSINESS, VISITORS, YOUR GOVERNMENT), and a search bar. The main content area is organized into several columns of service links:

- CITY PROGRAMS AND EVENTS**: Access Wilmington, Bike Wilmington, De-Lead Wilmington, Parks and Recreation Activities, William Hicks Anderson Community Center.
- CITY INFORMATION**: About Wilmington, City History, Population & Demographics, Elected Officials, City Maps, City of Wilmington Taxes and Fees, Earned Income Tax and Net Profits Tax, City of Wilmington Property Tax, City of Wilmington Tax Exemptions, Senior Citizen Programs and Information, Download Forms and.
- CITY PARKING TIPS AND INFORMATION**: Handicapped Parking, Report a Malfunctioning Parking Meter, Limited-time Parking, Residential and Guest Parking, In-home Care Provider Parking Sticker, Child Drop Off and Urban School Permits, Report an Abandoned Vehicle, Street Cleaning, Boating Vehicles, Downtown Parking Garages and Lots.
- ARTS, ENTERTAINMENT, AND SPECIAL EVENTS**: City Arts and Events, Apply for a Special Events Permit, Visit the inWilmington website to eat, drink, and have fun, Visit the Convention & Visitors Bureau website for places to go.
- COMMUNITY ORGANIZATIONS AND DIRECTORY**: Neighborhood Planning Councils, Civic and Neighborhood Organizations.
- KEEPING YOUR CITY CLEAN**: Annual Street Cleaning, Trash Collection, Recycling Collection, Leaf and Yard Waste Collection, Special Pick-ups, Christmas Tree Recycling, Community Clean-ups, Adopt-a-Block.
- FIRE PREVENTION AND EDUCATION**: Fire Marshal's Office, Fire Protection Plan Review, Explorer Post 100.
- CHILD DEVELOPMENT - COMMUNITY POLICING PROGRAM**: CD-CP Services, CD-CP Referrals, CD-CP Videos.
- HOMEBUYER AND HOME REPAIR PROGRAMS**: Wilmington Senior Property Tax Assistance Program, Home Repair Loan Program Application, Property Disposition RFP, DelawareHousingSearch.org.
- REPORT NUISANCE AND VACANT PROPERTIES**: Vacant Property Registration Program.
- ONLINE SERVICES**: Report It Resolve It: Non-Emergency Request for Service, View Your City Water, Sewer, Property Tax, Permit Bills Online, Pay Your Water Bill, Property Tax, and Earned Income Tax Online, Pay Parking and Red Light Tickets, Pay Your Home or Business Alarm System Registration Fee, Submit a New Home or Business Alarm Registration, Renew Your Home or Business Alarm System Registration.
- APPLY FOR A CITY JOB**: Facts About City Employment, EEO Statement, Residency, Recruitment, Employee Benefits.

The browser's taskbar at the bottom shows the time as 8:39 AM on 8/21/2014.

Some Barriers to People with Cognitive Disabilities

- Layout
- Consistency
- Instructions
- Error handling
- Plain language

Plain Language: Before

- When the process of freeing a vehicle that has been stuck results in ruts or holes, the operator will fill the rut or hole created by such activity before removing the vehicle from the immediate area.

Plain Language: After

- If you make a hole while freeing a stuck vehicle, you must fill the hole before you drive away.

From http://www.plainlanguage.gov/examples/before_after/wordiness.cfm

SOCIAL MEDIA

Help the Word to Get All the Way Out



Social Media

- YouTube
- Facebook
- Twitter
- Instagram

Common Social Media Accessibility Barriers

- Contact
 - Put your information on your profile page
- Images
 - Alt text? Not so much.
 - Twitter challenge: 140 character limit
 - Separate Tweet with alt
- Flyers
 - Often not accessible when viewed in social media
 - Link back to web page with information, or put in Tweet, Facebook post
- More on the ABLERech Resources page

LAWS AND SUCH

Where We Are, Where We're Going



Statute

- Federal
 - The Americans with Disabilities Act (ADA)
 - Rehabilitation Act
 - Section 503
 - Section 504
 - Section 508
- State
 - Oklahoma's Electronic and Information Technology Accessibility (EITA) Law

Where the ADA and Technology Meet

- Effective communication
- Services, programs, and activities
- Employment
- Public sector
- Private sector

Oklahoma's Statute

- Electronic and Information Technology Accessibility (EITA) Law
- Effective since 2005
- Based on Section 508 standards
- Applicable to state agencies, institutions of higher education, and Career Tech
 - Remember, though, ADA covers public sector broadly

EITA Resources

- <http://www.ok.gov/accessibility/>
- Statute
- Standards
- Technical Assistance Document
- Frequently Asked Questions

Section 508 is Getting Old



[Christmas, the final frontier](#), [deejayqueue](#), [Creative Commons](#)

Section 508 is Getting Some Work Done

- Will reference modern standards (Web Content Accessibility Guidelines 2.0, A and AA, probably)
- Notice of Proposed Rulemaking (finally) posted 2/18/2015
- Still a ways away from official Rule
- Oklahoma will follow with updates to EITA statute

The ADA is Changing, Too

- ADA Title II and Title III
 - Will encompass information technology explicitly
 - Will specify Section 508 (after update) and/or WCAG 2.0

- ADA, Sections 503 and 504 are the treasure
- 508 and EITA are the treasure maps



Accessibility as Treasure

FEDERAL COMPLAINTS

Lessons to Learn



A Partial List

- University of Montana, 2014
 - <https://nfb.org/national-federation-blind-applauds-groundbreaking-agreement-equal-access-higher-education>
- Sacramento Public Library
 - <https://nfb.org/national-federation-blind-settles-complaint-against-sacramento-public-library>
- Penn State University, 2011
 - <https://nfb.org/node/958>
- Maricopa Community College District, 2012
 - <https://nfb.org/national-federation-blind-and-blind-student-file-suit-against-maricopa-community-college-district>
- Harvard and MIT, 2015
 - http://www.nytimes.com/2015/02/13/education/harvard-and-mit-sued-over-failing-to-caption-online-courses.html?smid=tw-share&_r=0
- More from NCDAE
 - <http://ncdae.org/blog/recent-legal-issues/>

Accessibility as Defined in One Settlement

- “Accessible” means that individuals with disabilities are able to **independently** acquire the **same** information, engage in the **same** interactions, and enjoy the **same** services within the **same** timeframe as individuals without disabilities, with **substantially equivalent** ease of use.
 - From Department of Education Office of Civil Rights settlement with University of Montana, 3/2014

Typical Settlement Scope

- “...the University must implement a policy that requires the deployment of accessible technology and course content in the University setting. To that end, **the University shall conduct a review of the accessibility of its technology and instructional materials and shall ensure that, from the effective date of and consistent with the Settlement Agreement, all technology, including websites, instructional materials and online courses, and other electronic and information technology for use by students or prospective students, is accessible.**”
(Paragraph 13(a))

Trends in Settlements

- Point to WCAG 2.0 A, AA standards
- Encompass public, internal websites and web applications
- Establish subject matter expert(s)
- Measure progress and report

Responsibilities

- We use technology everywhere.
 - We request/approve purchase and use of products.
 - We administer policy
 - We administer budgets
 - We contribute content
- Accessibility follows technology.

Opportunities

- Learn new skills.
- Provide more open environments.
- Further education and employment.
- Facilitate interaction with the community.
- Increase independence for constituents.
- Reduce risk exposure.
 - Don't let focus on risk hinder you.

No Need to Hide



SMALL STEPS

Things You Can Do From Here On

Accessibility Integration Plan

- Identify tools and stakeholders
- Educate about accessibility
- Evaluate tools
- Remove barriers

How Can You Help?

- Think about tools that you use.
- Think about tools that you provide for consumers.

Can't Do it All at Once

- Prioritize
 - New stuff: make it more accessible
 - Updating stuff: go ahead and make it more accessible
 - Old stuff: Be ready to make accessible on demand

Use Microsoft Word? Start With The Easy Stuff

- Headings
- Lists
- Alternative text
- Table headers
- Color contrast and use
- Links
- Then, do more...

Questions?

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