

Policy

It is the California Department of Food and Agriculture's (CDFA) policy to provide equal access to CDFA websites and content that is compliant with the Americans with Disabilities Act of 1990 (ADA) and ensure all persons receive equal access to CDFA web services. This policy applies to all CDFA staff, District Agricultural Association (DAA) staff, board members, contract or temporary employees, and volunteers.

Authority

California Civil Code [section 54](#)

California Government Code sections [6219](#), [7405](#), [11135](#), [11546.7](#)

Title 29 United States Code (U.S.C) section [794 \(d\)](#)

Americans with Disabilities Act of 1990, [42 U.S.C. section 12132](#)

Definitions

Accessible/ Accessibility: To provide equal access for documents, content and services to persons with disabilities.

ADA: Americans with Disabilities Act. A federal set of laws that prohibit discrimination based on an actual or perceived disability.

Internet: Global system of interconnected computer networks.

Media: Types of online content with the purpose of sharing information and ideas. May be in audio, video, still graphic, or written form.

Plain Language: Writing that is clear, concise, well-organized, and that uses plain, straightforward language, avoiding technical terms as much as possible, and using a coherent and easily readable style.

Web: An information space where documents and other resources are accessed via the internet.

Responsibility

Office of Civil Rights (OCR)

- As ADA Coordinator, monitors ADA for regulation revisions.
- Advises staff on ADA compliance.
- Investigates complaints of noncompliance.
- Audits public facing documents annually for ADA compliance.
- Assists CDFA employees and the public with questions or concerns about

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CDFA forms and documents on ADA standards.

- Develops and maintains trainings on ADA compliance.

Information Technology Services Division (ITSD)

- Ensure CDFA's website content adheres to all accessibility standards.
- Maintain CDFA's website to be accessible to all persons.
- Review content for ADA accessibility prior to placing it on CDFA's external website.

Managers, Supervisors, and Chief Executive Officers (CEOs)

- Ensure all staff who are responsible for creating content or requesting the content be uploaded to CDFA's public website are aware of this policy and are implementing policy requirements and procedures for ADA compliant web content.

Employees

- Produce accessible media.
- Ensure web media is clear, organized, and easily understood.
- Verify web media meets accessibility requirements before allowing public access.

Online Accessibility Standards

CDFA has implemented the guidelines set forth by the World Wide Web Consortium (W3C) and the US Department of Justice. All submissions to CDFA's ITSD must be compliant with [Section 508](#) of the ADA and the most current version of the [Web Content Accessibility Guidelines \(WCAG\)](#). All content intended to be accessed on CDFA's website must be compliant with the CDFA ADA Standards ([Appendix – Online Accessibility Standards](#)).

Complaints

Persons unable to access CDFA services due to accessibility or language access issues have several options available to them to seek remediation:

1) Accessibility Suggestion Form

Any person may complete and submit an [Accessibility Suggestion Form \(SO-80\)](#) for concerns related to ADA compliance.

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2) Internal and External Discrimination and Harassment Complaints

To file a discrimination or harassment complaint with CDFA or with any external entities, please refer to the complaint process detailed in the [Discrimination and Harassment Prevention Policy](#).

Distribution

Distribution of the above policy includes all employees.

For questions regarding this policy, please contact the OCR at civil_rights@cdfa.ca.gov or 916-654-1005.

Appendix – Online Form and Document Accessibility Standards

All standards are based on the World Wide Web Consortium's [Web Content Accessibility Guidelines](#).

Abbreviations and Acronyms

For the first occurrence in a document of something requiring an abbreviation or acronym, provide the expansion or explanation in full followed by the abbreviation or acronym in parenthesis. Example: Office of Civil Rights (OCR)

Accessibility Testing

Check the accessibility and usability of all documents and forms manually and with the software's built-in tools. Adobe Acrobat and screen readers are effective tools for testing accessibility.

Alt Text

All pictures or graphic media shall have alt text (text alternatives) describing the image.

Closed Captions

All audio or visual media intended for public access shall have closed captioning capability.

Color-Contrast Ratio

Black text on a white background should be used whenever possible on printed documents. Since high contrast is necessary for many users, high contrast is encouraged during document composition.

Color alone shall not be used to convey important information indicating an action, prompting a response, or distinguishing a visual element.

Document Title

A descriptive title must be included in the document properties.

Font Style and Size

Font shall be a sans serif font (example: Arial or Tahoma) and 12 pt. or larger.

Headings

All documents must have at least one Heading style. Heading levels are assigned by their relationship to one another and should be assigned in a logical (sequential) order. Heading levels shall not be skipped and be numbered sequentially.

Hyperlink Text

Hyperlink text by itself must provide enough meaning to describe where the hyperlink leads the reader. The author may include the URL address in the document. If the document is

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intended to appear in print, including the URL would be appropriate. If the document remains mostly online, including the URL would be redundant and it should be left off.

Lists

Lists must be created using built-in list formatting tools, for example, bullets, numbered or alphabetical. Lists shall not be created using the tab key or space bar.

Plain Language

Written communication must be clear, organized, and understood in a single reading.

Predictable

Documents and forms shall have a predictable and simple format that is easy for accessibility tools to navigate.

Table of Contents

If the document includes a Table of Contents, generate the Table of Contents using the built-in style from the Reference tab of the Home ribbon.

Wrapping Style for Non-Text/Visual Items

When adding visual elements, set the wrapping style for these elements to be in line with text.