Accessible Workstations: The Americans with Disabilities Act and Web Accessibility

David Newman
State ADA Coordinator

March 2, 2019
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State ADA Compliance Program

• Established under Administrative Order 129 by Governor Hickel in 1992.
• Sets policy for executive branch agencies to ensure nondiscrimination “against individuals with disabilities” in state facilities, programs, and services.
• Establishes policies, guidelines, and procedures for state agencies to follow to ensure compliance.
• Creates and outlines roles and responsibilities for Department ADA Coordinators.
• Provides training and technical assistance.
Legislative History and the ADA

1964 – Civil Rights Act (did not include disability)
1968 – Architectural Barriers Act (ABA)
1973 – Rehabilitation Act (amended 1998 – Section 508)
1975 – Individuals with Disabilities in Education Act (IDEA)
1976 – Higher Education Act Amendment (students with disabilities)
1986 – Air Carriers Access Act
1988 – Fair Housing Amendments Act
1990 – Americans with Disabilities Act (ADA)
2008 – ADA Amendments Act signed into law
President George H. W. Bush signing the Americans with Disabilities Act into law.
What is the ADA?

Federal Civil Rights legislation that says it is illegal to discriminate against people with disabilities in employment, state and local government services, public accommodations, telecommunications and transportation.
What is the Definition of a Disability under the ADA?

An individual with a disability is defined in the act as someone who has "a physical or mental impairment that substantially limits one or more major life activities; has a record of such an impairment; or is regarded as having such an impairment."
Americans with Disabilities Act Amendment Act (ADAAA) of 2008

- Overall purpose – “To restore the intent and protections of the Americans with Disabilities Act of 1990.”
- The Act emphasizes that the definition of disability should be construed in favor of broad coverage of individuals to the maximum extent permitted by the terms of the ADA and generally shall not require extensive analysis.
- Effective January 1, 2009; Regulations effective May 24, 2011.
“The ADA has a unique appeal for all Americans because, unlike other civil rights categories such as race and gender, an individual may become a member of the protected class at any moment in his or her life.”*

*Polly Welch and Chris Palames, Strategies for Teaching Universal Design (1995)
List of medical conditions considered a disability under the ADA (not a complete list)

- Deafness.
- Blindness.
- Diabetes.
- Cancer.
- Epilepsy.
- Intellectual disabilities.
- Partial or completely missing limbs.
- Mobility impairments requiring the use of a wheel chair.
- Autism.
List of medical conditions under the ADA (cont.)

• Cerebral palsy.
• HIV infection.
• Multiple sclerosis.
• Muscular dystrophy.
• Major depressive disorder.
• Bipolar disorder.
• Post-traumatic stress disorder.
• Obsessive-compulsive disorder.
• Schizophrenia.
Effective Communication

• The ADA requires that title II entities (State and local governments) communicate effectively with people who have communication disabilities. The goal is to ensure that communication with people with these disabilities is equally effective as communication with people without disabilities.

• Covered entities must provide auxiliary aids and services when needed to communicate effectively with people who have communication disabilities.
Examples of Auxiliary Aids and Services

- qualified interpreters
- notetakers
- screen readers
- Computer Aided Real-Time Transcription (CART)
- written materials
- telephone handset amplifiers
- assistive listening devices
- hearing aid compatible telephones

- text telephones
- open or closed captioning
- video interpreting services
- email
- text messaging
- qualified readers
- taped texts
- audio recordings
- Braille materials
- large print materials
- material in electronic formats
Web Accessibility

• The State of Alaska takes proactive steps to ensure people with disabilities can readily access and use information and communication technology.

• Individuals may request reasonable accommodation or materials in alternate formats directly from the state program or request help from a Department ADA Coordinator.
Resources

doa.alaska.gov/ada
ada.gov
w3.org/WAI/standards-guidelines/wcag
access-board.gov
nwacenter.org
Contact Information

David Newman
phone: 907-375-7716
fax: 907-375-7719
email: david.newman@alaska.gov
Accessible Workstations

PART 2: PEOPLE WITH DISABILITIES
What is a disability?
General categories

- Physical
- Mental
- Intellectual
- Sensory

United Nations
Alternate categories

- Visual
- Hearing
- Motor
- Cognitive
Specific categories

- Blind
- Low vision
- Color-blind
- Deaf
- Deafblind
- Motor disabilities

- Speech Disabilities
- Cognitive Disabilities
- Reading Disabilities
- Seizures
- Multiple disabilities
<table>
<thead>
<tr>
<th>Specific labels</th>
<th>Specific labels</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blind</td>
<td>Autism</td>
</tr>
<tr>
<td>Legally blind</td>
<td>Dyslexia</td>
</tr>
<tr>
<td>Visually impaired</td>
<td>Epilepsy</td>
</tr>
<tr>
<td>Cerebral palsy</td>
<td>Parkinson’s</td>
</tr>
<tr>
<td>Deaf</td>
<td>Alzheimer's</td>
</tr>
<tr>
<td>ALS</td>
<td>Developmentally disabled</td>
</tr>
</tbody>
</table>
Not all disabilities are created equal

Understanding the spectrum

The Art of Autism
Related categories

- Elderly
- Temporary
- Environmenta
Social Model

Ability + Barrier = Disability

A Web for Everyone by Sarah Horton & Whitney Quesenbery
Assistive Technologies & Adaptive Strategies
Screen Readers

- Text to speech
- Read along
Magnification & Zoom

- System: 200 – 3600%
- Browser: 200 – 400%
High Contrast Mode & Custom Styles

- HCM on Windows
- Invert colors on Mac
- Custom styles
Switch Access and Control

- Single switch
- 2 or more switches
- Puff & sip

Switch Control (Don’t Blink) by Christopher Hills
Augmentative and Alternative Communication (AAC)

- Picture boards
- Alternative keyboards
- Speech generation
Speech Recognition

- Speech to text
- Voice commands
Eye-tracking

- Eye movement detection
- Dwelling focus
What is accessibility?
Accessibility is...

- Designing for people with disabilities
- Enabling access for people with disabilities
So, who *are* these people, anyway?
Famous People with Disabilities

ALS

Parkinson's

 Blind
A Person with Blindness

Name: Chrissie

Strategies:
- Audio description
- Braille
- VoiceOver and Siri

Pet Peeves: Open spaces without variable textures; poor acoustics; inaccessible reading apps like Libby (Overdrive)
Alaskans with Disabilities

12.6%

2017 Disability Status Report: Alaska [PDF]
A Person with Dyslexia

Name: Julie

Strategies:
- Increases text size
- Takes good notes

Pet Peeves: poor color contrast; hard to read fonts; poor lighting
A Person with Color-blindness

Name: Tracy

Strategies:

- Evaluates context

Pet Peeves: color-coded maps; lights that alert with color (busses, street lights)
A Person with Low Vision & Light Sensitivity

Name: Amy

Strategies:
- Increases text size
- High Contrast Mode

Pet Peeves: fluorescent lights; presentations with no verbal descriptions; tiny print with no alternative to enlarge
Who do you know?
The point

They are people.
How can we be accommodating?

- Interact
- Respect
- Ask

Never assume
Contact Me about Accessibility

Amy Carney

Publications Specialist

amy.carney@alaska.gov
Accessible workstations

PART 3: PROGRESS AT ALASKA STATE LIBRARY
Communicating with visitors

- Communication card
- Counter loop amplifier
- Pocket talker
- Hand-held digital magnifier
- ADA Notice
Access to computing space

Can a person with wheelchair, walker, cane get there?
Can they easily move your chairs?
Library entrance

What is wrong here?
The computers themselves

- Adjustable desks
- Large monitors
- Alternative input
- Still working on screen readers, contrast, magnification
Accessories

• Trackball mouse
• EZ See keyboard
• Headphones
• Headphone sanitizer
2015 at ASL: Poor functionality with “Large Print”

ASL: Tabs in catalog account interface not clickable, screen distorted

Vendor: “These types of formatting issues are pretty much to be expected when you take pre-designed website elements and blow them up in a browser. I can't think of a way that any other software would get around this.”
2018 at ASL: Vendor migrates to new platform

Regular option

“Large Print” option
Quick workaround

Public Access Computer Start Page: Home

This computer with Internet access is brought to you by the Alaska State Library.

Need larger print?
To zoom in, press "Ctrl" and "=" at the same time. To zoom out, press "Ctrl" and "-" at the same time.

Check Your E-Mail
- ACS Webmail

Current
- Juneau weather

Personal Information

Checkouts

Holds

Fines

Fearer, Kathleen E.
Another tiny step

• Donated reading glasses, or those people leave behind

• Simply sitting on the desk in a mug or cup, they are surprisingly popular
Information on your website

- Notices
- Assistance with your visit
- Parking, access to facilities
- Assistive devices/tech. for public computing
- Lodging complaints
Resources for staff

- Assisting people – we list specific resources & devices
- Communicating
- Service animals
- Getting help, learning more
Your public computers do not have screen readers. A patron who can’t see wants to read an article in Time Magazine, and had hoped to do this on the public computers. What do you do?

- Ask if the person would like you to read aloud
- Find the article in EBSCO databases – the databases will read some articles
- Other ideas?
Resources for you


- ATLA (Assistive Technology of Alaska).

- ALA. Library Services for People with Disabilities Policy.

- Talking Book Center.

Contact me

Katie Fearer

Documents Librarian, Alaska State Library

kathleen.fearer@alaska.gov

library.alaska.gov