



Digital Accessibility Webinar: Demystifying WCAG 2.0 and Other Best Practices

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Introduction – Presenters



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Introduction – Why Digital Accessibility Matters

Working from home (teleworking)

- Pre-pandemic, only 4% of Canadian employees worked from home
- At the beginning of 2021, 32% of Canadian employees (aged 15 to 69) now teleworking
 - 80% prefer to work at least half of their hours from home once pandemic is over

E-commerce

- Canadian retail e-commerce sales reached record \$37.6-billion in 2020
 - 72% increase versus 2019 (\$21.9-billion)

Introduction – Why Digital Accessibility Matters

Canadians with disabilities

- More than 6-million Canadians aged 15 and over (22% of the population) identify as having disability
 - Statistics Canada expects that actual numbers are likely higher
- More than 17,000 Canadians with a disability do not use internet because they require specialized adaptations or software
- More than 15,000 Canadians with a disability do not use internet because too many websites are inaccessible



Legal Landscape

Accessibility for Ontarians with Disabilities Act, 2005

Accessible websites and web content

14(4) Designated public sector organizations and large organizations for their internet websites shall meet the requirements of this section in accordance with the following schedule:

1. By January 1, 2014, new internet websites and web content on those sites must conform with WCAG 2.0 Level A.
2. By January 1, 2021, all internet websites and web content must conform with WCAG 2.0 Level AA, other than,
 - i. success criteria 1.2.4 Captions (Live), and
 - ii. success criteria 1.2.5 Audio Descriptions (Pre-recorded).

Accessibility for Ontarians with Disabilities Act, 2005

Web Content Accessibility Guidelines (WCAG) 2.0

- 1. Perceivable
 - 1.1 Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols or simpler language.
 - 1.2 Provide alternatives for time-based media.
 - 1.3 Create content that can be presented in different ways (for example simpler layout) without losing information or structure.
 - 1.4 Make it easier for users to see and hear content including separating foreground from background.
- 2. Operable
 - 2.1 Make all functionality available from a keyboard.
 - 2.2 Provide users enough time to read and use content.
 - 2.3 Do not design content in a way that is known to cause seizures.
 - 2.4 Provide ways to help users navigate, find content, and determine where they are.

Accessibility for Ontarians with Disabilities Act, 2005

Web Content Accessibility Guidelines (WCAG) 2.0 cont'd

- 3. Understandable
 - 3.1 Make text content readable and understandable.
 - 3.2 Make Web pages appear and operate in predictable ways.
 - 3.3 Help users avoid and correct mistakes.
- 4. Robust
 - 4.1 Maximize compatibility with current and future user agents, including assistive technologies.



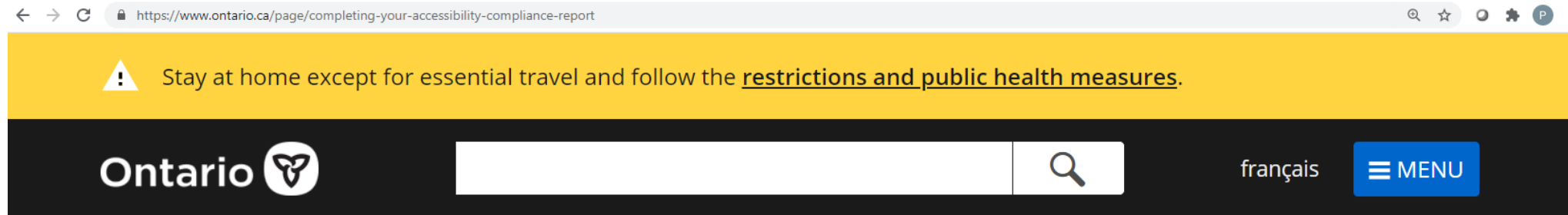
Accessibility for Ontarians with Disabilities Act, 2005

AODA Penalties

- Corporations liable on conviction to pay fine of up to \$100,000 for each day or part of day on which offence occurs or continues to occur
- However, AODA regulations establish escalating penalties for non-compliant corporations as follows:

Impact of Contravention:		Major	Moderate	Minor
Contravention History:	Major	\$15,000	\$10,000	\$5,000
	Moderate	\$10,000	\$5,000	\$2,500
	Minor	\$2,000	\$1,000	\$500

Accessibility for Ontarians with Disabilities Act, 2005



The screenshot shows a web browser window with the URL <https://www.ontario.ca/page/completing-your-accessibility-compliance-report>. A yellow banner at the top contains a warning icon and the text: "Stay at home except for essential travel and follow the restrictions and public health measures." Below the banner is the Ontario government header, featuring the Ontario logo, a search bar, the word "français", and a blue "MENU" button.

[Home](#) > [Government](#) > [Accessibility in Ontario](#)

Completing your accessibility compliance report

Businesses and non-profits with 20 or more employees and public sector organizations must follow these steps to complete an accessibility compliance report.

For businesses and non-profits with 20 or more employees, the deadline to file an accessibility compliance report has been extended to June 30, 2021.

<https://www.ontario.ca/page/completing-your-accessibility-compliance-report>

Charter & Human Rights Legislation

Canada (Attorney General) v. Jodhan, 2012 FCA 161

- Federal Court of Appeal held that persons with visual impairments have right to equal access to Government of Canada's online services per s. 15 of *Canadian Charter of Rights and Freedoms*
- Court ordered the Government of Canada to bring itself into compliance with the Charter by making its websites accessible within 15 months

Allan Shaw v Bell Canada, 2019 CHRT 24

- Complainant alleged that Bell Canada's electronic billing was not compliant with WCAG Level AA standards

Contact Us



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