



# SCN Digital Accessibility

*Ensuring information on our web site is accessible for all users*

## Our commitment

Alberta Health Services (AHS) understands that people interact with web sites and digital information in various ways. Users have diverse needs and use different web browsers and equipment. Many people access web sites on mobile devices and others use assistive technologies such as screen readers.

People's ability to connect to the Internet also depends on where they live and the technology available to them. Some Albertans experience language barriers or have visual, hearing, motor or other challenges that can make it difficult to access information online.

AHS Strategic Clinical Networks strive to ensure content on our site is available to all users, and we work with our Innovation & Digital Solutions (Digital Communications, Digital Experience (UX), and Digital Strategy) and IT teams, patient advisors and others to achieve this goal.

## Accessibility guidelines

Our Web Communications team uses international [Web Content Accessibility Guidelines](#) to inform content, design and site features. These guidelines are developed, reviewed and updated by the World Wide Web Consortium (W3C) and reflect current standards of practice for accessible design.

Some accessibility features (e.g., text size adjustment) are not available on the AHS web site due to inconsistencies across browsers. However, many of these features are built into the software you use to access the site (e.g., web browsers, PDF readers). See the next page for tips on how to access these features within your browser settings.

## Site testing and design

Content on the AHS site is tested on common web browsers and devices, including:

- Google Chrome for PC, Mac, Android and Apple
- Safari for Mac and Apple mobile devices
- Internet Explorer and Microsoft Edge for PC and Windows tablets

Our web team optimizes text, images, and illustrations for contrast and file size. We also aim to use alternate text labels to support users with visual challenges and those who choose to navigate the site with images turned off (so pages load faster).

The site relies on text-based navigation over rollovers or fly-out menus. This ensures that people with older web browsers, limited vision or challenges with dexterity can fully access all links.

## Tips for using built-in accessibility features in your browser or reader

### Contrast



Adjust contrast and colours of PDF documents in Adobe Acrobat Reader by:  
**Selecting Edit > Preferences > Accessibility**

### Resizing text (dynamic type)

Although it's not currently possible for users to resize only the text on the AHS site, it does support page magnification, flexible orientation and custom browser settings.



Increase (or decrease) page magnification using your web browser by:

- Pressing **Ctrl** and the **+ key** (or **- key**) on your keyboard.
- In web browsers, select **Settings > Appearance > Font size**
- On Apple devices, select **Settings > Accessibility** for more options

### PDF documents

AHS SCNs strive to ensure PDF documents include data and bookmarks within the PDF that match heading levels and support screen readers.



Adjust reading speed, order and volume in Adobe Acrobat Reader by:  
**Selecting Edit > Preferences > Reading**

Adjust the default page layout and zoom level by:

**Selecting Edit > Preferences > Accessibility**

Increase (or decrease) page magnification in Adobe Acrobat Reader by:  
Using the **+ or -** button, the **Zoom** drop-down list or selecting **View > Zoom**

### Videos and podcasts

Many videos are uploaded to YouTube and transcripts are provided for some videos and podcasts.



In Google Chrome, turn on live captioning and adjust caption size/style by:  
**Selecting Settings > Advanced > Accessibility**

In YouTube, turn on closed captioning and adjust playback speed by:  
**Selecting Account > Settings > Playback and performance**

### Feedback

We welcome your feedback on how we can improve accessibility, navigation and content on our site and ensure a positive user experience. To provide feedback, get support, or request content in an alternate format, please contact [StrategicClinicalNetworks@ahs.ca](mailto:StrategicClinicalNetworks@ahs.ca).