

## **ACCESSIBILITY POLICY**

The Souris Valley Special Services Unit is committed to ensuring accessibility of its website for students, parents, and members of the community with disabilities. All pages on the Unit's website will conform to the W3C WAI's Web Content Accessibility Guidelines (WCAG) 2.0, Level AA conformance, or updated equivalents of these guidelines.

The Director is directed to establish procedures whereby students, parents, and members of the public may present a complaint regarding a violation of the Americans with Disabilities Act (ADA) and Section 504 related to the accessibility of any official Unit website presence which is developed by, maintained by, or offered through the Unit or third party vendors and open sources.

Adopted: May 9, 2017

### **LEGAL REF.:**

29 U.S.C. 794, Rehabilitation Act of 1973, (Section 504)  
42 U.S.C. 2000, Civil Rights Act of 1964, Titles VI and VII  
42 U.S.C. 12101 et seq., Americans with Disabilities Act

## **REGULATION**

### **Website Accessibility**

With regard to the Unit website and any official Unit web presence which is developed by, maintained by, or offered through third party vendors and open sources, the Unit is committed to compliance with the provisions of the Americans with Disabilities Act (ADA) and Section 504 so that students, parents and members of the public with disabilities are able to independently acquire the same information, engage in the same interactions, and enjoy the same benefits and services within the same timeframe as those without disabilities, with substantially equivalent ease of use; and that they are not excluded from participation in, denied the benefits of, or otherwise subjected to discrimination in any Unit programs, services, and activities delivered online.

All existing web content produced by the Unit, and new, updated and existing web content provided by third-party developers, will conform to Web Content Accessibility Guidelines (WCAG) 2.0, Level AA conformance, or updated equivalents, by no later than April 30, 2017. This Regulation applies to all new, updated, and existing web pages, as well as all web content produced or updated by the Unit or provided by third-party developers.

Only the Unit staff who have received training on website accessibility may upload material to the website. The Souris Valley Special Services' Director, with assistance from the Unit's website developer when needed, will be responsible for reviewing and evaluating new material that is published by the Unit staff and uploaded to the website for accessibility on a periodic basis. The Souris Valley Special Services' Director, with assistance from the Unit's website developer when needed, will be responsible for reviewing all areas of the Unit's website and evaluating its accessibility on a periodic basis, and at least once per quarter. Any department or staff page with non-conforming webpages will be asked to correct the problem in a timely manner. The Souris Valley Special Services' Director and the Unit's website developer will be available to assist any staff with publishing or uploading accessible material should assistance be needed. Anytime staff is in need of assistance with publishing or uploading material that is accessible, that assistance must be requested before the material is uploaded.

## **REGULATION**

### **Website Accessibility Concerns, Complaints and Grievances**

A student, parent or member of the public who wishes to submit a complaint or grievance regarding a violation of the Americans with Disabilities Act (ADA) or Section 504 related to the accessibility of any official Unit web presence that is developed by, maintained by, or offered through the Unit, third party vendors and/or open sources may complain directly to the Unit Director. The initial complaint or grievance should be made using the *Web Accessibility Complaint and Grievance Form* located at the end of this regulation; however, a verbal complaint or grievance may be made.

Whether or not a formal complaint or grievance is made, once the Unit has been notified of inaccessible content, effective communication shall be provided as soon as possible to the reporting party to provide access to the information. The Complainant should not have to wait for the investigation of the complaint to be concluded before receiving the information that he/she was unsuccessful in accessing.

Complaints should be submitted in writing, via email, or by completing the *Web Accessibility Complaint and Grievance Form*. To file a complaint or grievance regarding the inaccessibility of the Unit's public website content, the Complainant should submit a description of the problem, including:

- Name,
- Address,
- Date of the Complaint,
- Description of the problem encountered,
- Web address or location of the problem page,
- Solution desired, and
- Contact information in case more details are needed (email and phone number).

The complaint or grievance will be investigated by the Unit's Director or another person designated by the Director. The student, parent, or member of the public shall be contacted no later than five (5) working days following the date the website accessibility compliance coordinator receives the information. The procedures to be followed are:

- An investigation of the complaint shall be completed within fifteen (15) working days. Extension of the time line may only be approved by the Director.
- The investigator shall prepare a written report of the findings and conclusions within five (5) working days of the completion of the investigation.

- The investigator shall contact the Complainant upon conclusion of the investigation to discuss the findings and conclusions and actions to be taken as a result of the investigation.
- A record of each complaint and grievance made pursuant to the Web Accessibility Board Policy shall be maintained at the Souris Valley Special Services' office. The record shall include a copy of the complaint or grievance filed, report of findings from the investigation, and the disposition of the matter.

**Souris Valley Special Services  
Website Accessibility Complaint and Grievance Form**

Date of Complaint/Grievance: \_\_\_\_\_

Complainant Name: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

Website address (or location) of accessibility problem: \_\_\_\_\_

\_\_\_\_\_

Description of the problem encountered: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Solution desired: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Thank you for bringing this matter to the Unit's attention. You may be contacted if more information is needed to process your complaint/grievance. The investigation process is typically completed within fifteen (15) working days from the date it was received.

Signature: \_\_\_\_\_