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Washington State • Office of the

Chief Information Officer

Policy 188 – Accessibility

PURPOSE

This policy establishes the expectation for state agencies that people with disabilities have access to and use of information and data and be provided access to the same services and content that is available to persons without disabilities unless providing direct access is not possible due to technical or legal limitations.

The State of Washington is committed to providing access to information technology to the public and Washington State employees, including individuals with disabilities. Information Technology should be procured, developed, maintained, and utilized so that it is accessible to individuals with disabilities, unless it creates an [undue burden](#) on the agency. Information Technology, including Web sites, Web-based applications, software systems, and electronically published documents, should provide the substantially similar functionality to individuals with disabilities as it provides to others.

This policy and the associated standard are intended to assist the State of Washington in meeting its obligations under state and federal law to provide reasonable accommodation to employees and provide persons with disabilities an equal opportunity to participate in, and enjoy the benefits of services, programs, or activities conducted by the state.

Compliance with this policy does not relieve each agency from its responsibility to otherwise comply with state and federal law.

POLICY

1. All [covered technology](#) must be accessible to and usable by individuals with disabilities, either directly or by supporting the use of assistive technology. Standard 188.10 -

Minimum Accessibility Standard outlines the minimum levels for compliance. This includes all covered technology acquired, procured, developed or substantially modified or substantially enhanced, including software available at no cost.

2. Where a [covered technology](#) is not able to be brought into compliance, the system or content owner is responsible to provide individuals with disabilities [equivalent access](#).
3. Agencies must identify an information technology accessibility coordinator to be the key contact regarding the agency's information technology accessibility plan and to support complaint resolution.
4. Agencies must develop policy and processes to support and ensure compliance with this policy and associated standard.
5. Agencies must develop, implement and maintain an Accessibility Plan that identifies how the agency will ensure new covered technologies are accessible and the plan for making existing covered technologies accessible.
 - a. Agency plans must at least contain:
 - i. A list of prioritized non-accessible covered technology, recommended alternative access methods and actions being taken to correct the issue.
 - ii. Contact information for the agency accessibility coordinator.
 - iii. Describe the agency policy concerning accessibility.

SUNSET REVIEW DATE: August 31, 2021

ADOPTION DATE: November 10, 2019

APPROVAL DATE: March 10, 2020