Shared Services Canada — Services partagés Canada

Canada

Accessibility, Accommodation & Adaptive Computer Technology (AAACT) Program

Accessibility by Design

Powering Technology for the Government of Canada

Accessibility by Design

Enabling Accessibility in Open Government

Powering Technology for the Government of Canada

Background

- Since 1991, the AAACT Program has been a driving force in the fields of accessibility, accommodation and adaptive computer technology, assisting in the integration into the workplace of employees with disabilities, injuries and ergonomic requirements who require access to systems, programs, information, computers and computer resources.

AAACT Services Provided to the Federal Public Service

Client Services

- Provide needs assessment according to job function and disability or injury
- Solution Development
- Integration of the ACT tools within the users technical environment
- Research and testing individual's solutions

Training Courses

- Hands on training program for Technicians
- Accessibility boot camp for web masters and applications developers
- Creating content & documents following accessibility standards
- Customised accessible training courses for persons with disabilities
- Awareness training and equipment demonstration

Accessibility Testing

- Test new technologies and products in the marketplace

Service for Partners, Accessibility Testing

- Product evaluations
- Application evaluations & guidance
- Website evaluations & guidance
- Hardware evaluations and guidance
- Multiple format guidance

Inclusion - An Essential Design Requirement

Most Managers are increasingly aware of "Duty to Accommodate" obligations. We are seeing enhanced responses to individual employee needs.

However, inclusion requirements need to be considered pro-actively when we buy, build or deliver any system or service.

- Management Accountability Framework: People, Public Service Values and Risk Management Provisions
- Duty to Accommodate: The Four Duties
- Canada Labour Code – Part II: Identify and correct problems to prevent injury
- Canadian Human Rights Act: avoid "two door" discrimination
- Employment Equity Act: planning for better representation
- Internationally Established Requirements: UN Audits and Requirements; Project Lifecycle Management

Building Capacity and Awareness

We build capacity and awareness with our InfoSessions.

- An informal session available to any Federal Public Service employee, manager and management supports (Facilities, Occupational Health and Safety, Information Technology, Human Resources)

Why?

- To get answers
- learn about accessibility
- learn about adaptive technology
- Best practices in other departments

Who Benefits from these services?

- persons with disabilities
- technicians
- webmasters
- application developers
- project managers
- end-users
- other ACT Centres
- accessibility related initiatives

What is Accessibility?

- Internationally established standards
- Clear technical requirements
- Horizontal business requirement
- Software, web, documentation, developer tools
- "Under the Hood"
- Whole process consideration
- Well formed HTML & XHTML code

Accessibility is GOOD design

Basic Accessibility

1. Keyboard Access
2. Object Information
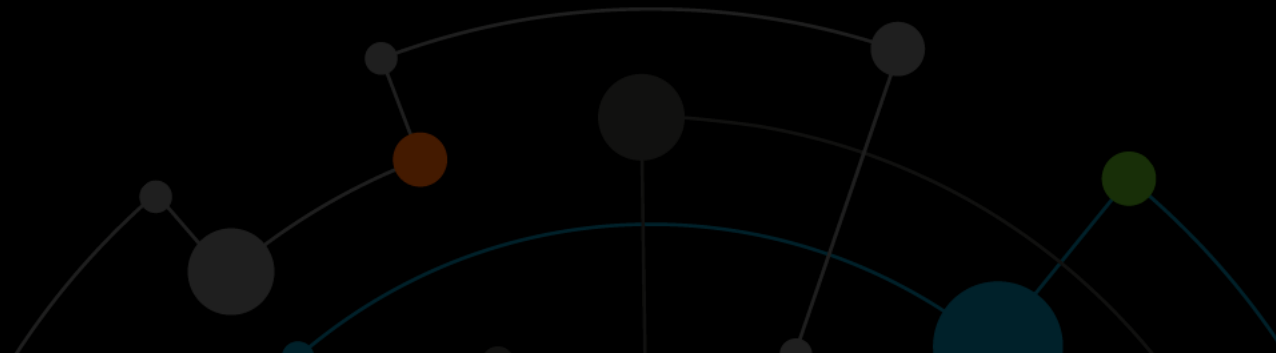3. Sounds and Multimedia
4. Display
5. Timing

} Check Screen by Screen

6. Documentation
7. Verify Accessibility

} Check Globally

Diverse Technologies

Currently the Federal Public Service has over 130 Software Packages in use on Desktop, and 4000+ hardware technical aids & mobile device tools being used. Some examples are:

- Windows Vision Enhancement Technology
  - JAWS
  - System Access
  - SuperNova
  - WindowEyes
  - NVDA

- Mobile Vision Replacement Technology
  - VoiceOver (iOS)
  - Talkback (Android)
  - Blackberry Screen Reader
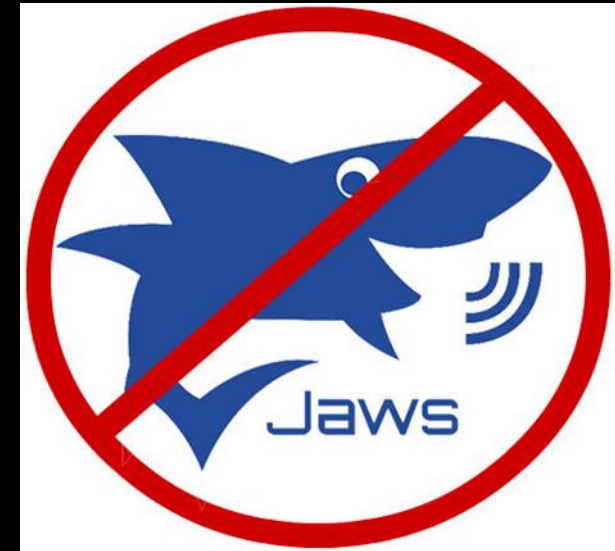
Accessibility as an Afterthought

| Plan	Develop	QA / User Testing	Deploy

$ → $ → $ → $
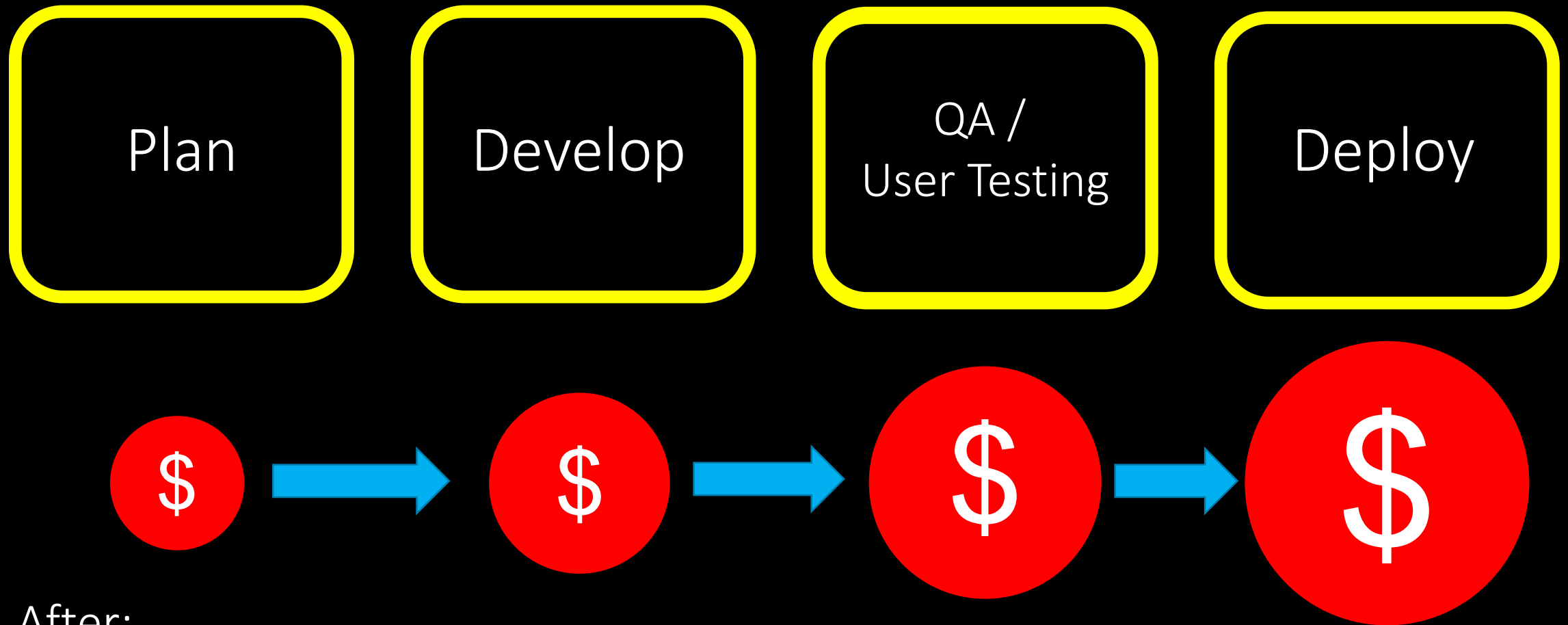
After:
- Cost 200 times
- Patches / fixes are often Band-Aids

Accessible Procurement – Overview of Standards

- Standard - EN 301 549
  - Accessible ICT Procurement Toolkit
  - Accessibility Requirements Generator
- WCAG 2.0 (AA) Guidelines

- European Standard EN 301 549 on ICT accessibility requirements suitable for public procurement of ICT products and services
- EN 301 549 is consistent with the US Section 508 and WCAG 2.0
  - Adopted by Australia, New Zealand, Japan and other countries
- Provides access to and guidance on the use of the EU standard EN 301 549
- Provides with functional requirements for contracting ICT

Data should be discoverable and understandable by humans and machines.

Choosing *How* to Publish

Human-readable ← BOTH → Machine-readable
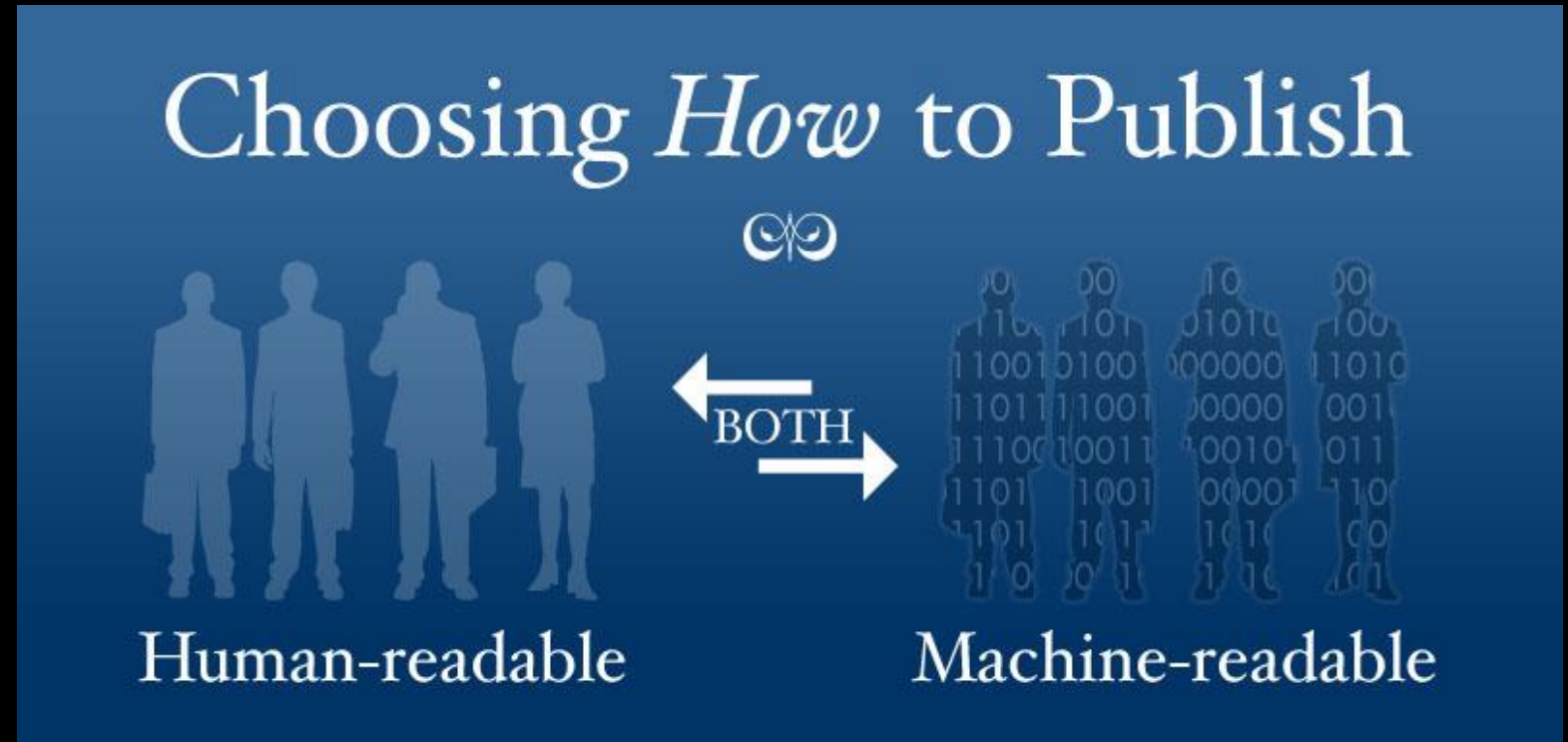
Open Data Principles

- Public
- Accessible
- Described
- Reusable
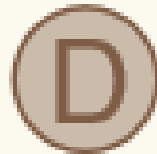- Complete
- Timely
- Managed Post-Release

Best Practices

R	C	L	D	T	A	I	P
Reuse	Comprehension	Linkability	Discoverability	Trust	Access	Interoperability	Processability

Benefits of following Best Practices

- Comprehension

- Processability

- Discoverability

- Reuse: the chances of dataset reuse by different groups of data consumers will increase.

- Trust

- Linkability

- Access

- Interoperability

Supporting innovation + inclusive user experience

- WCAG 2.0 AA (upcoming WCAG 2.1 Level AA)

- User experience testing, WET take in consideration UX testing for the design pattern used by it's features

- Access Working Group (AWG) support

- Partnership with TBS for the design system lead by GCTools and OneGC initiative.

Getting involved

- Open source, allowing contribution from various stakeholders
  - Web authors
  - Research and feedback
  - User feedback
- Github.com
  - Publication of UX research and a11y testing
  - Testing and feedback
  - Code contributions
- Weekly Codesprints
  - Help get set up
  - On-site coaching and support

1. Genesis
2. Governance
3. Leadership
4. Ecosystem
5. Always Striving for Utopia

Questions?

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Powering Technology for the
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Shared Services
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