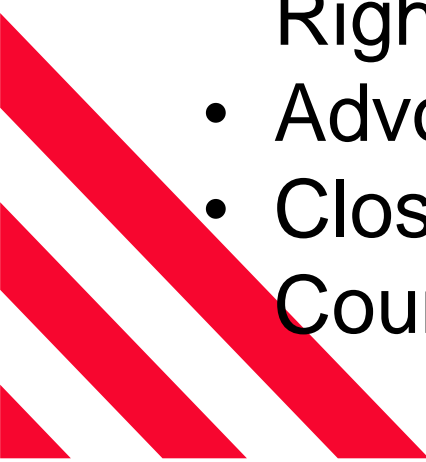# Web Accessibility for National Contact Points for Cross-Border Healthcare

Alejandro Moledo, EDF New Technologies and Innovation officer

Cross-border healthcare experts meeting, Brussels, 5 May 2017

# About the European Disability Forum

- Umbrella organisation
- 80 million Europeans with disabilities in Europe (15% EU population)
- Organisation **of** persons with disabilities, **run by** persons with disabilities
- Fight against discrimination and promote the Human Rights of persons with disabilities
- Full implementation of the UN Convention on the Rights of Persons with disabilities (UN CRPD)
- Advocacy organisation at European level
- Closely work with the European Union, the Council of Europe and the United Nations

# ICT as key enabler for persons with disabilities

- Gateway to social participation & independent living

- Overcome existing barriers

- Converging and more easily adaptable technologies

- Mainstream & assistive technologies

- ITU global survey – "[The ICT opportunity for a disability-inclusive development framework](#)". The most valuable technologies:
  - Web
  - Mobile
  - Audiovisual media

# UN CRPD & ICT

- 1st International Human Rights Treaty addressing ICT
- Ratified by the EU in 2010, and 27 Member States
- Article 3: Accessibility as a General Principle
- Article 9 on Accessibility "on an equal basis with others", including ICT:
  - "Promote access for persons with disabilities to new information and communications technologies and systems, including the Internet"
- Article 21 on Freedom of expression
- Article 30 on Participation on cultural life:

# Web Accessibility

"Web accessibility means that people with disabilities can use the Web. More specifically, Web accessibility means that people with disabilities can perceive, understand, navigate, and interact with the Web, and that they can contribute to the Web. Web accessibility also benefits others, including older people with changing abilities due to aging" (World Wide Web Consortium, W3C)

**4 Principles**:
perceivable, understandable, operable and robust.

# What do we mean by web accessibility?

1. Provide text equivalents
2. Organise and structure content
3. Do not depend on single sense
4. Ensure keyboard access ([vídeo](#))
5. Give users enough time
6. Avoid interferences
7. Identify hyperlinks and contents
8. Use consistent navigation interfaces
9. Help users avoid mistakes
10. Ensure compatibility

[EDF e-resource on web accessibility](#)

**Guidelines:** [W3C Web Content Accessibility Guidelines 2.0](#)
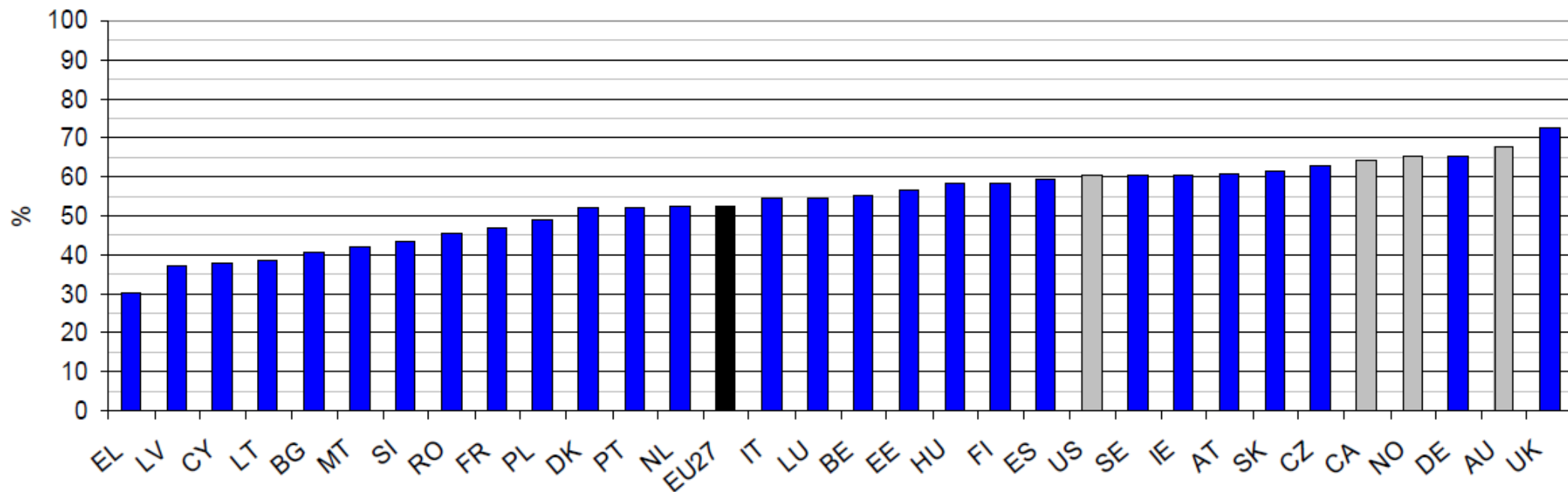**Composed by testable success criteria (level A, AA & AAA)**

**Justice Department Enters into a Settlement Agreement with Peapod to Ensure that Peapod Grocery Delivery Website is Accessible to Individuals with Disabilities**

November 17, 2014.  Continue reading the news: [http://www.justice.gov/opa/pr/justice-department-enters-settlement-agreement-peapod-ensure-peapod-grocery-delivery-website](http://www.justice.gov/opa/pr/justice-department-enters-settlement-agreement-peapod-ensure-peapod-grocery-delivery-website)

# Meanwhile in Europe…



**Overall scores (as a percentage of maximum possible score for the country)**

Source: "Study on assessing and promoting e-accessibility", also known as MeAC 3 study

# NEW! Directive on the accessibility of website and mobile applications of the public sector bodies ([Web Accessibility Directive](#)) (1/3)

- All public sector bodies websites and mobile apps

- Digital documents and online services

- Exceptions:

  - Public broadcasters websites

  - live audiovisual – to be made accessible in 14 days

  - Third party content

  - **May** exclude non-essential functions of schools, kindergartens and nurseries' websites and apps

# **NEW!** [Web Accessibility Directive](#) (2/3)

- Disproportionate burden

- Web accessibility statement, including feedback mechanism with an on-demand service for inaccessible content

- Use of harmonised standard (web and mobile) – in absence of it: Common Technical Specifications for mobile apps – Based on European Standard [EN 301 549](#)

- Enforcement mechanism:

  - National authority with a complaint mechanism

  - Focal point for web accessibility (trainings, materials, contact with users' organisations, etc.)

# NEW! Web Accessibility Directive (3/3)

- Regular monitoring (check study on monitoring methodologies for web accessibility)
- Reporting to the Commission
- Transposition by 23 September 2018 (T-day):
  - Webs published after T-day will be accessible from 23 September 2019
  - Webs published before the T-day will be accessible from 23 September 2020
  - Apps will be accessible from 23 June 2021

# Benefits of web accessibility

- Equal opportunities for persons with and without disabilities
- Faster loading time
- Increased usability
- Reduced site development and maintenance time
- Better search engine indexation
- Wider compatibility
- Inclusive digitalisation
- Legal compliance

**Require WCAG 2.0 level AA (included in the European Standard EN 301 549)**
**Strive for level AAA (or beyond)**

European Disability Forum

# THANK YOU

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