



## Webinar Transcript: Thursday May 30, 2024

### Webinar #4: Why Digital Accessibility Audits are Important and What's Involved in the Process

Wendy Harrisko: I think we will get started now. So welcome, everybody! We're happy that you could join us for the fourth and final webinar in celebration of Manitoba Access Awareness Week. My name is Wendy Harrisko and I'm the Communication Engagement Specialist with the Manitoba Accessibility Office. You are in for a treat today. Today's presentation features Lisa Snider from Access Changes Everything. The presentation will review why digital audits are important and what is involved in the process.

Wendy Harrisko: Before we begin the presentation, a bit about Manitoba Access Awareness Week. It was first celebrated in 2010 by the Manitoba Government, and the province acknowledges both National Accessibility Week and Manitoba Access Awareness Week. It is a time to raise awareness of accessibility barriers that people in Manitoba face. The Manitoba Accessibility Office also takes this time to host webinars to help people like yourselves attending today understand the information presented in The Accessibility for Manitobans Act and the accompanying standards. The information we decided to focus on (and you may have noticed a theme throughout this week's presentations) is the more technical side of the Accessible Information and Communication Standard, and we hope that you are finding that this information that we are presenting throughout the week is valuable and useful for you guys.

Wendy Harrisko: So, let's move on to a few housekeeping items. If you are having technical difficulties, please contact the Manitoba Accessibility Office by emailing [mao@gov.mb.ca](mailto:mao@gov.mb.ca). Or you can phone (204) 945-7613. We have people on stand-by to assist you and help you with any issues that you may be having. You will notice that,

when you were signed in, you were muted, and the microphones and videos are turned off when you joined the call. This helps to keep the background noises and visuals to a minimum so that there is fewer distractions in the zoom recording.

We have spotlighted and pinned presenters, captioners and the ASL interpreters also for your convenience.

Wendy Harrisko: This presentation does have a few accessibility features. So, to access the live closed captioning, in the bottom navigation bar, there is a button with two CCs. If you click on that, you can activate the subtitles.

for ASL interpretation, click on the globe icon which is unless the bottom navigation and select American Sign Language. Please note that this webinar is being recorded.

and we will have a recording, the webinar transcript and questions and answers document posted on [accessibilityMB.ca](http://accessibilityMB.ca) as soon as possible. We will welcome questions, so please type those into the Q&A box also found in the bottom navigation bar or if you choose to do so email our office at [mao@gov.mb.ca](mailto:mao@gov.mb.ca). And you can do this at any time during the presentation, we will take some time to answer those throughout the webinar or at the end.

Wendy Harrisko: I would like to take the time to acknowledge on behalf of the Manitoba Accessibility Office that we are presenting today from Treaty One Territory and that Manitoba is located on the territories and ancestral lands of Anishinaabeg, Anishinewuk, Dakota Oyate and the Denesuline and the Nehethowuk Nations and Manitoba is located on the homeland of the Red River Metis. We further acknowledge that northern Manitoba includes lands that were and are the ancestral lands of the Inuit. As we gather in celebration of Manitoba Access Awareness Week, we recognize the advances that Canada as a country has made to improve accessibility. We also acknowledge that work still needs to continue. The disability rate is much higher for Indigenous people across Canada. Far too often, Indigenous people with disabilities face barriers in their daily life. The Manitoba Accessibility Office strives to improve accessibility with the full implementation of The Accessibility for Manitobans Act. We respect the spirit and intent of the treaties and remain committed to working in partnership with First Nations, Inuit, and Metis people as we walk a shared path of truth and reconciliation.

Wendy Harrisko: So now let's move onto the presentation. So, a little bit about Lisa Snider. She joins us today; her company is called Access Changes Everything. And she is going to present on why digital accessibility audits are important and what is involved in that process. So, I have personally worked with Lisa, and the Manitoba Accessibility Office recently refreshed our website and we worked with her on that project. Lisa and her team of people with lived experience reviewed and audited the website to ensure that it was as accessible as possible. I can say that working with Lisa, it was a real learning curve to learn everything that is involved with making a website accessible. But with her assistance, the process was more manageable. She really takes the time to understand or explain step by step the process and makes great recommendations on how you could make your website more accessible. Without further ado, over to you, Lisa.

Lisa Snider: Great. And can you hear me okay, Wendy?

Wendy Harrisko: Yes, we can hear you.

Lisa Snider: Super. That is great, thanks everyone. I wanted to make sure, and I will share my screen here. And, Wendy, the presentation... The presentation is now okay as well.

Wendy Harrisko: Yes. It is all good to go.

Lisa Snider: Perfect. Well, thank you everybody. Thanks for coming out today. I really appreciate it. Today is a good day to be inside and in Winnipeg. Anyway, the massive, I call them ark rains where the animals two by two are going inside because the rain is coming down hard today. I'm Lisa Snider, and I will be talking about digital accessibility audits, the importance, and the process.

Lisa Snider: So, before we begin, I'm also going to give recognition that Winnipeg is located in Treaty One Territory. And this is the traditional lands of the Anishinaabeg, Ininew, Oji-Cree and Dene and Dakota peoples, and this is also the homeland of the Red River Metis. I want to give a big thank you to the Manitoba Accessibility Office for inviting me, and, Wendy, she did a lot of tech support for me, got it all done as well as Kenny, and I really want to thank you both for helping me out here today.

And, as Wendy said, I worked on the audit of the new Manitoba Accessibility Office website, I think it was in 2023, might have even started in 2022 with the pandemic, I

lose all track of space and time. And it was an amazing project to be part of with MAO, Manitoba Accessibility Office and Relish, the company that designed the website. Thanks to everybody for that awesome experience and for inviting me here today.

Lisa Snider: It is funny, I was thinking about it, and I have never talked about auditing in a workshop or presentation. So, this is really exciting for me because I love this. I want to talk more about this so let's get right into it.

Today, I'm going to be focusing on websites, okay? That will be the main focus. Just so you know, this talk today can apply to anything digital. It can apply to PDFs, word documents, Apps, robots, right, kiosks, whatever you have digital, this can apply. And it also applies if you have got, let's say a newly made digital material or website, an already created one or one that is being revised. So, this talk will apply to everything, new or used, which is what I like to say. And today I will be talking about why we do audits. Then I'm going to be talking about auditing yourself, that you can do audits and then, really the most important part is, why auditors with disabilities. And then I will talk about other parts of audits, who audits, the audit steps, who creates the audit itself? I will explain all of that. And then when and how many audits do you do, and then the last two parts are going to be "are we there yet"? and then the journey, not the destination. This is sort of sounding like a song that Journey would have written, Steve Perry with his voice, but I hope that I'm going to give you a lot of information today. So, you can go away and go okay, yeah, we can start an audit, here is what we need to do. So, in my lawyer voice, the information is current as of this presentation date. My lawyer always laughs at me when I do that. So, I always say that because things change, processes change.

you know, with the rise of artificial intelligence, you never how that will impact us, and this is a public recording that may be on the internet for many years.

Lisa Snider: So, the first question is the most important one, "why do audits?"

Lisa Snider: So, the question here, that I always ask or that clients ask me is how do you know if your new or existing website is accessible for people with different disabilities? right? How do you know? Well, I know because I have been doing this for eons, right. And, you know, I can tell, right. I can check certain things and I can tell. Maybe you are not as experienced with, you know, digital accessibility. Well, the main way that we know how accessible your website is and other digital materials is for

people with different disabilities is an audit. Audits tell us how accessible the website is, or the other digital materials and it helps us find most of the barriers present. You will notice I didn't say all of the barriers present. And I will explain that towards the end. And here we have got an old-fashioned magnifying glass like Sherlock Holmes would use and, in the middle, it says, "site audit." So, audits are very powerful tools to help us to find barriers and..., most barriers and try to figure out how accessible that website is or the other digital materials. So, audits are vital, right? because they find these barriers. And what I like to say here is, and I'm doing this more now, in workshops that I give. Barriers can be more than just an inconvenience. Some barriers, yeah, you go, oh man... Okay, I'll do this and that. They just maybe take us a couple more minutes or that sort of thing. But the reality is that barriers can cut deep.

Lisa Snider: And I want to read three quotes, I did two surveys in 2022/2023. And I did surveys of people with disabilities in Manitoba and with business about on-line accessibility. In fact, this fall., I hope to do an academic paper surrounding these surveys because I'm doing my PHD. I hope to do a paper comparing them and going through the results.

Three quotes I want to give you.

"The barriers cause a feeling of lack of inclusion and value as a human being. That is how deep barriers can cut. It is not just an inconvenience in many cases. It cuts to our feeling as a human."

Another quote, "when encountering barriers, I am excluded from things I would like to do, but simply can't get the level of information help I need. Being excluded from society is very difficult. It is a tough thing to work with."

Third quote, "I often have to degrade my independence by asking someone to assist me.

Lisa Snider: And it is very, very difficult asking for help, particularly if you are a very independent person and you want to remain independent. It can be very difficult because when we come across, we, people with disabilities come across severe barriers, they cut deep. They cut to our core. They are not just an inconvenience."

So, I'm now using quotes in all... almost all of any workshops, because people have such great experiences to share and once you share these experiences, you can't

forget those quotes, right. They are very, very powerful. I thank those of you who may be in the crowd today who shared these experiences with me.

Lisa Snider: So, let's first look at auditing yourself, right? You can audit your website or digital materials yourself, let's start with technologies. So, let's say that you don't have a lot of budgets, you know, you can't afford to hire somebody or work with an organization, well, you can audit your own website, right? So, you can do limited auditing with different technologies. Now, that word limbed was put in there for a reason but I will talk about that in a bit. So, you can learn to use different technologies. And people with disabilities use a range of technologies. There could be over 100 of them, if more, like a lot. And I can't highlight everyone today, so I picked out four of the ones I just wanted to highlight for you today. So, you can audit your own website, right, and you can learn how to use these technologies.

Lisa Snider: So, the first technology is called screen reader software. If you are blind, Deaf-Blind or have low vision, sorry... I just bumped my microphone, if you are blind, Deaf-Blind or have low vision, it can be very hard or improbable to work with a digital screen.

Think about today... Our coffee machines are digital. Our stoves are digital. Right? So, if you don't have sight or don't have useable sight, a computer, an iPhone, an iWatch, even the coffee maker, can pose barriers, right? So, a very smart person in the nineties put together a whole bunch of technology that had been with us, even in the 50s, but been around since the 60s and 70s and they put together technology and called it screen reader software. What happens is if things are made accessible like your website for example, and I'm using a screen reader software on my mac, my pc, my iPhone, my android phone, I can activate this software, and if that website has been made accessible, that software can go through it.

Lisa Snider: And it can read it out to me in speech, it can talk to me, or it can put it in text, or it can convert it to Braille when the person plugs in a Braille device to their device or computer, right? So, the screen reader software can talk with that Braille device. It is amazing software. It changed the game for people who are blind, Deaf-Blind or have low vision because accessing a digital screen can be very... can pose barriers, right? The actual screen can pose a barrier. So, if you have got a mac, iPhone, or iPad, you have got a screen reader called voiceover built in, free, right in there. If you have an

android, phone or device, talkback is the screen reader software, built in free. Did I mention free? Windows pcs, have narrator built in, that is the screen reader that Microsoft produced and puts in all of its PCs for free. Free. Great.

Then if you have got a PC, a windows PC, you can also put on a free screen reader software called NDVA. And NDVA is free. And it is a really good screen reader for PC, windows computers or you can get what I still consider the gold standard of screen reader software, and that is called Jaws, like the shark in the movie, right? Jaws, and the reason why it is still best, I think, with any of these is that people had to pay big money for it, almost every year, to use it, big money, because, remember, some governments in Canada don't pay for this, some charities in Canada don't pay for this for people. Sometimes it is coming right out of their pockets. So, you can play around with this screen reader software, right? Learn how it works. Use it, sure, you know, go for it. I say if you have got time, go for it definitely.

Lisa Snider: Another piece of software that you can also try and use, on your website or just to try to use, is magnification software, and this is built in for free on all major devices and computers today, even iPhone, android phones. So, some people will come to your website and access it using magnification, it could be 125%, 200%, 400% magnification and I knew one person using 800% magnification. If I magnified this screen by 800%, you would basically see three letters at a time. Think about how slow that is and how much time it takes. For that person, they had to go to a screen reader, it was quicker for them than using 800% magnification. You can activate magnification on your computers and see how it works on websites, very powerful software, free.

The other thing you can try is what I call no mouse navigation. So, some people, weather coming to your websites, let's stick with websites for right now, they may not be using a mouse. They may not be using their fingers on an iPhone or android phone. Some people may be using a stick that is on a touch screen to go, okay, I want to go to that link, I want to scroll down now, may have a stick in their mouth, maybe they don't have use of their hands or their arms, right? Different ways of navigating. Other people will just use the keyboard, or they will use keyboard along with a mouse or different ways. But some people just use the keyboard. The keyboard is a powerful tool, because you can use the tab key to get around a website, you can use the arrow keys, the space key, you can use a lot of keys on that keyboard. And a tip here is many screen reader users not all, use the keyboard, because if you don't have useable sight, it is hard to

know where a mouse is. It can be really hard. And you don't know where it is and I'm moving it here, but I don't see it, so, a lot of people who use screen readers who are blind, Deaf-Blind or have low vision, use the keyboard to navigate around your web pages. So, this is something else you can test out, easy, right? Pull up your website, sit down, go to chrome or any of the browsers and tab through it. Use your arrow keys.

Tab through it. You will get an understanding of no mouse navigation, right? Easy and free. Mention free? It is awesome.

Lisa Snider: And the last software that I wanted to highlight today again, I mean, there are hundreds of technologies that people can use, this one I happen to use. This is voice recognition or control software. So, many of you may be using Alexa, Cortana, or Siri, I have onto say Siri never listens to me in the car I'm driving, and Siri ignores me like my cats. If I sit at home in my cushy chair, hey Siri, Siri listens to me, I don't get it. It must be something about me. I call Siri my cats. They don't listen half the time. I use similar voice recognition software, but I don't know if any of you have heard of dragon naturally speaking. That is a very popular voice recognition software. And also, I use voice control and voice dictation on my mac and on my iPhone and on my apple watch. So, all of these are voice recognition software but the dragon naturally speaking, the voice control, those two are far more powerful than Siri, Cortana, Alexa. They do far more. They can get me onto a website. I can scroll down a website, well if it has been made accessible, I can click on links in a website. I can pull up a word document. I can make a word document. You see where I'm going. I can do everything in voice if things have been made accessible. And in fact, my experience as a voice recognition user can be very similar to a screen reader user, because if your website is inaccessible, to a screen reader user, it is almost always inaccessible for me. Interesting, right?

There are a lot more people using it and in the last month, I met two people who are blind, who use voice recognition software. They said oh it is much quicker than using the screen reader. I just talk into my phone. I said OKAY. So, I use this for long texts, long emails, long tracts of texts and I will send a text to my friends, they are probably watching this right now and I will send it and they will go what were you saying? Are you on another planet right now? It is great software, but it has some issues still. And the two people I was talking with in the last month said the exact same thing. They said oh you should see what I sent my friends when using voice control software on the iPhone. We had a laugh about that. A lot of people can use this different software, screen reader



software can be used by anybody, I have used it for certain things along the way, right? But these are four technologies that you can download, they are free, voice control is on your iPhone and on your mac. dragon naturally speaking you have to pay for. But most of this stuff is free, right? So please go ahead and get to use these technologies, get to know how to use them, right? They are there and they are free, pretty much. So, get to know them. Get to know how they work.

I have got one thing I want to say. And this is my personal view. You know, people have talked to me over the years, and they said, oh, you are an expert in screen readers, screen reader software and I said no, I'm not. Yep, I have been working with them for over 24 years but I'm not an expert. And when I audit websites, I actually don't audit them with screen readers anymore. I used to. I'm not an expert. And the reason why this is just my personal view, if you rely on a technology every day, you are an expert. You are an expert. Or if you use it many days a week. Like many of us have disabilities, one day I can be fine and the next day you know I can get out of bed, right? So, using these all the time or many days out of a week, you are then an expert. So, that is why I use the term. You can do limited auditing with these technologies because you are likely... You may be, you may be an expert at one or two of these. I consider myself more of an expert at voice control because I use it every single day and I have to now use it. So that is just me and my terms.

Lisa Snider: I'm a word person. But don't let that scare you. Because, basically, use the technologies, they are there. They are free. but I never call myself an expert. When people use the expert term, I go no, that is not me. I am an expert at voice control because I use it. And I know how fun it can be to use. And, you know, where its failings are. But don't let that stop you. Continue to learn about the technologies because that is very important. And I just want to see here... And we have got a question here, I have used natural readers at naturalreaders.com to have my textbooks read to me. They have free and paid options. Thank you for sharing that because there are many texts to voice or voice to text software products out there that are free. So, I'm glad that you shared that. Thank you so much and that is naturalreaders.com. Thank you for sharing that. So, you can play with technologies, right? You can learn more about them. And you can definitely try them on your website. I'm not saying don't. But you can do limited auditing with those, right? So, if you're going to audit yourself, start with the

technologies, right? Give it a shot. Then use the checkers. So, you can audit your own website with automated website accessibility checker tools.

Lisa Snider: So, I got an image here of a person banging in a nail to a wall, right? You can do this. That is fine. Almost all of these automated checkers are free by the way, did I mention free? Very good, very good, free is good! Here you can first of all learn about technologies and then use the automated website accessibility checkers. So, the one I still recommend, there are probably up to 30 website checkers. They are not all the same by the way. I won't go into that, but they aren't, but this one still holds true. I have used it since the beginning.

Lisa Snider: And it has been great in the beginning, and it is still great today. So, this checker is called the Wave tool. Many of you might be familiar with it. It is produced by Web Aim. So, if you go onto google put in Wave accessibility checker and you will find it. And it is a really good checker to use. Some of you may be in environments where it goes, I don't know, is it okay, and it has been around for over 24 years. I have been using it since it came out, still really good. Let me show you. Whoops, there we go. It is free, yay! And you can use it on the Web Aim website, put the URL of your website in, check page by page by page or in your browser. In your chrome, Firefox browsers there is an App you can put in, great. It works wonderfully. And those of you who use Apis, there is an app available, okay?

So, this slide, if you don't have sight, what I'm showing here is on the right side and it is my website. So, it is the main page of my website. And I'm using the Wave checker to check this main page.

So, on the right is my website and there are icons all over the page and that is how the Wave tool works. On the left side, there is an interface. It tells you errors, alerts, it helps you to check your headings. It helps you to check your color contrast. Very powerful, free tool. Free, awesome! So here you just have to use it a bit to get to know what the icons mean. But the great news is, when you put your mouse over any of the icons, it will give you a hint of what it means. And then you can actually check the html code here, very powerful. It will give you a lot of information.

So, this is a great learning tool. because it will give you an idea of why it is saying this is an error or warning. It is a great tool to use. So, take some time, if you haven't already, and get to know it, because it really is a powerful checker tool and it is free. You can use

it at anytime. Plunk in one page at a time if you want and check your website, right? Great. Now, use the checker tools.

Lisa Snider: Okay? That is why they are there. Very powerful tools. They will give you an idea of how accessible your website is. and I use the word idea because today, as I sit here, somebody may be watching this video in five years, this is not going to be the case. I can already tell. I think in five years we will be doing this differently. So, today those checkers, like the Wave tool, that is very good, you have to know something about them because, what I see a lot, not my clients, not people I know, but I see people saying, oh, my site passed the wave checker, my site is accessible and I'm like not quite. It isn't quite, because that checker, like all of the other checkers pretty much, they only check for 35% of barriers and those are the barriers that are in the Web Content Accessibility Guidelines. We call it WCAG for short.

Lisa Snider: So, the Web Content Accessibility Guidelines have been around since 1999. Some very smart people got together and went okay, websites are starting to become mainstream. We need to make them more accessible, plus anything else that is digital. Now, once legislation took WCAG, it became website standard but in fact it is for anything digital. That is how it was envisioned.

These checkers, the people who developed them went through WCAG and went okay, so we can do this, and we can do this. So, the checkers are great, but they only check in my view, for 35% of the barriers noted in the Web Content Accessibility Guidelines, okay? And in my experience, you have to manually check half of those barriers. The other thing about the checkers that I will mention is it takes them a while to update. So right now, people are working on the Web Content Accessibility Guidelines version 3. Version 3 is going to be very different than every other version, okay. Once... It will take probably one or two years to make three officials but then they will have to change the checkers, because there will be other changes in there that the checkers won't have or can't check for or aren't checking for now. You see how once WCAG changes, the checkers can take a while to change.

Remember that that is a tip, I think we will see WCAG 3 in two years. In my experience, they check for 35% for barriers in WCAG in the guidelines and in my experience, you have to manually check half of those 35% of barriers, right? So, I will give you an example. The checker can tell you, oh, you have got an alternative text description for

your images. Great! I don't even have to tell you; it is already in there. If you don't check that alternative text description in your images, all images, you may be giving somebody a file name. You may be saying this may be a person sitting on a bench and in fact it is a graph. So, you need to manually check a lot of the barriers that the automated checkers check. And then you have to manually check the other 65% of barriers that WCAG talks about. Can you see today, it is still mainly manual. That is why I think in five years artificial intelligence will help us, but it is not helping us right now, I can tell you that. It is not there yet. The other thing about checkers is they are based on the web content accessibility guidelines.

In my work, since the beginning, pretty much, I have gone way further than WCAG. I blew WCAG out of the dust. I took accessibility guidelines and went okay that is the base, what are they missing? Believe me, they missed a lot over the years. Here they missed color blindness. We have had a simulator for color blindness since 2000, why is that not in Web Content Accessibility Guidelines? I still don't understand.

WCAG doesn't work with font or certain content items. Just so you know, use the checkers, right, but just know that accessibility is not just WCAG. It is not just a WCAG checklist and not just an automated checker tool. It isn't because accessibility is human. Accessibility is based on medical conditions. Humans.

Lisa Snider: Robots probably won't get medical conditions. Think about it They probably won't, you know, design them that way. Interesting, isn't it? So, the checkers are awesome, right, get to know them and get to love them and don't freak out.

Here is Janet Leigh in the famous shower scene in Psycho where she is in the shower and the shower curtain opens and in comes the knife and does bad things to Janet Leigh. She is okay, she was just an actress. You might be out there going whoa whoa whoa, I'm freaking out screaming, the checkers I thought I was using them, and I thought they were great, they are great. But they don't check for all barriers. You have to know that. Don't worry, no shower scenes will take place after this, you don't have to worry. You may be freaking out and going oh no, what do I do?

Lisa Snider: Why auditors with disabilities? We come to the rescue, okay. So, auditing by people with different disabilities will help you to find out how accessible your website really is for humans because people in this case are better than computers. They are better than automated checkers. They are better than any technology you can learn. In

my audits, I have not audited with screen readers for years because I'm not an expert. I pay my experts with disabilities who use the screen readers every day to audit websites for me. I pay them a good wage, I think. And I get them to do it because they are the experts. So, we come to the rescue. You don't have to be like Janet Leigh in the shower going oh, bad things are going to happen. Nope, here we are.

So, this goes to, and I'm doing my PHD, and I have to say this has influenced this talk and others I have done over the last three years. But this embodies the nothing about us without us principle. We are the experts. We are the first voice. We live this every day, right?

Especially if you have severe disability, holy Moley it changes your life.

I have a picture down here, it is interesting, I have got two pictures. One is from the seventies, and it is people in wheelchairs, they are outside of a federal building in the United States. It is a black and white picture.

Lisa Snider: And they are protesting. They have got bullhorns; they have each got a sign. They are bundled up because it is cold outside, and people are... people without wheelchairs are helping them to move around.

In the picture next to it is Judy Heumann. Judy is in that black and white picture at the front, with the sign, no more negotiation, sign 504. In the United States, in the 70s, people with disabilities had it. They just had it. And they weren't taking it anymore and they started to protest and protest and protest. And Judy was one of those protestors. If you have seen the film Crip Camp, Judy is one of those people.

It is interesting as I'm here right now. On my right if I look out the window, it is the Canadian Museum for Human Rights, and I worked there for two years and I met Judy in person. Judy is considered the mother, grandmother of the disability rights movement in the States. Judy and others with her changed the ball game. And then that change made change in Canada, made change around the world, very powerful, and I met her at the Canadian Museum for Human Rights. I was very privileged in 2015. She was the most down to earth person I ever met. She wanted to talk to each person and find out their story and believe me, she is like a superstar of people in the disability world, especially in the., especially in the States. I mean... But all over the world! She was amazing and sadly she passed on last year. And I have got a quote from Judy that I

found that is very powerful. Judy said, “disability only becomes a tragedy when society fails to provide the things we need to live our lives.” Very powerful. She was, if you look up interviews with her, if you have never seen interviews, one of the most amazing people I have ever met in my life and a trailblazer, amazing person.

Lisa Snider: So, with auditors with disabilities, we tell the story in a non-fiction biographical way through experience. This is what part of my PHD is on. I took a screen shot of the A&E series biography. I grew up on this and it is still around. I didn't know, I watched it the other night. People with disabilities who are auditors are telling you their experiences, sharing their experiences with you, and telling you the nonfiction facts right and you have to figure out how to fix the barriers. That is your job. You have to figure out how to fix the barriers. But you are getting the real story, right? So, this not only increases your community engagement with different people in different disability communities around Manitoba, but also once you hear people's stories and once you hear people's experiences, you will learn more from those experiences, you will learn more about disability, accessibility, barriers, and how they hurt than any checker or technology. You know, use checkers, use technologies, but people with disabilities live this every day. I live this every day with a severe disability now and I can tell you it is very different than being in society without a severe disability or disability. So, it is vital to work with auditors with disabilities. Vital, vital.

Lisa Snider: So, who audits? What do I mean by that? So, if you're going to...

if you're going to do the audit, you know, you have learned more about those technologies, you have tried the checker tools, right, then you can get auditors from local disability communities here in Manitoba organizations. Auditors can be employees, they can be volunteers, they can be people in your family, they can be community, right? So, auditors can be found in various places and if you are going to do the audit yourself, you want to get between five to 10 auditors if possible. Now, sometimes that means that one auditor can use multiple screen readers on multiple devices, great, awesome. Maybe you can only afford one. You start with one, right.

Lisa Snider: So, this is great if you can, five to ten, but all of those auditors should have different disabilities, okay? Cognitive disabilities, here, let me give you an idea. Auditors can have visual disabilities. Auditors can have no vision or low vision, be blind, I have an auditor with low vision and three or four who are blind. Auditors with hearing

disabilities or auditors who are Deaf or part of the Deaf communities. Some people are hard of hearing. Some people are Deaf. Auditors, if you have something with sound or video, very important. Auditors who have mobility, pain, and flexibility disabilities. This is me, I'm in pain 24/7 and I can't take medication, it is a fun life. I do have some use of my hands or arms. But some people have very little use of their hands or arms. Maybe they have got Parkinson's, maybe they have advanced Lyme disease. Remember how I said some people use the keyboard that may be easier than using a mouse.

Mice could be hard to use with hands that can't work 100%. Auditors can be people with cognitive, neurological, intellectual and/or learning disabilities. I work with two auditors in this area. Auditors can have ADD, ADHD, dyslexia, moderate or other kinds of brain injury. I'm using generic terms, so just so you know. Other people use other terms, other terms, people are very individual as are communities. So, I just wanted to make sure that everybody knew that. Auditors can be neurodiverse or part of neurodiverse communities. Or auditors can have autism.

So, here, just so you know, it is very interesting, particularly, in the Deaf and neurodiverse community or communities. Some people say I don't have a disability, I'm part of this community, which is really amazing when you think about it. That just flips medical conditions on their head. I give people great credit who can say that I can't yet say that. But being part of communities and not saying that you have a disability, fascinating. I think it is awesome. I give everybody out their props for doing that if they can.

People with mental health disabilities can be auditors. You may be thinking, websites and mental health disabilities, how does that fit? Well, if you have a website that has 40,000 things going on, and I have anxiety, your website may be a barrier for me because it could cause more anxiety for me. It is just so crowded, don't know where to look. It can be a barrier. Speech language and/or communication disabilities. Some people don't have speech. Some people have different speech. My vocal cords are messed up from an operation. I don't have the same voice I used to have. Now, this is very important especially like with Apps. Some apps are voice activated or you use voice. Ah... See where this comes in, but also, you can get people with speech language and/or communication disabilities to do regular auditing, right? It would be great.

Finally, I just wanted to remind you, many people have multiple disabilities. I work with an auditor who is Deaf-Blind and that is very different than being blind or Deaf or being part of a Deaf community. So, keep that in mind. You may not be able... You may not be able to afford to get all of these auditors but keep this in mind when you are trying to find auditors, get a range of auditors if you can afford it, hey, start with one, right. But if you can afford it, look at the range of disabilities when you are looking for auditors.

Lisa Snider: As well, you also want to test websites with different devices or computers. So, when I do full audits for a client, I will have my auditors use mac, iPhone, iPad, android phone, I finally got an auditor who uses android phone, tablets, right, PCs, so you want that range of auditing. You want a range in the auditors themselves, if you can afford it, but also devices that they use because macs... Apple products are still different than android than PC, than windows products. Keep that in mind. Try to get a variety if you can, may not be able to, but if you can, great.

And I'm just going to start here. Another comment said, I wonder if AI with sign language and accessibility options on website and social media platforms will come about? Or can ASL to English interpreter or accessibility options be put automatically on a website or social media platform?

Lisa Snider: I think that was a very interesting question that you asked because, really, you know, somebody can have sign language as their first language. It is not English. So, this...

hey, I'm hoping that artificial intelligence helps us in this way because, I can tell you right now the artificial intelligence used to describe images in word and on social media is horrible. It is absolutely horrible. It is, today, as I sit here. It won't be horrible in five years. So, I think that your comment is great because hopefully, AI can help.

Now, one thing about interpretation and I want to say here, I know my ASL to English interpreters are going, you better say it, you better say it. Humans are the best interpreters, right? because humans understand the nuance, they understand... They watch the person; they ask the person questions. Maybe one day artificial intelligence will be that good but, until then, human interpretation is still the best, obviously. So, I just wanted to point that out. I think that you asked a great question there.



So, you want to use a bunch of different devices as you can. Also, as we discussed before, you want to use a bunch of different technologies. right? The screen readers, I have heard people say, oh, I tested my site with Jaws. It is awesome. It is accessible and I go not quite, not quite because Jaws works slightly differently than narrator, voiceover, talkback and NDVA and, hey, if you have only got budget for one screen reader.

Great to get that tested awesome. Just, all I say is, I caution you not to say that your site is fully accessible or accessible, because you tested it with one screen reader. You're going towards more accessibility, right. And I have heard people say that, so that is why I mentioned it. Also, you should test with a Braille device and a screen reader. One of my auditors does that.

Magnifiers, an auditor who has low vision and use a magnifier, different percentages depends on the day and voice recognition and no mouse navigation, right, trying to use keyboard only to get through a web page instead of using my mouse. So, with auditors, you should try to get as many of these technologies as you can, right, as you can afford to bring auditors in. So, if you want to audit, right, you can find auditors at local organizations, social media, you can find auditors in different places.

Lisa Snider: Now, let me give you the audit steps at this stage before I go on. When you are looking at auditing yourself, right, because, if you hire an organization, a disability organization or somebody like me, a consultant, or a company, we will do a lot of this for you. But you can do this yourself as well. So, first thing you do. What is your budget. How much do you have to spend? Can you get a grant for it? Maybe? You know, maybe through Manitoba, the grant funding project, the Manitoba Accessibility Fund grant? Try that. So, what is your budget, what can you afford and then decide on how many technologies, devices, and auditors you will use.

You will pay your auditors. Okay.

And if you hire somebody like me, I'm paying the auditors, and they are getting most of the contract usually or at least half if not more. So then for you, you would find the auditors. You go to local organizations, social media, try to find people who want to do this and tell them how much you will pay them. Then, you create the audit tasks. Now, before you do this, you also want to figure out how many pages do you audit, right? I can't answer that because it depends on the website. I give a different answer on every

website I audit. I have to go through it, I have to see how many pages need to be audited. Is there a chat feature? Is there a form? Right, that will change the answer. So, you decide on how many pages should I audit here. And then you create the tasks.

Lisa Snider: Now, this is quite a complex point here, okay? It is quite complex because for me I was creating tasks, a certain way, from about 2016 to 2019 and then you can create tasks at least five or six different ways. Then I shifted into very different ways that I do it. because of what I learned with my PHD and inclusive education. I learned a lot doing that and looking up, how I'm going to do a research study for my thesis and that sort of thing, and I looked at methodologies and theories and all sorts of stuff. I learned a lot about it. I didn't know a lot about theories and that kind of stuff before that and it changed how I give auditors tasks. You do your best, I'm sure that there is stuff on the internet you can research as well if you do it yourself.

Lisa Snider: Analyze the data. If you hire somebody like me, we do analysis, if not, you do analysis. And I have to say that takes me hours and in fact it takes me days. I usually have hundreds of pages of input to go through from my auditors.

Days. It is really tough to analyze all of that. Then, you look at that data and go, okay, so the list of barriers here, what are minor ones and what are the severe ones?

Like, severe barrier is where you can't use the website.

You can't use the chat feature. You can't use your website form. That is severe, right? There are minor barriers that people can get over, but a lot of barriers are major, and remember the quotes I used, you know, for barriers, right? So, then what I do is I note the barriers from easiest to fix to not, to ones it is like this is going to take some time, right. Let's be realistic, you won't be able to fix all of the barriers at the same time. Some clients can but most can't. They go, okay we will do the easy stuff right now. Great. When do we plan the other fixes? Three months? Okay, six months, great, a year? Sometimes it takes a year to get everything together because they have to buy new components, talk to other developers. It can take a while. And then you pay your auditors or the company you hired, or the organization that you hired, pays the auditors.

Lisa Snider: I can't stress this enough because today in Canada, many people, many, you can see surveys on-line, many people with severe disabilities, particularly, cannot

get work. And they are amazing people. They have got great skills, but they can't get work. This is one way of trying to change that in Canada. Very, very important.

Lisa Snider: And here I have got a question. Do website developers typically know how to make a website accessible and is it common practice for website companies? Um, that is a tough one. In my experience, even in provinces that have had accessibility legislation in Canada, for quite a long time, I find that some of them say that yep, they are accessible websites, and they are not. And I have to be honest, well, I will give you an indication.

Web Aim, that produces the Wave automated website checking tool, great tool, they do a million-web page survey. And they have done it for four years now. They just brought out the results from the last survey about a month and a half ago. They did a survey, took a million home pages, worldwide and put them into the Wave tool. And what they found for the past four years is that about 96% of websites are still inaccessible in the easiest things to fix like image descriptions. color contrast. Why are we still here in 2024?

Why? I have to be honest with you, the needle has not moved a lot in 24 years or more that I have been doing this and my feeling is, and this is just my personal view, that if auditors with disabilities would be brought in to every project in some ways, we would then see major change. And then the answer to your question would be very, very different. It is a great question, though. In my experience, the expertise can vary, and the problem is if you are not... If you don't have a lot of knowledge about website accessibility, how do you know what they are saying is true? right? That is the issue that people have had across Canada. And it is tough because there are few people doing what I do. So, you really have to look for people who others recommend, and ask personally ask them to say why is this accessible? Tell me why it is accessible. Give that a try. But many companies are great, got some great companies in Manitoba and across Canada but many companies are not, and they are saying one thing and when I look at their websites, I'm like you don't have proper image descriptions in here. Like, that is a basic, right? So, there are a lot of things that, you know, can be problematic but it is a great question.

Lisa Snider: Another comment. All English news and articles or YouTube videos some of the Deaf community don't understand speak or read. The reasons why I ask you if there

could be an ASL to English interpreter and accessibility options automatically on a website and social media platforms is if they are automatically on, right, the Deaf community will always be happy Ish right it depends who is interpreting, and fully understand news and YouTube videos every day. And you make a good point there, right because even if we could use artificial intelligence to at least give some interpretation, okay, that helps. Now, I know people in the Deaf community who would disagree with what I said. They would say no, has got to be human interpreters.

However, I do take your point and I think that in five years, I think artificial intelligence will catch up. It is not human, will never be human, okay, people in society may say that, but they will never be human, but they will get closer.

I thank you for making that comment again to follow up on what you said. And I have got another comment or question here. You mentioned that the tasks that you implemented have changed since you learned more through your PHD education. What is a specific example of a task that you would give your auditors now that you have more knowledge on the subject?

Great question. There are a number of ways of giving tasks in audits. They are not right, and they are not wrong. They are different ways that you get information. And, every website I look at, I do it slightly differently. So, what I learned in my PHD work since 2019 is that the wording you use can give different answers. So, I vary my wording now. I didn't use to. I used to use similar wording, now I change it up. I can't give you exact examples here, because I can't think of anything off the top of my head, but there is a lot of information about this on internet, you don't have to do a PHD, you don't have to pay that big money. A lot of information on the internet about how to form questions. It is really, how do you form questions to get answers. So please feel free to look that up. It is a great question. I vary it with every website I do. I vary the language I use. I vary the questions I ask because I want to try to get different answers from people. And the auditors may not know that they may find that out right now. Thank you for that question. And somebody else said, not that I heard, it would be nice especially when starting to make our website more accessible, to go through a report item by item and resolve as many questions as possible. So, thank you for that comment. Because, like, I know when I do reports, my reports are huge. They are like 100 pages or more because they have got screen prints, explain things. Other consultants give you a five-page report. Very different. I work very differently than most people. So, here, whether you...,

whichever report you get, that is what you use, whether you are doing the audit or you're hiring somebody else, that is what you're going to use to figure out what barriers you have to lower... What ones can you lower now? What do you need more time for? Because there are different factors. So, yes, reports are very useful for sure, no matter who makes them, how you do them, whether you do them or a consultant does them for you. But, yes, my reports are very long, very detailed but they give a lot of information, and I will answer this last question, because we are on this section.

Does the Wave checker have the ability to provide a report?

well, it does... It can, yes. I will just say that.

I never used it that way, but it could. There are different ways of using it. So, google that. I have never used it that way myself. But usually, I put through a web page, I look at it and then I write things down in a report. Because, for me, I'm just using it to check, to do a final check to see if I have missed anything of those barriers. But that is a great question. Thank you. Excellent. So, again, you have to pay auditors. I'm going to say that over and over again. Pay them in money. Today it is very difficult to live, particularly for people with severe disabilities. Society is not easy. You can pay in money, you can pay in food, in doughnuts, in swag, hey you got neat water bottles at your business or organization, pay in a water bottle. Money is best because people today need funds, right. But do as much as you can. And pay auditors as much as you can, because seriously in Canada, we have to do better. We really do. It is 2024. And, you know, we have to create employment opportunities for people with disabilities. We have to.

Lisa Snider: So, who creates the audit? Well, I kind of already covered that but hey you could do it yourself, right as I just mentioned in the last section, right? You go out, talk with organizations. See if you can find auditors. Figure out the tasks, remember I said that is not always easy, but you can google that, too.

How to ask questions to get different answers. And guess what, it doesn't even matter if you google that. You don't have to. Just ask questions. That is a great start. You don't have to do a PHD and all of this stuff right, just say hey how is this page? Did you find barriers? It can be as easy as that if you are going to do it. Now, if I do it, that is different, right or if you pay a local organization, disability organization or a consultant like me or different companies, if we are providing the audits, okay, we are usually going to find auditors, doing the tasks and the report and we should be paying people. Okay?

Please don't hire somebody if they are not going to pay people. That is what I'm going to tell you today in 2024. So here, if you hire somebody, they should be able to do most of those audit tasks for you. Depends, depends on the company, the person and who you are talking with. If you have the budget, it is great. Somebody else does all of that work and they come back to you with the final report. Mine is very long, it is about 100 or 120 pages, but it gives you everything that you need to know to fix those barriers. It doesn't tell you how, I don't know what systems you have, but it gives you the why and the what and those are the most important things with screen prints. Many people like my reports because they are an educational tool. For me, I want to give you an educational document, not just a five-page report, check, check, check. That is not who I am as a person. Other people do that, that is great. That is them. So, everybody does it differently, just so you know.

So, again as I said, you do it yourself, local organizations, ask employees but remember, okay, if you are going to ask employees or volunteers that you work with, you have to pay them because they will be doing this over and above their regular job. Okay? And people love to help, believe me. People love to help. We want to find barriers for you. But if I'm already doing a job and you are asking me to do an audit on top of that, you have got to pay me or give me days off or do something. Right? Very important. Very important.

And also, one thing to consider here is identity. Now I used to use the term "intersecting identities" for my PHD. I'm like it sounds like a stop sign to me, right?

I'm a person who belongs to...

I have different identities, or I belong to different communities. That is the term I'm using now. I'm a person who belongs to different communities, right? So, I would encourage you when you are looking for auditors both with companies you hire, or you are doing it yourself, see if they have auditors who have different identities or are part of different communities. What I mean by this is do you have auditors that are young, youth, seniors, LGBTQ2+, do you have auditors who are Indigenous or auditors who are Metis. I work on this a lot now. I have to find auditors who have different identities or are part of different communities. Because what I find is that different auditors will find barriers in the text content that I wouldn't necessarily pick up.

My auditors pick up a lot in the wording used and I don't always catch it. This is ableist. This sentence oh boy I'm a person who loves language, loves words, that is why I do legislation, because I love words, but there is a lot of ableist language out there. Google that, for examples of what that looks like. So, consider identity or different communities and it is something that I'm now trying to do more of because I have not been able to get auditors who are from different communities and now, I'm actively, actively trying to do that.

Lisa Snider: Next section is when and how many audits. So, when do you do the audit?

Right? Sounds like a simple question. But it is actually... It can be complex. So, you can do it once. You got a website; you will not change it for a good year at least. Do an audit.

Do a full audit on it. Use automated checkers sure, bring in auditors with disabilities, you do that or hire a company like mine or an organization or you can do a multi-part audit. And my sticky notes here are one or one, two, three, multi-part audits let me explain.

I was grateful for Manitoba Accessibility Office for bringing me in to do a three-stage accessibility audit for their new website. What happened was their developers they made the design of the website, just the design on paper. And there was no website as such. And I looked at that design and went, okay, yeah, this is great. This is great. There might be barriers here. At the design stage, that is the earliest stage. Then, the company, Relish, went back and they took in Manitoba Accessibility Office's comments, my comments and then they made the first draft of the website on-line. Then I did the first quick audit. Now, this is very quick. I do not catch all barriers. I can't. But here I try to catch as many barriers as I can.

Sometimes there are major barriers that sneak through, I have had it happen I think twice in all of my years. And here I try to catch all of the barriers I can get at very quickly. Then, they go back, they eliminate those barriers, and then they put up the almost final website. And that is where we did the full audit, the full nine yards. That was me manually checking, I manually checked every page. But my auditors, I didn't give them every page to check. They checked certain features, certain pages, because they represented the whole, right? So, I brought in all of my auditors, I audited, I manually audit, spent a lot of time doing that and then at the end, I used automated checkers, did I miss anything? Are they telling me anything I don't know, and then the site went live.

Lisa Snider: This is a three-part audit. Not all of you will be able to afford this or have the time or maybe you can do this yourself. You have to have some knowledge to do this kind of auditing, the three-stage audit, but hey you can do it yourself right? Or you hire somebody to do it.

Lisa Snider: I have a question here, what is the average cost of conducting a website audit?

It might be difficult to say now, but many internal advocates will need to push their organizations. Great question. And I never answer cost questions in public because you can... It gets into price fixing weirdly. It is interesting. I learned that long ago; you have to be very careful. Audits, you know, they can go from, you know, \$500 to \$50,000, right? It just depends. And let's say me, you come to me, and you go, what will it cost? Well, I have to see the site for me, other people may say oh it will be this, it will be this. I have to see the site because I have looked at some sites and went holy Moley, we will have to audit a huge amount so I will have to charge you more, because I pay my auditors, they earn a lot per hour. I have to go, is this going to work within this? It doesn't always. I would like to answer that question, but you have to be very careful about those questions, unfortunately, when you do public workshops. But it is a great question and, basically, you know, you can contact different organizations around the province, and different companies and ask. Like, if you contacted me, I would want to talk to you. I need to know what you really need. What you are telling me may not be what you actually need. You may only need one audit. You may need a quick audit instead of this three-stage audit, for me that is how I work. I have to get at need, what are your real needs and then I can quote, so great question, though. Great question. I try not to go into cost, because they can be all over the board, and I don't want to disappoint anybody.

Lisa Snider: So, are we there yet? Are we there yet? Well, here we go, we are in the car with the Simpsons. It is the pink car; Homer is driving, and Homer is going "are we there yet?" And Marge is next to him going "this has to end." And three kids in the back seat are going "are we there yet, are we there yet?" It is coming up summer, those of you with kids I'm sure that you have heard this once or twice on summer trips. So, are we there yet? Are you done after the audit? and the answer is "nope." You are not. That was a Simpsons kind of answer. You are not done. Do what you can, okay, but then plan an audit for when you add widgets, forms, new site features, chat features, new



navigation structures. So, I have had clients where I did a full audit, I did the full manual audit, my auditors manually audited, and we did the full audit. And they only had the budget to do this much at that time. What I said to them was, if you add any major stuff, then we should spot audit those items, right? If you add a chat feature (and most of them are inaccessible by the way) I found very few that work. If you add a chat feature, audit that because you may find that your super-duper chat feature that the developer, wherever they are in the world said oh yeah it is accessible, may not be. New site features, a form, a widget. It is not like you have to do full-blown audits every year, that is not realistic. It is not. I'm a realistic person. But try to plan for spot audits. And if you have the budget, try to do a spot audit once a year, once every two years, right? You don't have to do the full nine yards audit every time, but when you change the website, yep, you should be looking at it then or changing components as well.

Lisa Snider: So finally, the journey, not the destination.

I have had over the years people call me and they say, I just want a checklist for accessibility, and I say I'm not your person. I'm just not. That is just not me. I didn't get in this for fame, fortune or to do check lists, and some people do need checklists, they do. They find it easier, and I'm the wrong consultant for you and I turned down very big contracts in my time. I do this because I need to try to share my knowledge before, I die. So, for me, I always say to people, you know, accessibility is never done. That check list, yeah, that can be useful for you, sure, but accessibility is not just a checklist that you put away in a drawer. Unfortunately, remember that Web Aim study I mentioned with a million web pages, and 96 or 97% of web pages are still inaccessible. Where are we after 25 years? right? How far have we come in 25 years. It is a good question. We have to get away... Checklist is great, don't get me wrong, but accessibility is not just a checklist and here is why... We are human, we are all human. Well right now we are all human, okay as of 2024. Here is what I have said to people. You can't make 100% of digital materials, 100% accessible for 100% of the users. You can't. You can't. I can't. You can't. And the reason is we are not robots yet! Okay. We may be robots in five years. This is an image of that robot; I don't know if you remember when the pandemic hit, and lockdowns were happening in April of 2020. And in Japan, I think it was, they brought out a huge robot 7 stories high, white with some yellow bits on it. It looks like a transformer and has got a blue breast plate with red, and the arms move and articulate and the legs move and articulate, scary thing, and then got a helmet head. So, we are

not robots yet! We might be in five years, but we are still humans. So, you try your best, right, by coming to this webinar, or by auditing your website, whether you do it or you hire somebody to do it, you try to be as pro-active as you can, right? Because you have to. You have to be pro active, right? But here is the thing. We get as close as we can. That is all we can do.

So here is an image of Grumpy Cat, Rip, Grumpy Cat died about a year ago. Grumpy Cat was a lovely white cat with brown ears, a tan face with the bluest eyes. And there is a living room scene behind Grumpy Cat, and the text says don't judge me, I'm awesome. I'm not perfect.

You are never going to be perfect with anything accessibility. You are not because we try the best we can. We get as close as we can to getting our websites accessible and our word documents and our PDFs, we get them as accessible as we can. But we can't be 100%. We try. We try our best. We want to get to at least 96%. We try our best, but the key is to be responsive to requests, due to website and content barriers.

So, basically, what I'm saying here to end the talk, almost end, is to say do your best. If you can only hire one auditor, hire one auditor. Do your best, play with the technology. Use the checkers. right? They are there. But always be prepared to be responsive to specific requests. And the reason I put this in here is I have heard people say, "well, my website is accessible, I put it through the checkers, no errors no nothing. It is accessible." Well, when you get people with disabilities auditing it, they find a few barriers there. Now, if you go further than that, okay, once you do an audit, always expect requests. And that is where we are not robots, right? Because each of us is a human being. We are all different. If you have five people who are blind in a room, they each are different people, they have got different needs, they have different pictures of their cats or their dogs or maybe their spouses on their phones, right? We are not all the same. Do your best with audits, do the best you can, but be responsive to specific requests. Even if you do a full-scale audit, and the Manitoba Accessibility Office knows this well. They have done the best they can, but will there be barriers that come up? Yeah, you bet there will. Of course there will, because we are human, and we all have different needs. Start where you can. Do whatever you can, right? Use one auditor or five or ten. Start as early in the process as you can during your website development. And plan to do more. If you can only do one audit, great. Plan to do more.

Lisa Snider: So, I want to thank you for coming today. I'm just going to see if there are any questions here. I have taken off my presentation. Great. Super. Any final questions? We have a few minutes here. I thought I would leave 5 minutes in case anybody has any questions, please put them in the question-and-answer area. And thanks everybody. Thank you for coming, and I hope that some of you may know all about auditing and some of you may say oh, this is new, right? that I have given you a couple of things to go away with today, some tips and tricks. Great. Well, Wendy, if you want to come back and close it out, I don't see any other questions. Thank you again.

Thanks to the Manitoba Accessibility Office again.

Wendy Harrisko: Yes, thank you Lisa. So, that was a great presentation. Very insightful, personally got so many reminders and great take aways. And I guess since there is no other questions, sometimes you take away, go away from these presentations and something pops into your mind. If you do have any questions feel free to reach out to our office [mao@gov.mb.ca](mailto:mao@gov.mb.ca), and we will connect with you Lisa to get the answer to any questions you may have. And there is one question that just snuck in there. Let's get to it. "What are your views on the accessibility checker in acrobat pdf?"

Lisa Snider: Use the checker in acrobat PDF, it only checks certain things.

So, use it but that won't check for everything. Just know that. Thank you.

Wendy Harrisko: So, I guess that just about wraps up our presentation for today. I would like to thank Lisa and our interpreters and our captioner for doing such a wonderful job today. Following this presentation, zoom will pop up a short survey. Please take the time to share your feedback. It helps us to plan future events such as this. I would like to thank everybody for joining us in celebration of Manitoba Access Awareness Week. We hope that you enjoyed all of the sessions we had this week and hope that you found them as valuable as we did. Once this session ends, that short survey will pop up. And thanks again for taking the time to join us and have a great rest of your day. Thanks, everyone.