



Government
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Canada

Accessibility requirements for December 2022

Canada.ca patterns and design considerations

Digital Transformation Office • #CanadaDotCa • November 2022

4 key patterns

4 patterns that impact institutions on Canada.ca:

- Departmental accessibility plans
- Departmental accessibility feedback mechanism
- Departmental accessibility feedback process description
- A central index of departmental plans*

These flow from the requirements under the Accessible Canada Act and Regulations.

- [Overview of existing guidance](#)

* the central index is not actually in the recommendations, but helps with findability

Accessibility plans

What they are

A document that outlines an institution's plan wrt the accessibility of all its programs, products and services. Takes a total view of accessibility, from online to IRL, both public-facing and internal.

- Accessibility plan is the first deliverable in a 3-year planning and reporting cycle (progress reports to come)

Accessibility plans

Publishing deadline: December 2022

Detailed guidance exists on the content of each institution's accessibility plan, but minimal guidance on where to publish it - [Guidance on accessibility plans](#)

- In terms of where to publish it, the guidance only specifies that you need to publish it to your public-facing website

Gap: instructions on where to place the plans in site structure, and how to link to it so that it can be found

Accessibility feedback process description

What this is

A published description of how your institutional feedback process works. It must be published alongside your accessibility plan.

Details on the process description: [Guidance on feedback process descriptions](#)

Accessibility feedback process description

Publishing deadline: December 2022

While there is detailed guidance on the process itself, there is minimal instruction on the published description of the process.

- Accessible Canada Regulations: must be linked from the institutional landing page

Gap: Is there a guidance or a template for the content?

Accessibility feedback mechanism

What this is

A means for the users of an institution's programs and services to provide feedback about any aspect of the accessibility of its programs and services. The feedback mechanism must be always available, as feedback processes are meant to be ongoing.

- Feedback can be anonymous or identifiable
 - If identifiable, must be acknowledged by the institution
- Feedback must be retained for 7 years
- Feedback must be analyzed and reported on in future

Accessibility feedback mechanism

Publishing deadline: December 2022

Specific guidance on where to make the feedback mechanism available, but minimal guidance on the format and design of this mechanism

- Regulations: must be linked from the institutional landing page

Gap: Is there a standardized form or UI pattern?

Central index of accessibility plans

What it is

Similar to central indexes for Departmental plans and DRRs.

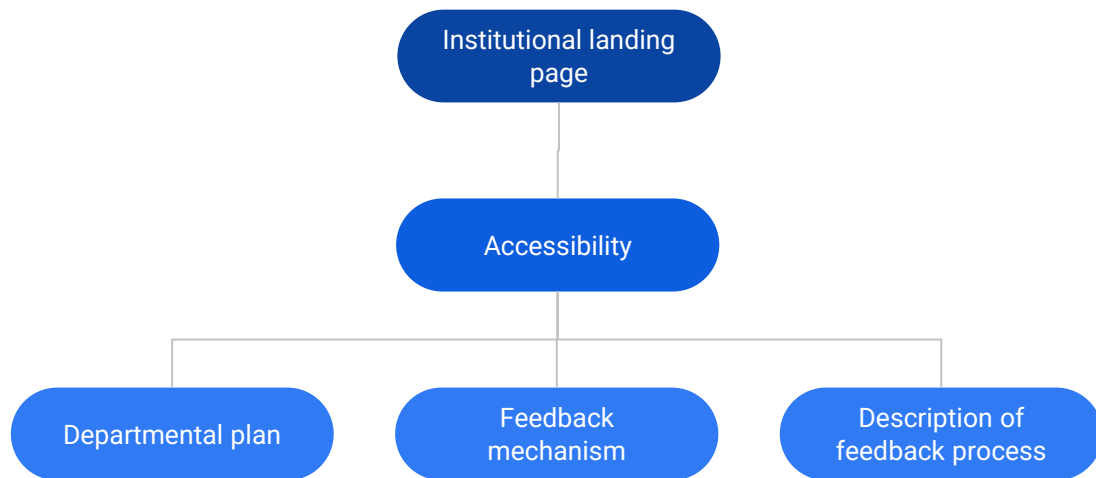
Intended to aid with findability.

Recommended to leverage [Open.canada.ca](https://open.canada.ca) for this.

More details to come.

Meeting accessibility requirements on departmental websites

Proposed structure



Accessibility link from ILP

Proposed link label would simply be “Accessibility”



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Accessibility page

Proposed institutional accessibility page

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Français

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Accessibility

Find our accessibility plan and provide feedback. This is part of an ongoing effort to:

- get input from persons with disabilities
- reflect on our organization's accessibility strategy
- be accountable for our current and future actions

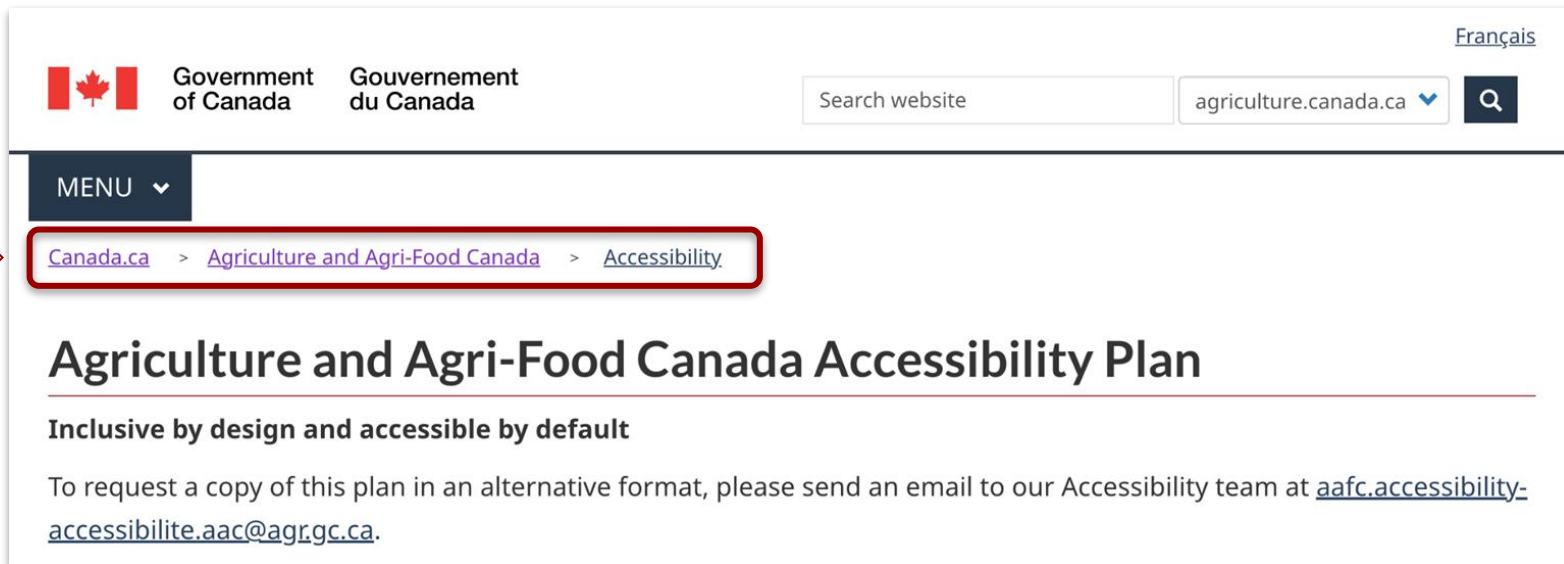
[Accessibility plan](#)
Policies, programs, practices, and services that help our organization contribute to the goal of an accessible and barrier-free Canada

[Give accessibility feedback](#)
Provide feedback about any accessibility issue


[Accessibility feedback process](#)
Description of how we receive and respond to your feedback on accessibility issues

Breadcrumb for accessibility products

Proposed



Franglais

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Agriculture and Agri-Food Canada Accessibility Plan

Inclusive by design and accessible by default

To request a copy of this plan in an alternative format, please send an email to our Accessibility team at aafc.accessibility-accessibilite.aac@agr.gc.ca.

Accessibility feedback mechanism

Proposed intake form

Coming soon - Screen shot of a
prototype page with a form for
providing accessibility feedback -
include link to prototype

Accessibility feedback mechanism

Design considerations 1/2

- Given that this is something Departments need to launch in Dec, this will be a first iteration MVP
- Depts will need to hook the intake form up to something - a generic email, or a JIRA ticket or similar. (remember to keep incoming feedback for 7 years!)
- Submitters have the option to identify themselves. Depts need to respond to feedback where the submitter has made this choice.

Accessibility feedback mechanism

Design considerations 2/2

- People will likely see this as a way of getting service (we've seen this with other feedback mechanisms). As such they are likely to be sending in personal/medical details. Must design the form to take this into account. And the underlying process needs to protect privacy.
- Future requirements for accessibility statements may involve making accessibility statements available from the footer, at which point it would make sense to also link to the feedback mechanism from there