Accessible Community Forum: Digital Accessibility - Live Transcript

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26:38

Good afternoon, everyone. Thank you for being here. My name is Emily. I'm your ConnecTra program coordinator. And we are at the accessible community forum on digital accessibility. So, thanks for making time on this lovely Friday afternoon in the summer. It's an important topic and we're gonna have a really great discussion today. So first of all, I'd like to acknowledge the importance of the land on which this online event is taking place. The Disability Foundation works from the traditional territories of the Coast Salish peoples, and in particular the Squamish, Musqueam, and Tsleil-Wauuth First Nations. This acknowledgement is a statement to reaffirm our commitment and responsibility in our own understanding of local Indigenous peoples and their history. So thank you

for joining us and participating in this accessible community forum on digital accessibility, presented by the Disability foundation and co-hosted by ConnecTra Society. I'm a Program Coordinator as I mentioned, and the purpose of this forum is to gain insights and feedback from the community around digital accessibility in British Columbia and the digital space as a whole in Canada. Here at ConnecTra, we value diverse opinions and perspectives. We want this to be a safe environment for everyone to share. So please be respectful of what others have to say, and wait your turn to speak. We will try our best to get to everybody and all of your questions. Just going to do a couple of housekeeping rules before we begin. This forum is being recorded and streamed to Facebook and YouTube. So you are more than welcome to choose to have your camera on or off whatever you're comfortable with. All participants are muted upon entry. So you don't have the ability to unmute yourself but you can use the raised hand function to ask a question under reactions in the bottom of your screen. And then a moderator myself or Maya, the Assistant Program Coordinator at ConnecTra will call on you and we'll unmute you to speak or you can use the chat if you'd like to ask a question in the chat we will make sure that our host gets to it you can also use the chat for comments. If you require a screen reader, we recommend that you close the chat just so it doesn't get confused. We will be sending out a complete transcript of the chat after this event to all attendees that will go out early next week. A summary email of all of our chats and resources and everything mentioned. We do have automatic closed captioning available. If you require it, please go to the button at the bottom of the Zoom meeting. Click live transcript and then show title so show subtitles to turn them up. Moving over to our agenda, we have our welcome. We're going to do some panelist introductions. Then we're going to have a nice open discussion and closing summaries and we'll wrap up just before three o'clock and you can go and enjoy your weekend. Now we're going to play a short video outlining some of our other programming at ConnecTra. You can register for a range of our programming and events on our website at connect tra.org also put that in the chat. Make sure to get your tickets for our community barbecue on August 27. That's happening at Jericho sailing center. And Tickets are available now at Eventbrite. I will also put that in the chat.

30:08

ConnecTra creates opportunities for people with disabilities by providing information, resources, and programming geared towards better inclusion and quality of life. August will include the following programming: service Mondays, where we highlight a local organization or initiative. Tuesdays are for ABC Studios: Art Break with ConnecTra. Wednesdays are chair yoga with Bobby Seale Cobiskey. Thursdays are adaptive fitness with ocean rehab and fitness. Fridays are contemporary improv dance classes with Janice Lawrence. Also coming up is ConnecTra's community BBQ. Join us on August 27, from 5 to 7pm for a casual social gathering to celebrate another successful year and our society's volunteers. Check out our updated programming calendar on our website connectra.org or follow us on social media.

31:23

Awesome oh, let me get into the panelists. Today's panel includes him Donaldson, the fable pathways lead at the accessible technology company fabled tech labs. Also Shane Kehoe, the community talent manager at fable tech labs. Shane is visually impaired and recruits people with disabilities to test technology accessibility. We have Ian Price, who is the innovation strategist and peer team lead at the nonprofit technology for living, which works with people with disabilities

adapting technology to improve independent living. Nate DOS, the marketing manager at Neil Squire, a nonprofit with many programs to provide assistive technology for Canadians with disabilities. And we also have Katrina Summers, who was the Web Governance and content strategy team lead for the City of Vancouver, as well as Jen McLean, who's also from the city of Vancouver and the Web Governance, governance digital experience team lead. Now I'm going to let the panelists introduce themselves, starting with Kim.

32:29

Thanks, Emily. Great to be here this afternoon and don't have too much more to say from Emily's introduction. I'm based in Victoria BC and had been familiar with the disability foundation and all of its associated organizations for the last few years. I've been working with fable for the past two years, working with Shane in hiring accessibility testers for our community. So we employ assistive technology users to test the products and apps of our customers. And we're based out of Toronto and at the moment, my role is a little bit more focused around fable pathways. It's a free Accessible Learning program for people with disabilities interested in advancing their careers in the tech sector. And I'll pass it back to you Emily or pass it over to Shane.

33:22

Yeah, perfect. Let's pass it over to Shane. Thank you,

33:26

everyone. Yeah, I'm Shane. I am lucky enough to work with Kim and I'm the Community talent manager at fable like as mentioned, I've recruited all of the accessibility testers and I'm lucky enough to meet a lot of people. You know, as I do my job and I'm lucky enough to work closely with our community as well of accessibility testers who are all absolutely amazing. Another thing that's interesting about me is I actually used to be an accessibility tester. I'd say about three years ago. I'm going on three years at fable and yeah, it's just a little bit about me. I'm visually impaired and I use screen magnification. More specifically, I use Zoom Text, and I will pass it on to whoever's next.

34:23

Perfect, thank you, Shane. We'll pass it on to Ian next.

34:29

Hi, everyone. Thank you so much for having me here. My name is Adam price. As I mentioned, I'm the innovation strategist, and pure Team Lead at technology for living. We are a nonprofit organization that supports individuals with physical disabilities are British Columbia, our head office is in the Lower Mainland but I live in the beautiful Okanagan. And, over to Nate.

35:01

Thanks again, appreciate the intro. I'm Nate from Neil Squire. I've been with the company eight years we're going to celebrate our 40th year in Canada next year. We do a variety of different things, working for people with disabilities, skill development with computer training, employment programs, connecting employers to people that just happen to have a disability. We got tons of other abilities and our superpowers assistive technology and I'm pleased to be the Marketing Manager for the workBC Assistive Technology program here in British Columbia, providing funding for assistive technology products, helping people get employed or stay in the workforce. Thank you.

35:42

Thank you, Nate. Let's pass it over to Katrina.

35:47

Hi, I'm Katrina summers. I work at government digital experience within the BC government. So Jen and I co lead digital accessibility, strong focus on content strategy, understanding how digital accessibility works for people or doesn't work for people, getting people to really understand what the rules are and how to to do that in their work. It's a big job and a big shift in culture. Is that the two of us are trying to do. And I will pass it over to Jen.

36:21

Thanks, Katrina. So as Katrina said, we work together in government digital experience for the BC government. My name is Jen McLean. I'm the team lead of Web Governance and digital accessibility which is so many words. I also identify as neurodivergent and I have several invisible disabilities as well. I lead the digital accessibility auditing program. I say program, it's just me currently, but we're manifesting a larger program. The purpose of that program is to use a combination of automated and manual testing on government websites, web applications, mobile apps, videos and documents to assess them for their accessibility compliance, and to help build capacity internally with developers and product owners.

37:06

Fantastic, thank you all so much for being here. I'm now going to pass things over to our hosts. So please welcome Dave Todd Outreach Coordinator at Richmond Center for Disability. Dave lives with physical disabilities and uses his experiences to teach his community on a wide variety of life improvement topics and life skills, including digital accessibility and assistive technology. He is dedicated to serving and improving his community. Take it away there.

37:37

Hello, hello. Hi, everybody. Thank you very much for introduction. Yeah, I'm Dave Thompson from the Richmond Center for Disability and my big thing is that before I got here, and I was also just like Shane that I was, I was a user that I bought the company sort of idea they will. But my big thing is trying to make anything accessible to the lowest common denominator. It's- I think we have definitely gone a long way. But there's still a long way to go. We need to be able to make especially digital accessibility to that person who doesn't have to become an advocate and, you know, a noisy cert and all that stuff to get it and that still happens a lot in the community is that the "Yeah, you know, I had to make myself an advocate that I found all this stuff and I went and did it". He needs that everyone can do that. They're not capable of it and they shouldn't have to be. We need to be able to get it to that lowest common denominator, that person that's just starting their illness that doesn't have those tools. And that's sort of my goal with doing things like this. Absolutely. We're glad that you can be a part of the conversation. Let's take some questions. All right. We can get started and just watch my head going back and forth the screens here to start the conversation. Can you each define digital accessibility? I think everyone can. I was thinking maybe we'll go to Nate first.

39:09

Oh, thanks, Dave. I mean that wholeheartedly. Well, you know, to me, and I'm not an expert. On anything, really. But digital accessibility means that all the people, regardless of whether of their ability and disability can access the digital world that we're living in today, whether that be the computer on the internet, watching television, listening to a podcast, any of those things, where you're not in a physical space with another human. That to me would be digital accessibility.

39:48

Great. Anyone have anything to add? from a more technical standpoint, maybe Kim.

39:57

Um, I think Nate did a really great job summarizing, in terms of the technical aspects. I wouldn't call myself an expert, but really based around equal access, and everybody deserves to have the same access to the things that they mentioned the same access to information to resources and to products. And so at fable you know, we help with all those things, whether it's contact forms or shopping experiences, or using apps. It's so that everyone has the same access as the same choices. Because when we don't have the same digital accessibility, then we're limiting people's choice and of their own experience.

40:39

And that's often the case is it's not just about knowing about it, everyone has you know, some people say "yeah, oh you have to do is phone these people," but those people put you on 15 minutes of robo calls, and you could have 15 minutes a day. So you have to keep coming back every day, and hopefully it gets quicker. And that that has happened to me. That happened to me many for many times. It's like I have a set time on my computer. I can't waste almost all of it on hold, right.

41:09

That's a great example. And I think it's a great point that everybody has their own their own experiences and their own needs. And so by creating an acceptable digital experience for as many people as possible and so people can engage with those digital products in many different ways. Then everyone has that choice to interact with it in a way that makes sense for them.

41:33

Awesome. So we're just I'm just taking a look at I keep switching mouse's here. Some of our survey respondents said that barriers to the internet and digital services prevent them from using them. Do you think the internet as a whole should have accessible standards for all websites? So that's the sort of a standard on all the different magnifications and all that sort of stuff? Or is it too hard to achieve? is standardization too hard to achieve? Ian, how about you start with that one?

42:09

Of course it should be accessible to everybody. I think that's a silly question. I think businesses should appreciate that they're losing money, it's a market.

42:22

it's a market right, yes. Community.

42:27

That absolutely.

42:30

And like when we moved in, when our CD moved into the mall, we kind of- I've kind of been sort of promoting that, you know, it's like this is a community, we have our people that will spend and buy and you have to sort of look at it that way. How about Katrina?

42:51

I mean, absolutely. And there are- like, we have the Web Content Accessibility Guidelines, which are international guidelines for people to follow. They don't- they're not the be all end all but they're a really great starting point for people in terms of figuring out what it is that they need to do. But I think it also comes to thinking about accessibility, people tend to think of it as kind of this small population that's going to be impacted by it. And the reality is that when you're making something accessible, when you're designing for accessibility with that actually in mind from the beginning, you're making something that's going to be more usable for everybody regardless of where they are at in their lives. Because there's just there's so many different aspects in every single individual

human and there's going to be you know, you're going to want to access some things with a keyboard, just because for whatever reason you wanted to do that where somebody will have to access something with a keyboard. So you know, that's the nature of humans is that we will not use something until we have to do it, but we should have done it 20 years ago, right? Yeah, let's just make it better for everybody. Yeah, and, and that, you know, that's what, when I went to voice software, it was just like, oh, well, you know, my wife starts using voice software. She's been typing for 25 years. I don't know what her wrists look like. But you know, it may allow her to type for another five because she takes a break every once in a while and switches it on and off. But other people would think "oh, I don't need that." Well, that's not the- that's not the concept is that if you can get it, so it's so common. I was thinking about this last night like electric bikes and COVID. Now we know I was electric bike user before a lot of people were and now it's so accessible and everyone thought Why didn't we you know, how have we not been at this? You know, for so long? Right? Alrighty. So, are there any ramifications for not following the WCAG Web Content Accessibility Guidelines, or should there be? so I guess maybe this might be a government question. I hear your guidelines as its government. So I don't know if Jennifer you know anything about that. So this is this is basically some sort of watchdog or some sort of area that you know, if you don't do it, you're not following the rules.

45:14

Yeah, I can speak to that a little bit. So we do of course have the accessible BC Act, which came into force in 2021. With that, we do expect that there will be the development of regulations and standards in- I can't remember how many different areas, I want to say 9 or 11. There are several- there are several areas that they're developing standards and regulations for. So I do think eventually that there will be consequences. Right now the answer is no. At least not from government.

45:40

Yeah, 'cause enforcement usually takes a long time. Right?

45:44

It does. Yeah. And I mean, they have a period of, I think, almost a decade to fully develop those regulations and standards, which is quite a long time but it is important to be thoughtful. So one of those areas is Information and Communications, which of course, websites would fall under. So likely, yes, there will be we certainly see that in other jurisdictions that have had legislation of this kind for longer, such as in the United States or even in Ontario. And we would expect that it would be- you need to be compliant with CAG because that is the international standard, it would be a little bit unusual to diverge from that in any meaningful way. So chances are that is something that will come into force in the coming years. But to Ian's point, like there are already other consequences. Businesses are losing money and customers because they are not compliant. You know, people are missing out on services that they probably need access to because they are not currently accessible.

46:38

And then people are becoming vocal over social media sometimes and things that issue which Yeah, you know, can't always- isn't always suggested, but that does have its place, I guess.

46:49

Yeah, exactly. I mean, ideally, individuals would not have to hold organizations accountable. That is certainly not ideal. See if that isn't all what we want to see. But you know, I have a colleague at Microsoft who also works in accessibility and we often talk about the things that motivate people and integrity would be great. That's always what we hope for. But if it's fear or ego instead, we'll still take it.

47:13

Well, I did a- we did a video on act- the acting community, and people with disabilities and about a year ago someone was saying that a lot of the crews and a lot of the film crews and whatnot, they don't do accessibility because they're scared to do it wrong. So just don't do it.

47:32

Yeah, I mean, I get that, but, but also, I would, I would just add to what Jen was saying about what is there. I mean, the other thing is that in Canada, the federal government was sued successfully, more than a decade ago, for not having accessible online services. And they were sued using the Charter, the Charter of Human Rights so that is our, you know, Canadian Charter that applies across the board that is across the entire country, a legal precedent has been set. So you know, there is risk in that because, you know, the court decided already that this, this is human rights, this is something that people should have access to. So, you know, we may not have specific stuff in place at the moment, but there is already, you know, this is covered as a human right, within that charter. So, just something for people to think about in terms of the risk associated.

48:36

Yeah, yeah. So we go to another sort of definition question just so there's some people that may not know, I think I'll call on Shane for this. How do you define assistive technology since you use it actively, I have a father in law who just recently passed away who was also had vision issues, he had retinitis pigmentosa and he used a very large mouse and talked, and then when he'd have to ask me to help him with the computer, I'd be like, "can you please shut that off? It's driving me crazy."

49:08

Yeah. Assistive Technology is anything that helps somebody to be able to do the same thing that others are doing, and it could be anything from a screen reader to screen magnification to things like a head mouse or I gaze or to a portable CCTV or for a full size CCTV. Um, so for example, like anything that for me, like, for example, like years ago when I started losing my sight, I honestly was pretty ignorant about assistive technology, and I didn't even really realize about it, and think about it. And I

remember seeing my very first piece of assistive technology which was an actual CCTV, and then Zoom Text and when I started losing my sight, I thought I would never ever, ever, ever be able to use a computer again. And then seeing how this works. It just opened up everything for me. And so like, really my definition is like anything that helps anybody be able to do anything they want to in an equitable way that everybody else can, um, whether it being you know, purchasing something online or applying for a job or going through that interview process, or sorry, going through like the recruitment process, online or anything at all. Purchasing plane tickets without it timing out on them. Just any, so that's kind of like my definition, if that makes any sense.

50:48

There's that empowerment and that confidence. I know. Exactly. You know, later on in his life, my father in law, it was his window to the world. was his only access to anything you heard he left his room. And then- and that was- that was his last sort of Bastion, he could still absorb news and hear everything and have conversations. And if he lost that computer that was it. So I think so we tried to hold on to that as much as possible. When I first got sick. My first assistive technology was one of those grabbers, those reacher grabber things. And it was amazing to me because now I can help my wife pick up our son's toys. And I could feel like, you know, that she didn't have to do one more extra thing that day, right?

51:33

Exactly. Yeah.

51:36

Awesome. So we, I Oh, I can't I'm not reading this many of our survey responses. So that's a great way to increase but I can't see the rest of that question. I don't know if it can be expanded. So if we, if I sort of go oh, there we go. Okay, now I can see it. So, digital accessibility is a way to have accessible features incorporated into websites and digital services before they launch without need for special mods. So is that possible? And how would that look? I don't know where we can go with that. Well, maybe we'll start with with fable, Kim.

52:17

I'm sure I would love to. As you were reading the question, Dave, my eyes were getting larger and larger. Just because, just getting really excited. So we work with our customers to- the term that we use is "shift left" with the idea that accessibility is included in that development and design earlier and earlier. So as opposed to creating a product and you know whether it's a physical product or digital product, the process can be similar as opposed to creating that product and then saying, oh, yeah, you know, let's let's have a look at accessibility and make sure we're good to go. It might be more costly. It definitely will take more time. And most likely it will not be as accessible as if accessibility was included in that process from the outset. And so we work with our customers and encourage designers and developers to start to include and consider accessibility from the outset and also ensure that folks with disabilities are a part of that process and a part of that consultation

throughout that design process. And then even after release, you know as there are updates even if you're doing something small like adding a new photo or updating your product, ensuring that accessibility is a part of that process as well. So 100% can be done, just takes a bit of a shift in mindset and sometimes, you know, if you're working with a larger organization, might take a little while to get organizational buy in. And I imagine for both Jen and Katrina, that's gonna be part of your roles, working with the provincial government, a larger organization. And yeah, thanks for thanks for advocating, it's such a large place.

54:09

I'm a firm believer on getting the people that have been there, done that and got the t shirt to to help out when someone might just be trained. I don't want to bash on the government here, just, but when I was when I was a prison guard, we had implementation of things that were just from people that hadn't been on the line for a long time. And they didn't work because they didn't ask the guys that were using them every day. And that was always very frustrating. But I will let you guys- I will let you guys protect yourself. Now Katrina.

54:43

It's really, really hard to get this in a large organization like ours and it can be quite disjointed in terms of approach to web skill development is a huge part of it- of getting people to not just know that what CAG exists, and that those guidelines within it are there, and that we are committed to doing them, but what that means and how to do it is so huge. And so there's lots of stuff that Jen and I are working on to try to support this really, really diverse community across government to be able to do this stuff in their work. So they do feel empowered to make those changes and start, you know, driving it within their own product teams and within their own web teams. Jen can add to it.

55:27

Yeah, I mean, I would just say that like it's a tricky balance sometimes because no developer wants to hear that they're not doing their job. Like that is not welcome feedback ever. So it is having that conversation of "no, you did a great job, but here's some things you maybe didn't know." And like we're happy to work with you. We're happy to help you and your team build that internal capacity, so that you can remediate not only the current product or website or service that we're looking at, but also when you think about developing your next thing, you know how to build it in a more accessible way, and it actually just becomes a part of the way that we work. But that can be a really challenging conversation to have and not everyone is open to it. So it's really finding, you know, what is going to be the thing that motivates that person? And how can we create resources that are going to support them so that they can self serve as much as possible? And then of course, being available to answer some of those questions and to provide that consulting and support where we can. And you could see examples of this, you know, in like health and safety when they started making people have to clip on the roof and roofers and whatnot else are fighting it tooth-and-nail, "I don't want to have that strap on me, it's gonna slow me down." And like, we had a program here in Richmond where it was called "we're accessible at home." So you made one bathroom accessible, you made one door entry, you made one light switch and one electrical plug accessible at the building stage. Didn't have to be the whole house, just had to be enough so someone could visit you or stay there

for a certain amount of time, right. Now, did you put something in the chat? If you wanted to just read it out for us.

57:02

Yeah, well, you know, it's, as we talked about in our meeting yesterday, before this event is that it's got to be done right from the start. And it's exactly the same as a physical environment. You know, if you build this place and it's not accessible to somebody in a wheelchair as an example, and then you have to tear a bunch of stuff out and re modify that cost of fortune. If they just built it to begin with for the all the people because we're all you know, and I say this a lot in my travels. If we live long enough, most of us will have a disability, whether it's a vision, a hearing, a mobility, whatever it is, we all or almost all of us age into some level of disability. So let's build it. Whether it's the digital if we're talking about digital today, let's build the website. Let's teach these folks that want to learn these skills, right from the word go, not a side module that they can take as an elective. It's got to be part of the curriculum, so that they're building it with that code built-in, to explain to somebody that is low vision or blind what's in the picture. And, and all that. We strongly believe that if you build it that way, that's how these young developers learn. Eventually, hopefully, we don't need to have this conversation. Again. I

58:07

t's just muscle memory, right? It's just muscle memory. They just do it like everything else, it doesn't have a big underline or the "oh remember to put this in" sort of thing, right. Alrighty. So I think that that's definitely something that we all agree on from that sort of point of view. One of the other so here's that. Yeah. Here's the big thing. Let's talk about respondents. physical disabilities are not aware of assistive technologies to assist them and that's kind of my big thing. What are some of the assistive technologies for people with physical disabilities? And how can someone start to research what they might benefit from because I hate when people said, "oh, yeah, you should have known that about a long time ago." Well, how am I supposed to know if you don't tell me? Nate, you probably the best one to sort of start off on that, but Well, thanks, Dave.

59:21

Again, not an expert, but I work with a bunch of really good experts. I've just put in the chat. Ask. jen.org is the job accommodation network in the United States. They have a wonderful resource that shows the gazillion different assistive technologies out there. There is a lot. One of the big things in our process is an assessment by an occupational therapist to understand what somebody's dealing with, as it relates to- and most of the work that we do is either in training, education, skill development for an individual that has a barrier or from an employment standpoint. So understanding truly what that individual's disability is, how does it impact the the activities they're trying to accomplish? And then they work with one of our assistive technology specialists, so it's not always simple. Are there things that are simple? Absolutely. In fact, on our phones and most of our PCs or Macs today, there's a ton of different accessibility options to help people listen to content or enter content into some sort of platform. But when it comes to somebody with a more challenging case, as it relates to their to their employment or skill development needs, that's where the professionals come in and really have an understanding, because that's the work that they do every

day of how does this impact this individual? What are the tools out there they software hardware, high tech, low tech ergonomics, hearing aids, and so it is a bit of a process, and sometimes it's the cost of that process that becomes the barrier for the individual or the company. And that's why we're blessed to be a part of that work BC Assistive Technology program that removes those barriers, that gets those people to help that they need, whether it's the individual or whether it's the employer that's trying to hire inclusively. It is a process, but there is help out there for businesses and individuals to move that needle. Forward.

1:01:11

Awesome. So I think well, Ian, and I think you're definitely someone who could talk about this and maybe talk a little bit more about the cost from your standpoint, and what you guys do.

1:01:23

Absolutely. So one, another very resource I find is juicer for groups. I I found some of the most useful information that I received is from individuals who are involved, some of the barriers are fished and some of the barriers so that that's been a huge help. For cost. I everything that our organization does is at no cost to our members. It's a free membership. And this really helps people will it's a barrier finances a barrier and religion either overcome that allowing people to have access to the technology for.

1:02:12

and yeah, and that's that that whole piece as soon as you know what it is and if you can use it, and you should, you should be using it at that stage that we just roll up it can you go Does anyone else want to throw in there? Maybe Shane? I'm just leaving my screen here.

1:02:33

I'm just trying to think like, yeah, cost of like- in- I'm located in Ontario and we have something called the ADP. So system devices program. And what it is, is helps people who need assistive technology, be able to purchase it, and it'll cover 75% of it, and then let you know you're responsible for the rest. However, there is Ontario Disability Support Program as well that will cover the other 25% if you're on ODSP is what we call it and other organizations that back in the day that I accessed to get my one of my first, I think it was it was ZoomText was like service clubs, and it was actually the Lions Club that helped me and they helped me get my very first- or second- I can't remember, but, ZoomText. And, you know, it was awesome. So you know, you know reaching out to different service organizations. You just never know who can help with it. So you know, just reaching out where you can.

1:03:52

I already tell people that if your family has been involved in a union, or- or anything like that, service clubs or anything, that there may be scholarships and whatnot available. It's always a good thing to check in. I actually got a digital voice recorder from the Lions Club here in Richmond when I was going to school and that I was able to use that with caper and they put all my books on digital mp3, and that's how I studied because I couldn't physically carry a book. I couldn't hold it and I would fall asleep and drop it all the time.

1:04:25

Exactly. And when I went back to school, they like they had all my books, you know, digital format as well. And you know, it's amazing that that stuff is out there. And when you're in school, there's so many scholarships and grants that a lot of people don't even apply for, and I always say like "apply for everything and anything and you never know what you're gonna get." Because it's better to possibly get it, for assistive technology or whatever you might need. Then it's going to waste.

1:05:03

Yeah, I was able to get a grant that was- I thought it was great because it was called the Lifelong Learner scholarship. And you had to be over 25, so you didn't have to fight all the younguns for the money. I thought okay, I gotta check this one.

1:05:20

Exactly.

1:05:21

And that one was awesome. It was and they helped me out with I think it was $4,000 per semester. And I always tell people, "go on those sites, one with all those scholarship search sites is they should never ask you for money. So if they ask you to pay anything, then that's really not legit." And again, you can put in all your parameters, and you just get an email. I used to just get an email saying "this one's coming up. You got a week to write an essay" or whatever it is.

1:05:50

Exactly. And don't be afraid to ask questions. Yep. So yeah.

1:05:55

And Katrina, I know that there's a gentleman I'm trying to think of his name. I don't know if that helps out with the schooling and all that sort of stuff. I've worked with him a lot. And he's in Victoria. I don't know if you know who I'm talking about. But if I find it, I will put his name. I've talked to him about education and whatnot. Before. He's a former Paralympian basketball player, I believe.

1:06:22

Oh, Jen.

1:06:25

I'll look up his name. I'll put it in the chat if I can find it. Because I think too, there's a confidence that you have to have, right? There's a common sense- you have to have to ask for things, and that's kind of the big thing, is that when do you get to that stage in your illness or what adults and also if you're dealing with money and what adults do, you know, you can use it like, "do I want to get this? do I win the scholarship?" And gee, I didn't know I could do a whole full semester. My illness waived up and now I gotta quit sort of thing. So there's a lot of things there. I don't know anyone wants to sort of chime in that as well if that's like a challenge. And you know, if you have any sort of advice for people to get on, because that was something that I went through, too. I was like, what happens if I can't do this? These guys have given me money, and now I can't do it.

1:07:21

Dave, maybe you're the one to answer that question.

1:07:34

Yeah, yeah. And so I mean, I think one thing that Shane mentioned was just asking questions, did you is that kind of how you navigated that so you know, and but it was still- it was still sort of in the back of your mind going "I hope that this is the right time that I picked the right time to do this." And you know, "I don't have to get this money back and try again" and, and whatnot else, but I think that's, that's the whole thing that I'm sort of saying is that we want to make people as questionable as possible, not just the ones that are super confident, got it all planned and ready. We want to give those- we want to reach those people too. Right. And I think doing things like this, that's how you do that, right. So let's go to another question. If anyone else has anything else. So, we have- many responses noted that a few key issues they encounter on more websites are small text, small links and buttons, website forms and timing out. Yeah, I have a problem with timing out as well. I type like a gorilla. And also, is there some- there's some challenges with the voice off or mixing with those forms? Is there not or has that been solved? Ian, do you know much about that?

1:08:34

It is even better my contact forms have been an issue over the years, navigation bars. All tags are still overlooked at times. Which is shocking to me because they've been around forever. But yeah, there are little things that can be improved on for sure. Or across the board.

1:09:02

All right. I'd like to jump in as well. I saw when you were kind of starting this question, Dave. I saw nods kind of across across the panel. I think the things that you mentioned are just such common experiences. And, so one thing that I want to say is that often this is not the user's fault. And I think if you're relatively new assistive technology user you might not know but you know, kind of the start of this conversation. Some of the folks on the panel including myself, talking about websites and ABS being built in a way that they are accessible. So, again, just in the same way that the physical environment can be built in a way that is that is accessible. The digital environment can also be built in an accessible way and so things like forms timing out yes, a form does not have to have an end time. It's not it's like a thing when you make a forum but pick a time you know, you've got to have a time that's not a thing. So 100% And it just kind of whoever is designing that form needs to have that knowledge and understanding that you know, for some folks that might take a little bit longer than that it will take them to complete it. And maybe there's a button that you can click saying, you know, I need more time.

1:10:18

Yeah, and then but to the point of some buttons being labeled and so you know, whether you're a screen reader user, or a voice navigation user with something like Dragon or voice control on Apple products, and sometimes buttons aren't labeled property and so you properly can't get to where you want to go and same thing there. Yes, buttons can be labeled in a way where they are compatible with those assistive technologies. And so often what ends up happening just calling back to one of your earlier questions, is that, you know, people aren't using that resource. And so they'll they'll go somewhere else, whether that's, you know, information seeking or product seeking, they'll go somewhere else and they'll, they'll tell their community about the one that works for them. So it it does, there is a business case for it and you know, unfortunately, when we're when the decision makers are looking to enact change, dollars and cents often play a part in it, but there's a very strong business case for making your digital product accessible.

1:11:22

Alrighty, now I'm just figuring out my outlines here, respondents commonly mentioned simple navigation, large text and contrasting colors as features on accessible websites. What are some of the other features that make a website accessible? That's a really good question. Because I, those are the only ones that I know of. But I know our guys here have to do a lot of it. So Jennifer, can you guys maybe start off there?

1:11:50

Yeah, I think the first one that popped into my mind was headings using them correctly to create semantic structure on the page. Really, it should act like a table of contents and often that is not how we see them being used. You know, ideally, you want to have h1 followed by h2, h3, h4. You want them to appear in sequence, because that's going to create a logical reading order if someone is not cited if they can't follow that visual reading order. But often what happens is they're used stylistically so they like the font size or the weight or you might see someone using you know, a heading six for a breadcrumb and then a Heading Three for the next topic, which is wild but also not that. So using headings well and thoughtfully to create a proper semantic structure on the page, that's huge, using

descriptive links. So rather than saying click here, where you have hyperlink to the words, click here, you might say click here to learn more about this government initiative or whatever where the actual, the actual context of where that link is sending the user is what's hyperlinked, because the link is going to be pulled out completely. Out of context that's surrounding text is not helpful. If you're using a screen reader. In most cases,

1:12:58

does that become an issue that like the design and stuff like that messing with access or accessibility messing with design, is that a battle that sometimes you have?

1:13:09

I would say so. I mean, I think the conflict is overstated by people who don't understand accessibility. It is very possible to have an aesthetically pleasing design that is also accessible. It just requires that you know what you're doing and that you plan for it, which is I think, where a lot of the internal conflict comes from but it is entirely possible. You just need to be thoughtful. You need to know your content really well. So often what Katrina and I run into with plain language in particular, which is another thing that is low to no cost that people can do to improve the accessibility of their websites. People don't always know what they're trying to say. And when you challenge them to put it in plain language that becomes very apparent. So you're really aware of that right? We hear that all the time. Legalese and policy, I would say are like the two biggest areas we get questions about when we are advocating for plain language because it's like but it has to be this way and it's like, well, perhaps, or could we provide a plain language summary and hyperlink to the actual legal document for people who want to, you know, parse through 30 pages of really intense, very difficult to understand language? So I think contrast errors are another one that I see quite often. My very favorite error that I've ever encountered while offering a website and I won't say who it belongs to, because that's unkind but my very favorite was a low contrast of a very, very light, like almost white gray on a white button to toggle high contrast mode on the page. It's just the irony is incredible. No, Katrina, do you have anything to add?

1:14:52

There's a lot. There's a lot that you that we run into. I think it's an add on to what Jen said. part of its just sloppy code. Like Kim talked about this a bit with the Like buttons that are missing labels or just the things that should be done and that people just aren't doing or things that get left in empty links. You know, they leave part of the code in there and they forget to pull it out. I guess lots of reasons that it can happen but also a really good I guess, like case for having somebody test your site before you go live with it. You know, having somebody else go through it that understands the code and make sure that that stuff isn't in there. Because I think a lot of what happens on the back end is people figure Oh, well, nobody can see this. So it doesn't really matter. And it's like well, okay, maybe people can't see it if they're sighted but this is the stuff that the screen reader is going to pick out and throw people into the wrong places or trap them into space. That navigate them through like in a really weird way.

1:16:05

You know that there are so many things where like, yeah, just it really matters what you do on the bat. Do you think there's an ego issue when it comes to I'm into that computer world, but do you think so?

1:16:10

Yeah, absolutely. Absolutely. Like Jen said, Right. People don't want to be told they're doing a bad job of things. And so we try to find nice ways to tell people that they're doing a bad job of theirs. It's also skill development, like it is something that people weren't necessarily taught and I think similar to not knowing what assistive technology is out there when you know, maybe you first develop a disability and are having to use an assistive technology and not knowing what's there. I think it's similar for coders and that they, you know, until they go through that experience, they they don't really realize how impactful that is. And the impact that they're having on people. So I think it's it's really a lot of it is just that culture shift of getting it into that kind of mainstream knowledge of having people know this is something that's important, and then how to do it. Again, there. There will be less resistance, I think,

1:17:04

yeah, and I think too, it's not I don't think you should feel bad about forgetting it even though you work in the industry sometimes because sometimes it just happens like my whole family have known about my father's blindness for years. And sometimes we'd be in a car and I'd look at my wife going you do know you're taking driving directions. From a man that's been blind for 20 years. Just want to let you know and I talked to my father and I go you know, this might be something you can probably let go now you know. So it still was forgotten in our house often, right? Well just show it to him. Oh, yeah, I can't see right. That was so it's and I think that I think if we get that to that place, we're not worrying about oh my god, I'm going to see something on Instagram or someone complaining or, you know, in that whole thing about what I mentioned with the actors worrying about someone, you know, being mad and putting something on Facebook about it, then just trying to learn how to do it, right. Yeah. So somebody hears should accessibility be part of trainings is that yeah, that's 100% Yeah,

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to Katrina's point. I mean, you can't hide garbage code from a screen. You might be able to hide it from a sighted user by commenting it out or, you know, manipulating the code or whatever you've done on the back end. You cannot hide from a screen reader. If you have been sloppy with the way that you've constructed your site if you have not been thoughtful about it, it will be very apparent. And like to Katrina's point about sort of the hidden elements of what makes a web page work things like keyboard navigation are very frequently broken. Or, like, I would say, almost overly designed site headers navigations with drop downs, like they almost always go sideways when it comes to assistive technology, toggling different states like on a search bar, hovering over, you know, buttons or fields to trigger some kind of action. Sometimes that can be a really good litmus test for whether or not a developer has any understanding of accessibility as if they're using focus states. Not always

sometimes. But yes, absolutely. It needs to be a part of their training. I remember. We run a community of practice called the accessibility community of practice. And one of the guests, two of the guests that we had a while back were the founders. of Gad global accessibility awareness day, one of whom is a developer. And he was very clear, he was like, if you are a developer who has not educated themselves, who doesn't think this is important, you are not good at your job. And I appreciated how direct and blunt he was because I agree this is not optional. This is something that everyone needs in order to access information and services, and that is the right

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We have a university close to us KPU and theire interior designer would put people in wheelchairs for a whole day to sort of you know, because again, it's that battle, but to resign, Oh, this looks good, but that sort of idea as well. So that's definitely something we can all I guess agree on. Just if anyone else has anything to say about that, I'm just gonna sort of say that if anyone does have any questions, it's active and out there and all those names and some of the screen faces that I see. Please put the if you'd like or raise your hand and I will hopefully not crash the system trying to find you. So our next question just about a lot of people on the survey indicated it was difficult for small business to afford making digital services accessible. I know we talked about this in our meeting. Are there cost effective ways to increase digital accessibility or is cost something that needs cost? It's just a big looming thing here. Right? How about you are sorry Nate, how about you with Do you have any sort of idea about this when it comes to the business side of it? Because you would you would be hiring people to go into the businesses, are they are they pushed back or?

1:21:13

Well, okay, I'm not I'm not sure what's your last comment there Dave but you know, it comes back to what we were talking about before, which is if you just get it built right the first time then there doesn't have to be any. Right now it seems to me in in in some of the circles I network, with I've met many designers that don't, they don't know how to do it. They just don't. Did they have the opportunity to learn like Jennifer and Katrina are talking about the 100 100% did, they chose not to because they were more focused on making pretty than making it accessible. So what is what has that created? It's created a situation where if you want it built accessible, it's more expensive, because there's so few people that are doing it, and that can do it effectively. And that

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it's not getting fanned out, it's getting?

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That's right. Yeah, it's become a super niche area where it's really it should be absolutely mainstream and wide stream. So there are some products out there and I know the one I'm about to say could cause people to go one way or the other. I know somebody in our office does not like this product. It's called accessiBe and it is an add-on. I can see Jennifer she's not happy about it. It looks like, but I've talked to other people that they have the opinion of this, which is it's better than the alternative

of not being accessible. So I don't have a comment one way or the other because I don't know enough about it as an individual. Again, other people I work with are the experts in that field. But I do believe that if there's the alternative between not and some is better than none, and it's a pathway for us to get there in some fashion. And I know we were talking about AI a little bit yesterday and maybe that's one way that that can help maybe that maybe there's a path for AI to help with that to make the process easier at the design level, we've already got one built how can we make it better level? I'm not sure. Kim Donaldson has much more expertise than this and she's raised your hand.

1:23:19

I wouldn't I wouldn't call it expertise but I definitely have got some passion around it for sure. So yeah, he called out something important, I think and that there's these things called overlays which you know, sometimes can help you get a little bit further or a little bit past nothing. But I think something to consider again is that accessibility is never done. It's not like a box you can check off me like cool we did that. We're moving on to the next thing. You know, it's something that has to be returned to again and again. In terms of where smaller companies can start. I dropped in the chat the President's group . They partnered I believe it was it was two years ago. And so there are now resources available to small businesses in in the province of BC. If you're not familiar with the President's group, they're really great organization. They have lots of free resources on their website as well. Their website I believe is accessible employers.ca And so there's things around with like, like recruitment and hiring practices, but I know that there's more recently information on digital accessibility. The other thing is, I think, Katrina, you mentioned the WCAG guidelines, the Web Content Accessibility Guidelines. Those are free and available for anyone to go check out. it can be pretty daunting, though. there's a lot to go through. So in terms of where to start for your own business, you might want to consider you know, what are the core functions and are the core experience for the people who come to your website, you know what are the top pages visited.

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Add in that flow is accessible and that way you know you're you're making changes that are going to affect the most amount of people and then work out from there. So you know taking taking audit or taking stock of kind of like what's what's most valuable for for the greatest number of people and then moving on from there I see Ean has his hand up so I'm gonna pass.

1:25:30

Yeah I just before that the my boss says on wanting me to I was reading a one of the comments from Maninder about from the start, the thought process should be what if the person is blind? How will they make use of this product software or website? What if they cannot hear how will they so on and then develop the product and software around there so that low common denominator, same thought process should be when designing physical buildings? What if someone can't manage stairs? We'll see a positive change sooner. So it's all basically around that same started at the start, right? Go ahead there Ian.

1:26:10

Okay. Great, So there are it's as simple Wordpress templates that developers can use as a starting point, especially for those who are aren't experienced with web development. I think that that's a good a good place to begin.

1:26:36

All righty, and one thing that we sort of we always we, you know, it's always great when you get everybody together, and it's always about bashing but we also also want to focus on some of the things that we've done. Right. And and some of the things that have happened. You know, I always you know, I think about back in COVID, when my wife said before, that she worked in the legal industry, she goes, I'll never work at home. They'll never be able to make me work at home, because it's legal stuff. And she's been working at home for years. So we have made some strides. Right. So talk about what's lat instead of talking about the lacking in digital accessibility, what are some of the progresses that you guys have seen? What have you what are some of the highlights, you know, pat yourself on this? I'll start with you again. Ian. What are some of the things you've seen that really are really happy about?

1:27:29

Right, hey, I use this technology and it's so I've invited on a daily basis. Yeah, I I'm thrilled to be in a time where it is over available, but it's hardware software. I think it's it's becoming so mainstream now. But that it's it's available so for so many people are vs systems are huge. You're in so many homes now. And even my dad who is terrified of computers can ask Google a question and it will give him an answer revert.

1:28:13

My mother in law says you have to say thank you to Siri. She listens.

1:28:23

I think some of the other wins that she you can maybe speak to this more than I can just because you engage with our community a little bit more than I view and just the the number of organizations who are really have invested more in the user experience and so, you know, compliance is one thing. You know, at fable, we're encouraging organizations to move beyond compliance. I think compliance is maybe again, like a place to start, but doesn't necessarily impact every user experience. And so, you know, when speaking with some of our testers, and they they meet with one of our customers, and they're able to share some of the pain points that they experience and share some of their feedback, and they meet with that customer again, maybe a month or a couple of months later, and they see that the issues that they brought up have been have been remedied or at least you know, there's been a shot at a remedy and there's just there's so much value there. I mean, our testers are compensated and they appreciate that. But the other thing that that really I think stands out is that their voice is being heard and that they are a part of that process. And you know, the customers that we work with impact 10s of 1000s if not millions of people are working with large scale organizations

like Slack, Walmart, Kijiji, so places that you know, millions of people go to every day and that means that you know, that that particular flow or that particular aspect of that product product has been made accessible. And Shane, you worked in our community and you talk with our testers far more than I Is there anything else along those lines or like wins and accessibility that stand out for you?

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You mentioned actually, that I would have said but yeah, like like just that's that's all good. Just like just the fact that yeah, or as soon as they, like you said, like, you know, they go back to this website or this app like a month or two later and they see the changes and they really appreciate it and you know, our community. They do chat with each other and, and with us and like they get excited about the changes being made. And we get excited about it as well. And, you know, I do work closely with a lot of our community, like I do that work closely with our community I shouldn't be saying and, you know, the the our community is a group of very special people. And they really do care about what they do. And when something is implemented, that they they they've suggested or the feedback that they've given like, it is a good feeling. And, you know, I used to be a tester as I mentioned earlier, and you know, the same thing like the things that I've suggested like in the past, just seeing it done is like really means the world to people and, you know, being and it's helping millions of people, across, across, across, across, over really across the world and from a business and from a business standpoint, you can kind of say that, you know, hey, if this you make this change, I'm going to tell everybody about it. I'm going to tell them until they tell me to stop talking about it

1:31:35

Exactly. Word of mouth is a wonderful thing. And yeah, it's I don't know what else to say other than like, it's pretty amazing. The things that I see being changed and, you know, I get to see a lot of the feedback that comes in as well and seeing that it's actually being implemented with our customers is a great thing to see people that you know, like I said, been there done that got the t shirt sort of idea because you think back to that old cartoon where the Boy Scout, you know, helped the lady the blind lady or across the street and then they she took her the wrong way, you know, thanks for the help and I was going that way, sort of idea. When I did a I did a gadget workshop I've done for years. And after about the first year or something like that, I stopped telling people what the gadgets were. And it really opened up the whole thing because I don't like you said, it's always changing. I this person if I tell them for this, they may not grab it, turn it upside down and go I've been looking for this is exactly what I need. But if I tell them, all of a sudden their brain says oh, that's what it's for. And they don't think past that. Right. So that's another great sort of Pat in the back. Just sort of say I had for fable. One of the key aspects of your company is that you work directly with people disability, so So I'm basically saying what I just said, to consult accessible Disability Services. So can you explain what like, because I signed up but I haven't done anything yet. So maybe you can help me start.

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Shane, do you want to join take that one? So do you want to know like how it kind of works as a tester

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or do you want to know Okay, so cool.

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Um, basically, what happens is our customers will submit what we call this request, but it what it is is like to test on a task flow or it might be an interview or meeting or something along those lines. And what happens is are we will release it to our community of testers and to to start are coming out of testers to what that customer is looking for. And depending on what type of request it is, our testers will sorry. Whatever tester accepts that request or is doing that request, depending on what type of request it is, let's just say it's a task flow, for example. And a task flow is basically a series of steps that a tester will follow exactly. Or will follow on a website and it might be say step one. Navigate to the main menu and select banking. Step two might be navigate to business and select it. Step three might say sign in to your account using the provided login credentials. And as they do this, if there are any usability or accessibility issues that come up, our accessibility testers will report those through our our platform people engage. And what happens is, when they report when they put this information in and the feedback they you know, say hey, this is something that I've found maybe it's an unlabeled button, for example, and like I cannot hit Submit to, to log into this website to complete this task flow. And because the the button itself is not on is unlabeled, and what happens is is in this particular request type, the feedback that they give, like usually, it's the, you know, this is what the issue is, and this is how I suggest, you know, that it can be fixed. And I don't mean coding, but I mean, like this is, you know, I suggest like you know, labeling this button and maybe they suggest how to label it. And what happens is, is like this feedback goes back to our customers, and they take this feedback and our customers take it, you know, they really do care. And as we mentioned earlier, they will, you know, they will inform implement this feedback. And, you know, month or two later maybe this tester will go back on that website and hey, this, this has been changed. So that's just like one of the request types that we have, as an example of kind of how it works. Um, you know, our testers you know, they can work as much or as little as they want as long as the work is there and it is flexible work. And it's, you know, we have this community of amazing people, as I mentioned, and, you know, they also are there to support each other as well. And by that, I mean, like, we do have like a wiki that they chat with each other about and maybe maybe their assistive technology has done an update and something's just broken now and it's just not working, and they'll actually help each other with it. So like, you know, we guess we do have the business side and where, you know, we are, you know, helping our customer with their with their with your websites or apps, but then there's also that side of our community engagement with each other and, and engaging with customers and you know, our community as well. You know, by doing this type of work, they're like gaining so many skills such as, like organizational skills, leadership skills, time management skills, communication skills, there's all sorts of skills and experiences that they're gaining and they can actually, you know, they can, you know, it's helping them with their, you know, they can put it on their web resume and use it in interviews. It's just, you know, a huge wealth of experience in the game, working with us, and, you know, we get excited for them and with them.

1:37:28

There's a there's a lady that I found out about a couple years ago that was, I believe in a model or something and she contracted Lyme disease. And she started up a website, mostly for its I'm

honored, I don't see a lot of jobs. Meisler wave, it's mostly for the digital sort of computers, one who is called chronically capable. I'll look up the link for that and they're a great site just while they're doing that same sort of, and I think that's one that COVID has helped with being able to expand a little bit and people can get those jobs like I said, what my wife never thought she would work from home because of the legal issue with her paperwork and what adults and then it was solved. And you know, as necessity, mother of invention sort of idea, right? And those are paid positions that you do at fable.

1:38:19

Absolutely, yes. Okay. All of our testers, you know, they're paid. We believe that, you know, they should be paid for what they do and, you know, we pay them you know, a decent wage rate of pay and we don't pay in gift cards or anything like that. We pay them real real money and, you know, the day should be decided what they want to do with their money right? And yeah, it's absolutely it's 100% they're paid and they get paid monthly.

1:38:59

Alrighty, so I gonna we're gonna spend over two is watching now, many respondents are unsure of what the topic of government supervision over digital accessibility. Do you think it's a good idea to have the government monitoring accessibility standards? Or should private organizations be responsible, or should business and organizations be responsible? So they've already unmuted you Katrina? Jen, she's hiding.

1:39:32

I mean, yes. Someone should certainly be administering. You know, typically, we see private sector is often quicker to these types of things just because they can be more nimble, they can be more agile, they are able to self govern in a way that is hard when you are immensely large and bureaucratic, like government. I do think government has a role in it. I would certainly love to see us be a leader in that space and I think that is the direction that we are heading in but yeah, I mean, it's, it's an interesting, it's an interesting kind of thought experiment. I would be hesitant to have sort of individual businesses or organizations set their own standards because I would want to see consistency and compliance. And you know, good governance, which obviously, we have a role in. In terms of what that looks like at this stage. I'm not entirely sure, but I don't know Katrina might have some thoughts.

1:40:29

I mean, I agree with everything you said they, I think we see a lot more progress being made in the private sector. Also, because there's that that money side of it of, you know, customers and clients and competing for that. Yeah. And the government we we don't have competition, you have to come to us. Yeah, it's like unfortunate for you, but we have the thing that you need. And so you have to come to us. And so it kind of creates a space of non competition, where we're, we're definitely not as far along as many private sector areas. That being said, you know, there's some areas that are going to be doing better than others and others that will be more resistant and particularly when you get into like really small businesses where there, there's this perceived cost of doing it and I think really that perceived cost is that skills development of like, if people knew that it wasn't actually that difficult. Presumably you have a coder who is creating your website. If they just knew what they needed to do for their code, then it actually wouldn't be that big of a cost. So I think yeah, I think it would be great if government gets to a place and I don't know how long it'll take us to get there. But where we have some sort of, you know, regulations around this where there is accountability and governance and where people can, you know, flag stuff that's not not meeting that and that does exist in other places. The US has stuff like that. So you know, people can be held accountable because if you know if you're just kind of left to your own devices and you don't feel like you need to and you don't feel like you want to then you shouldn't be able to just not do it.

1:42:17

This reminds me a bit about when I used to work in the BBS this and they brought in serving it right because of all the legal around, you know, over serving people and, and I went to a class of managers and the woman teaching it goes, Okay, so how many how many years does everyone have in the business and it was over 300 And then she stood up and goes, well, I used to do a catering business, and I go, and my boss got up and left, because I'm not gonna get taught by someone who had to cut off old uncle Jimmy at the bar mitzvah. And and you know, how are we going to stop that waitress who's got two kids and cutting off a guy who's tipping a really crazy amount of money and tell him that she has to stop serving them. And that's kind of like the small business sort of idea, right? I don't know if it makes the sort of same sort of sense. But so another question down to the government is we've brought up a BC Accessibility Act. What are some of the government of BC is doing regarding the improving digital accessibility of your service?

1:43:24

Before we get into that, Nate has his hand up. I don't know. Did you want to jump in Nate before we move on?

1:43:30

Sorry, I missed that. No, no, that's good. Hey, thanks, Katrina. Appreciate that. Dave. And this is where this is where it's really important for my opinion as somebody that also was a small business owner. That that's where the training hat the people that do these websites. If you're expecting me as a small business owner to learn how to code on top of everything else, forget it. Not gonna happen, right? Not for most of us. So I need to be able to go to the marketplace and build buy the services for a price that's reasonable. Now, what's reasonable? Well, not two to three times what the regular fare is, and that's what's out there right now. So from that standpoint, it's really important

that the bodies that govern, whether it's government associations, whatever these are, that are that are teaching these these folks how to code and the importance of accessibility coding, that that is the key so that because it does become the standard, and then all of us when we get our next website, it won't even be a conversation. It will be like oh, yeah, you're gonna do like, this is how we do it. So we all do it. This one everybody went to school with does it Oh, great. It's gonna be good. And it's going to work. If it's the way it is. Now. That's your punishing small business. And not the not that we don't want accessibility, but don't punish small business because we don't have the skills. That's not our fault. Our specialty is this Our specialty is that get the people that do these things get held the hold them and their associations, their educational institutions, their bodies, help hold them accountable, so that when we go to the marketplace these things can be acquired at a fair price, whatever you do, tomorrow hanging fruit, right, right. That that happens so often, right? We're ready to comply but oh, we'll just hit them. They'll pay but we know they'll pay but the ones that really need to pay it have some way of getting away with it sometimes.

1:45:14

So we've brought up the Accessibility Act. What are some of the government's we that we've brought that up sorry, and it has been put in the chat as well. I keep grabbing the wrong mouse.

1:45:53

What are your goals and improving your accessibility of services? What are the government's goals?

1:46:02

Do you want to start or do you want me to go ahead?

1:46:11

I mean, so within the act, one of the things that came out of that was that government needs to have a plan. And so we have the accessible BC plan. And within there under priority number two, government has committed itself to meeting will keg double A and not a specific version of what keg just double A will keg, whatever that version is because we continue to get new versions of that across all of our website. And then there's also something in there I believe about accessible services. It's all very big language is very government to us. But yeah, the intention is to commit ourselves to actually getting to a place where all of our all of our websites and applications are meeting that look a compliance so that we're at least hitting that as our starting point. And then going from there with you know, doing more usability testing, getting into more of that, okay, we've we've done the things that were in work egg, but does this work for you? Maybe not, why, let's figure out what that looks like. So we do have commitments. Like Jen, do you? Do you want to build on that?

1:47:31

I mean, I think that's the main one as it pertains to digital accessibility. There's quite a few of like, all of the all of government's priorities are outlined in the accessible BC plan. I think the one that is sort of most top of mind for Katrina and I is that priority two, because it does specify all government websites, services and information I believe, like it's very broad. Do you need to be working double a compliant by like, 2024, which is unreasonable. 2025 That's still unreasonably short. That's not better

1:48:01

I mean, I think that sort of demand for digital accessibility and again, it comes down to you have to have that empowerment to be able to look for these things and that's what's great about things like that is have that confidence. All you guys are doing stuff to give people that confidence to ask about it because there's times in your illness where you don't have it and you and that's that's the you know, being able to go in and say, oh, you know, did you know you can ask for this? You know, you have to get past that. I have a question here for Neil Squire, but some, there's a screen pop up. There we go. Nate, you have a lot of great programs. That make assistive technology available for Canadians, including a collaboration with work BC that helps people with disability secure employment. Can you explain a bit more about this program, and why assistive technology is so important for Independent Living?

1:48:59

What a wonderful softball question Did we get? Who also, just just quickly, we're working with Work BC on August 11, here at Lansdowne and we have a job fair, so I just wanted to play a quick plug.

1:49:14

Oh, fantastic. Throw me that. Send me an email about that buddy. Because BC in Richmond hasn't reached out to me. I'd love to attend that. If I can. Hey, Neil Squire, we're super blessed. We're in our third iteration of an assistive technology in with with ministry. The current one is called the Work BC Assistive Technology Services program. So we we serve two different types. of people. One, an individual who's seeking employment, skill development through training through a work BC senator, they're not employed, but they're trying to get in the workforce. They're not employed but they're trying to increase their education level to seek a better employment situation. So Work BC sends that individual to us. We do that very important step that I mentioned earlier about doing an assessment to truly understand the individual in front of us their unique barriers to those activities. And then our occupational therapists will work with one of our assistive technology specialists or professionals to determine what the path is what are the solution or solutions that can be high tech, low tech software, hardware ergonomics, hearing aids, visual aids, not eyeglasses, but other more robust things that we've talked about, like screen readers for somebody that's low vision or blind. And we provide those products to those individuals. The other group of people are your friends and neighbors that are in the workforce. Your sister, your brother, your cousin, that lady used to play hockey with that guy you play softball with on the weekend, they've got a job, they're employed part time, full time or self employed, mostly working in a small business or self employed or a community

organization because all employers have a duty to accommodate the needs of their team members, their staff, but not all employers can then it may be a hardship of financial, it may cause other hardships that we're not sure about that we discover through the process. So our focus is small business for those folks. But the process is the same. They apply. We vet their application, there might be some back and forth. Once they're approved, same thing, do that assessment generator report work with their 80 specialists. Now it is means tested to a point where we have to look at for people especially if they're employed, we have to look at their income or family income if they're a family unit less expenses, but we looked at a 30 day window. So if somebody needs hearing aids that are four to $8,000 a pair and at the end of the one month period, they have a they have $500 That's unencumbered, that's their contribution to the hearing aids. We don't have to look at their entire yearly income. We just want to see what they have their ability to contribute. The programs will fund it will look after the rest. If they're employed, and they've got benefits them or their spouse or both. We're going to collect all those dollars. But the program's amazing and here's what it's done. It helps 800 to 1200 British Columbians every year, either seek and achieve better employment goals or outcomes or more even an equally important important stay in the workforce. Because what we don't want to see is somebody fall through the cracks because once you lose those employment opportunities, it's often much harder. To get back in the workforce. So Neil Squire has been doing that we're going to celebrate our 40th birthday next year. We have a robust employment program that we run federally as well where some of that same activity happens where that person with a disability we help them get the tools that they need to be successful in the workplace and that's the that's the key. Thanks, Kim. Appreciate that. We will invite you to the party because we're having one next year,

1:52:46

And like I'm kinda like the poster boy for that in a sense, boy for a lot of things my friend is gonna say no, my poster boy for many things, but not at my age anymore. But I worked 15 hours a week and that's where I've gotten to in 25 years of my illness but if I hadn't been able to get access to a lot of that and go back to school and whatnot outs, my I was basically put on a shelf my I got CPP and that cut my payment from my employer in half. And they were happy to just hey, we're only paying half now. Just let them work it out until he's 60. Right? And they just basically put me on the shelf and my brain was dying. And I was getting worse and worse every day. And I said I can't I gotta find out how to do this. I don't want to disappear. So and I hope that we can help other people with things like that, in the same situation. Not to get too sappy and teary eyed on you.

1:53:49

You're you are the poster boy for that example. Have you found where the line was? Yeah, and that's okay. Because nobody at the end of their workday should have to go straight home to bed and, and just not have any sort of life outside of that and I know you have found that balance and you and you know where that line is for you. And you know when you get to self care, and you know, when you can dig in and dig deeper and you know, when you shouldn't, and that is all part of the process too. And if assistive technology can help somebody do that, then that's a win. Right? You get that functional range I call it Yeah, and and that takes a lot and not a lot of places, especially unionized places allow you to do that. It's either acute injury, you're either better or you're not. Right. And that's where a lot of people end up not going back to work because of that and there's a lot of very

smart people being stuck at home. That with just one assistive technology one chair one, you know, could the change can be huge, and it's still happening. It is a lot better, but I have still seen it in many different places and people that I've talked to. Let's go to another question. I'll get off my soapbox now. You work directly with people with disabilities to improve accessible technology and your offerings through your peer group, which is I think another one of my big things is to tell people it's like I don't want to talk to another doctor. I want to know how that guy with my same illness is doing is climbing the gross ground. How is he doing that? I want to know that. I don't want another pill. Right. Can you talk more about this program and some of the valuable contributions people with disabilities have made to the program?

1:55:31

Absolutely. And I couldn't agree more if I want to learn about what it's like to be on a ventilator. I want to speak to somebody who is on a ventilator, so I'm curious to verbalize their their lived experience with this system technology to promote an inclusive environment for everyone. The peer team also facilitates connections between energy for disabilities and relevant organizations like Ross fryer, and for him by providing technical and community support peers help peers overcome barriers and maximize the independence

1:56:16

and yeah, that is a great thing that we were as soon as you get everyone together sometimes you don't. You might not find everything else but you you're in the right spot and you know that those people and and that's kind of like what I say I find the stuff that I found out if I just keep it to myself what uses it. And so, I basically say this year, my word was collaboration and I want you to get sick of seeing me so yeah, that's, that's that isolation part is that people will fall back into that and that's just the worst. Especially if your illness or your injury was quick. You're changing your life is massive and fast. I became a man of about 30 years older than I was within a six month period. And that's just just imagine that right? And it's all of a sudden it's and people were like oh, what are you going to do now? Okay, I just had my career ripped out from underneath and give me a little time to figure this out. Right. So, we had talked about this in our pre meeting about AI and robotic technology which is very hot. Do you think these advancements are positively benefit digital accessibility? I know that there's a one of the strikes for the writers and everything. And the actors is all about using the actors likenesses or lessening them and with AI or something I was reading that for this strike. That's going on

1:57:47

down in the States. One of the things they talk about Dave is the ability for the movie houses, any sort of where these, these folks is likenesses and images can be used without their consent, moving forward into perpetuity. That's one of the things on top and then the writers are afraid that they will use AI, which if you've ever used chat GPT you can ask it to write a playwright or a play for you based on this, this and this and it's frighteningly fast and what it can do so they're really afraid of the writers human writers losing that ability to use their craft. Like Chat GBT just that is a great resource for people. If you're looking for how to fix something and you're not sure how you can do things like

say, you know how do I create an accessible button, it will give you the code and so there's lots of like really positive things that it can be used for. Always fact checking, obviously.

1:58:51

I hope that I was saying the first time I used voice software on an email I put a little thing going if I've asked for your firstborn male child accidentally, please ignore. I was so scared because I got so lazy so quick, right?

1:59:10

Yeah. Yeah, Ean I will ask you first if you want to chime in?

1:59:16

So yeah, I saw I was I was gonna say in the chat was wrong, but it's wonderful for converting text into plain language. If you don't understand something copy and paste in the charge sheeted queue and say, explain this to a 10 year old order a nine year old and it will simplify for medical information if you tried that.

2:00:00

Yeah, those are some really great specific examples. And he's, I know that Microsoft released copilot and one of the functions it has is it can summarize all of your emails. So you have 90 emails and can summarize them into whatever it is a couple of minutes of listening. And Dave, to your point, you know, you you shared a personal example of being able to sit at your computer for 15 Another example of just in general, and maybe that's you know, maybe that's something that affects you, you know, you you you can spend a lot of time on screens. So that's maybe something that can help you and that's AI even, you know, an AI has been slowly being put into our lives over the past several years. You can think of even when you're writing a document or writing an email and it has those text prompts. Right, so it might you might have a prompt to Yeti and whatnot. So a prompt to finish your sentence or finish a particular phrase, that's AI, right and so you know, you can hit tab instead of hitting 12 different keys and so can save some of those keystrokes. And that may be you know, that that could really matter for some folks. The other thing, I think, you know, AI is still relatively new, and we have such a great opportunity to make it accessible and to make these products accessible, and that's really exciting. You know, whether, whether you know we as a community will be will be taken up on that is yet to be seen. But yeah, I know that I have one colleague in particular, who's just really delving into the AI space specifically so that she can have a thorough understanding of it. And advocate for accessibility within the AI space.

2:01:43

Like I remember saying that my father in law had a problem with voice software. He couldn't use it because of an accent. And so I could definitely see it if you had created the AI for that it may have

really helped with the you know, that bridge, you give the AI you give the accented voice to the AI and he reprogrammed you know process to something that the dragon speak would understand is that would that work?

2:02:13

Not being an expert. In AI or dragon I'm gonna say yes. Is that version of Dragon?

2:02:20

Oh, I'm not sure but I know. I know. I know. That's kind of one of my pet peeves is that how Dragon got bought up recently, right?

2:02:29

Yeah, so Dragon was purchased by Microsoft. Nuance is the company that invented dragon and it since has been changed.

2:02:38

Well, fair enough. And who am I to convince you of something my friend but Dragon does have the ability actually in the setup mode to tell the software what accent that you're using. If somebody's accent is maybe very, very thick that obviously could still be problematic. My father-in-law has a very heavy Scottish brogue accent especially rate doesn't he can write really very thick. Yeah, really very thick and especially when he's been back home or been talking to his mother over the weekend. But dragon understands Gordon very well, so the software has evolved over the period of time. And while you may well your comments about Microsoft ticket over certainly are valid. The one good thing about that is Windows 11 has much more accessibility built into it from their knowledge of nuance, and I'm sure dragon or Microsoft, Windows 12 will have even more of that accessibility built in. So hopefully that's the good news there.

2:03:44

This just popped into my head I have a friend that down in the states that you guys may know of. Her name is Nina G. And she is one of the first female or only female stuttering stand up comedians. As maybe think what is the with that sort of issue? stuttering and whatnot outs how does how does accessible work for that? Is there has there been any sort of I know I'm going off camera dude, do you have access

2:04:12

here but much knowledge on that. It's a piece of software that goes with a hearing aid and I know a man that uses it who has a terrible terrible stuttering stuttering pro problem and it is called Oh goodness, I'll find it. Yeah, but it is amazing on how it after just a couple moments, how he can go

from a full stutter to regular conversation. And it said it was game changer for this man. And we'll find it and put it in the chat.

2:04:47

Alright, it just kind of popped in my head. I was curious if there was some addressing there. We've got another question here. Can you name some helpful resources for people with disabilities who want to be more involved in the digital world, but or not, not know where to start or do not have the funds to seek out assistive technology. So this would be more like clubs or that sort of social media sort of issues. I guess. I know that there's a couple of sites that I there's a lot if you go to the associations for different illnesses, that's a good place to start. That's one I'll throw out there. I don't know who else wants to chime in. So if you had whatever your illness or disability is, a lot of times there's youth groups if that's where your age group is and whatnot. And so that's a good place to start.

2:05:42

I would also suggest there's an I'll put a link to it in the chat. But there is an introduction to web accessibility. That's a free course. That people can take. And it was put together by the web three see who are the folks that wrote work egg so it's, it's really good. I totally recommend taking a look at it and taking it if you have the time. But there are lots of free courses within those kind of like edX, Coursera I know there's other ones but those platforms where they're providing free education to people. So if you go into those and kind of poke around in different parts either you know you're interested in specifically just living kind of like the introductory part or you want to get a little bit more into the coding or user experience or whatever it is that you're looking at. There's lots of lots of courses available for free that people can take

2:06:40

Okay so what else we got here what are the ways you you or your organizations are increasing awareness on digital accessibility? And how can a community member advocate for the same? So I know from our standpoint, here at our CD, we try to give people as much information and networking as possible, and give them sort of a community center to come to and that sometimes gets people sort of, it gives them a little bit of empowerment to start, hey, I sort of like that I try my best to bring whatever possible in that people asked me to so that they can get a little taste without a full commitment. Sometimes they're very nervous sometimes their illness or their disability sort of restricts, you know, from anxiety point of view and stuff on out. So if I can sort of glean through something and see if it's really something that they'll do that. They won't have to buy six weeks of a course that they didn't like after the first week. That's what we kind of do here.

2:07:45

We really try to connect us with other peers who have similar disabilities so that they can ask those hard questions and and see what technology and if it would be suitable.

2:07:59

Perfect. Yeah. And that's and that pure sense is just really that we're the best is the respondents notice that they said that people with disabilities have a right to be provided with assistive technology they need to engage adequately with digital service. One key issue with this is that assistive technology is not affordable to many Canadians. How has there been progress in making these services less costly?

2:08:29

All right how about you seen Oh boy. Yeah, so making technology less costly. Again, like there's there's some programs have their like, like I mentioned earlier, like the ADP so system Disabilities Program, which will fund the 75%. I'm reaching out to various service clubs, grants scholarships. Making assistive technology more affordable. On the other hand, the companies themselves that create this assistive technology. I'm not really sure how to answer that if we're going to be honest. On a company side, but looking to be able to afford that assistive technology. Like I said, like there's those those those organizations, advocacy organizations as well. Even like something along the lines of the March of Dimes, and helping helping you work with governments to be able to get you know, to be approved for an assistive technology or even go back to school for example. Just there's just trying to find the organization so you know, like, are trying to find the funding, again, as questions, you know, have support, you know, when I started losing my sight, back in 2004, it was very rapid and very quick, and I went through every emotion possible from anger to grief to is the stage exactly the stages and it was very confusing back then. And if I didn't have the support that I had back then I don't know where I would be, because I certainly did not ask the questions back then.

2:10:38

Then that that empowerment issue is the big thing is that, ask the questions. Don't just take don't just pay out the money and say, Oh, this is definitely something they're not going to help with.

2:10:49

I just had, right I didn't, exactly I didn't know what it was available for me at all back then. And I didn't know where to look where nothing, and I had support and and back then the frame of mind that I was in like I said, like, you know, I was there's anger there's the confusion. There's like, you name it. I went through it, but without say my family members, especially my wife, who was able to help me and help start reaching out to organizations and things and get me and then also encouraged me and then encouraged me to start doing these things. You know, it's all important.

2:11:25

So I have a lot of people a lot of like spouses and partners and people that say, can you talk to my so and so and I've talked to them and they're in that Yeah, but stage I call it where they're spending more energy figuring out why they can't do something instead of why they can and it's not a fault. It's a stage. You will get through that stage at some point and you will not be a yak butter all the time.

Exactly. It's but it's the stage that you have to get through. I've got a whole bunch of hands that I'm not going to miss Nate. So I'll start with you, Kim.

2:11:59

Thank you. I, one thing that came to mind in terms of accessing resources and to Shane's point, is I think often, whether you're an individual who's acquired disability or you've had a disability your entire life, you don't know what you don't know. And so there's been some conversation around peer groups. I think the other thing that can be helpful is looking for a regional Disability Resource Center. So I've been lucky enough to be on the board. At the Victoria Disability Resource Center for the past few years. But they exist throughout the province. They exist throughout the country, and that is maybe a starting point, because other organizations have more specialties and so whether you're directed to an organization like Neil Squire, or the like work BC ATS program, or something else that exists in other parts of the country, and that's a great starting point, and you know, you can get support in your technical needs. But then Shane, you also talked a little bit about, you know, the emotional rollercoaster that you went through. And so, you know, maybe referring you to peer groups who experienced the world in the same way that you do, and so that's maybe a good a good starting point, in terms of reducing the cost of these tools overall. And I mean, we can look at government subsidies. But that's not the only thing I think that maybe an acquisition, you know by Microsoft of Dragon, maybe that's a good thing. You know, the the kind of seemingly infinite resources that Microsoft has, if they can continue to refine that tool so that it is more cost effective to make I would hope that that will be put on the consumer and so would cost less to buy right now Dragon is an expensive tool with a buy if it not subsidized and I believe maybe Nate, you can correct me if I'm wrong. Or Dave, if you still use it, it's an annual subscription, right and so that that can add up right and so again, you know, if we can have kind of more, more interest or more resources going into the design and development of these tools, so that they can be produced in a more cost effective way then that can be a ripple effect on the onto the consumer one would one would hope is that maybe not going to go that way.

2:14:17

But you know, with more competition typically comes that's more options for that's kind of what I mentioned with the electric bike thing right now that there was so much more asked for it. It's now become so more strength mainstream than it was just for a certain group before.

2:14:28

Nate and Ian both had theire hands up so yes, I'm gonna go to Ian first. I'm going to punish Nate

2:14:36

Yeah. To climb through. Right, right. Right. Kim said there are so many organizations out there that whether or not I sure can help, whether it's technology for living whether it's nice fryer but tax versus the Chaya, there are so many Oh, yes. Questions, the details. That's a starting point. And analysts are with large corporations like Microsoft and Apple understanding that is accessibility is so

important. They are implementing it there is a dictation software for renderers and to other platforms now we're you don't you don't need to buy third party technology and software to catch on to your in may start in stages. So they're they're free screen readers, but not as good. It's an excellent starting point.

2:15:41

But at least to know, hey, I want something that's or this is enough that I can use this. But if you're going to use that a lot because I always tell people that when trying an assistive technology, it's like yeah, you don't want to commit to a huge one. So if you even if it's like a physical tool, go buy it at the dollar store. A cheap one. Let's see if you want it and then you can go later if you're using it all the time and it's breaking because you then go and find a really expensive one or one that's built better, right? And that way, you're not throwing that all the way in sort of idea. And just before I go to Nate, just like you mentioned Kim, there's the different resource centers IO Canada Independent Living Canada, that's our CD is one. There are many all over the country from West Coast to East Coast. So again, that's the independent living philosophy is that we help people help themselves to get to where they're going. So go ahead, Dave.

2:16:39

I guess you know, coming out of your ears, there's no smoke buddy. There's no smoke. If there was somebody would run in here with a fire extinguisher I'm sure. But you know, the the important thing too is the layering of knowledge. You know who by a show of hands on the panel today could go into their outlay outlook program and use either the dictate feature or where the the emails can be spoken to who knows how to do that. Okay, great. So, okay, so now imagine somebody that has no knowledge of Outlook, no knowledge of all these things, and now you want them to try and use this stuff. So it takes a layering of knowledge base to get to a point where you can use some of these tools unless you got somebody there to hold your hand. So speak and hold your hand is Neil Squire has two amazing programs that we run either locally called Computer comfort or using distance learning called distance computer comfort. Where somebody that self identifies as having a disability, and they want to learn more about technology. We'll do it for free. We'll either do it with one of our paid staff members or one of our amazing volunteers. We can teach people how to use assistive technologies. We can teach people how to use the Microsoft suite of products, Word, Excel, PowerPoint, we can teach people how to effectively use iPhones and iPads Google or Android phones and tablets. And give them that baseline of knowledge so that when they have that baseline, now they can go to YouTube, have a little bit of success, and go learn about a bunch of stuff that way. Or have a conversation with their neighbor that's always trying to teach them this high level stuff. And they never had the baseline to learn. So that capability is out there. But for somebody that's starting from scratch, you can't just throw them into a Microsoft certified training program because they can't even get past first base. And then lastly, here's the good news about nuanced. Sometimes when a big company like Microsoft buys a company, they fold it into the big umbrella. If you go to the nuance website right now, nuances an organization is still an organization that's doing their thing. Of course Microsoft is on their website now. But nuance is still doing what nuance has always done, which is building quality, voice activated programs to help people that struggle with that sort of thing in their day, whether it's from an employment thing or or otherwise. So there is some good news there

2:19:03

All right. Awesome. So we're coming around to the end, and I want to thank everybody for putting up with me. I tried to keep my dog appearance to the end of the program. He was sleeping for a while, and I'll pass everything back. To Emily. And I hope everyone got some great information. I know I did.

2:19:25

Yeah, thank you so much, Dave, you did such an incredible job of facilitating the conversation and I think everybody will leave with some resources and some knowledge. I certainly have learned a lot of things and I think it was a really great informative discussion. So thanks so much for everyone for attending the accessible community forum on digital accessibility. We had a great conversation today with lots of valid points and thoughts brought to the table. I'm going to post in the Chat everyone on the panels direct email, so if you have any questions, they have given me their permission that you can email them directly. I'm also going to post my email in the chat for those of you that don't don't know about it, if you have any follow up questions, concerns, comments and how we can do better. You know, suggestions for topics in the future, you can email me at ie chambers at connector a.org. Just a reminder, a transcript of this event will be emailed out to all attendees, as well as a summary of our survey findings from last week. They'll also be a chat transcript sent out and we will be adding all of these resources mentioned to our website connector.org. So that will be up in about a week's time. Check out all of our various events at connector.org/events. I will put that in the chat as well. We have weekly programming, chair yoga, adaptive fitness, dance, rotating Mondays, so come come and hang out with us again. Thank you so much for being here and have a great rest of your weekend.

2:21:02

Thanks, everyone. Thank you. We'll see everybody. Take care. Thank you