



UNITED STATES DEPARTMENT OF EDUCATION
OFFICE FOR CIVIL RIGHTS, REGION IV

61 FORSYTH ST., SOUTHWEST, SUITE 19T10
ATLANTA, GA 30303-8927

REGION IV
ALABAMA
FLORIDA
GEORGIA
TENNESSEE

November 14, 2017

VIA REGULAR AND ELECTRONIC MAIL

Mr. Scott Bass
Superintendent
Glades County School District
400 10th Street
P.O. Box 459
Moore Haven, Florida 33471-0459

Re: OCR No. 04-16-1334

Dear Superintendent Bass:

This letter is to advise you of the resolution of the above-referenced complaint investigation of the Glades County School District (District) by the United States Department of Education (Department), Office for Civil Rights (OCR). The complaint, which was received on March 21, 2016, alleged that the recipient is discriminating on the basis of disability, because its website is not accessible to persons with disabilities.

OCR is responsible for enforcing section 504 of the Rehabilitation Act of 1973, as amended (Section 504), 29 United States Code (U.S.C.) § 794, and its implementing regulations at 34 Code of Federal Regulations (C.F.R.) Part 104, which prohibit discrimination on the basis of disability in programs and activities of recipients of federal financial assistance. OCR also is responsible for enforcing title II of the Americans with Disabilities Act of 1990, as amended (Title II), 42 U.S.C. §§ 12131, *et seq.*, and its implementing regulations at 28 C.F.R. Part 35, which prohibit discrimination on the basis of disability in programs, services, and activities of public entities. As a recipient of federal financial assistance from the Department and as a public entity, the District is subject to OCR's jurisdiction under Section 504 and Title II.

This letter summarizes the applicable legal standards, the information gathered during the investigation, and how the investigation was resolved.

Legal Authority:

Section 504 and Title II prohibit people, on the basis of disability, from being excluded from participation in, being denied the benefits of, or otherwise being subjected to discrimination by recipients of federal financial assistance or by public entities. 34 C.F.R. § 104.4 and 28 C.F.R. § 35.130. People with disabilities must have equal access to recipients' programs, services, or activities unless doing so would fundamentally alter the nature of the programs, services, or

activities, or would impose an undue burden. 28 C.F.R. § 35.164. Both Section 504 and Title II prohibit affording individuals with disabilities an opportunity to participate in or benefit from aids, benefits, and services that is unequal to the opportunity afforded others. 34 C.F.R. § 104.4(b)(1)(ii); 28 C.F.R. § 35.130(b)(1)(ii). Similarly, individuals with disabilities must be provided with aids, benefits, or services that provide an equal opportunity to achieve the same result or the same level of achievement as others. 34 C.F.R. § 104.4(b)(2); 28 C.F.R. § 35.130(b)(1)(iii). An individual with a disability, or a class of individuals with disabilities, may be provided with a different or separate aid, benefit, or service only if doing so is necessary to ensure that the aid, benefit, or service is as effective as that provided to others. 34 C.F.R. § 104.4(b)(1)(iv); 28 C.F.R. § 35.130(b)(1)(iv). Title II also requires public entities to take steps to ensure that communications with people with disabilities are as effective as communications with others, subject to the fundamental alteration and undue burden defenses. 28 C.F.R. § 35.160(a)(1). In sum, programs, services, and activities—whether in a “brick and mortar,” on-line, or other “virtual” context—must be operated in ways that comply with Section 504 and Title II.

Investigation:

OCR examined the pages on the recipient’s website identified by the complainant to determine whether they are accessible to persons with disabilities. These web pages included:

- Homepage – <http://www.gladesedu.com/>
- District Info/Menu Items - <http://www.gladesedu.com/menu-items?Date=16-Feb-17&View=agenda-day>
- District Info/Board Agendas - <http://www.gladesedu.com/school-board-agendas>

OCR evaluated the above-listed pages and determined that important images and links were missing text descriptions, called “alt tags,” that describe the images to blind and low-vision users who use special software; keyboard controls could not access all content and functions of the pages with the same ease of use as accessed with the mouse, so that some important content of the website could only be accessed by people who can use a computer mouse, which meant that content was not available to those who are blind, many who have low vision, and those with disabilities affecting fine motor control; some buttons do not contain any text; some pdfs did not contain selectable text; the sites fail to provide a way to skip repetitive navigation links; and parts of the website used color combinations that made text difficult or impossible for people with low vision to see. These barriers deny persons with disabilities access to programs, services, and activities offered on the website, impede the District’s communications with persons with disabilities and, therefore, violate Title II and Section 504.

OCR also reviewed documentation submitted by the District in response to OCR’s notification of this investigation. The District stated that it has no policies and procedures relating to the creation, modification, and editing of its website, nor does it have any documents regarding efforts to make the website accessible to individuals with disabilities. The District also reports to OCR that it has not conducted self-study and/or monitoring reports used to evaluate or monitor the website’s accessibility for individuals with disabilities. In addition, the District stated that a third-party vendor is responsible for design, development, and maintenance of the content and

functionality of the website. The District also informed OCR that it has not received any complaints pertaining to the accessibility of its website.

Based on a preponderance of the evidence obtained in this investigation, OCR determined that individuals with disabilities, such as individuals who are blind, many who have low vision, and those with disabilities affecting fine motor control, will have significant difficulties accessing the online programs, services or activities of the District. Accordingly, OCR found sufficient evidence to establish a violation of Section 504 and Title II as alleged.

Resolution Agreement:

The recipient submitted a signed resolution agreement (Agreement) to OCR on October 31, 2017. When fully implemented, the Agreement will address the findings of noncompliance noted above as well as resolve issues of accessibility pertaining to the rest of the recipient's website. The recipient committed to take actions including:

- selecting an auditor who has the requisite knowledge and experience to identify barriers to access on the recipient's website and conducting a thorough audit of existing online content and functionality;
- making all new website content and functionality accessible to people with disabilities;
- developing a corrective action plan to prioritize the removal of online barriers over an 18-month period;
- posting a notice to persons with disabilities about how to request access to online information or functionality that is currently inaccessible; and
- providing website accessibility training to all appropriate personnel.

OCR will monitor the recipient's implementation of the Agreement. When OCR concludes the recipient has fully and effectively implemented the terms and obligations of the Agreement and is in compliance with the statutes and regulations at issue in the case, OCR will terminate its monitoring and close the case. If the recipient fails to implement the Agreement, OCR may initiate administrative or judicial proceedings to enforce specific terms and obligations of the Agreement. Before initiating administrative (34 CFR §§ 100.9, 100.10) or judicial proceedings to enforce the Agreement, OCR will give the District written notice of the alleged breach and sixty (60) calendar days to cure the breach.

This concludes OCR's investigation of the complaint. These findings should not be interpreted to address the District's compliance with any other regulatory provision or to address any issues other than those addressed in this letter. This letter sets forth OCR's determination in an individual OCR case. This letter is not a formal statement of OCR policy and should not be relied upon, cited, or construed as such. OCR's formal policy statements are approved by a duly authorized OCR official and made available to the public. The complainant may have the right to file a private suit in federal court whether or not OCR finds a violation.

Please be advised that the recipient may not harass, coerce, intimidate, discriminate or otherwise retaliate against any individual because he or she asserted a right or privilege under a law

enforced by OCR or filed a complaint, testified, or participated in the complaint resolution process. If this happens, the individual may file a retaliation complaint with OCR.

Under the Freedom of Information Act, it may be necessary to release this document and related correspondence and records upon request. In the event that OCR receives such a request, OCR will seek to protect, to the extent provided by law, personally identifiable information that could reasonably be expected to constitute an unwarranted invasion of personal privacy if released.

Thank you for the assistance you extended to OCR in resolving this complaint. We look forward to receiving the District's first reports about its implementation of the Agreement by April 1, 2018. If you have any questions, please contact Stephanie Pessin at Stephanie.Pessin@ed.gov, or at (404) 974-9343, or Ebony Calloway-Spencer at (404) 974-9367.

Sincerely,

A handwritten signature in cursive script that reads "Ebony Calloway-Spencer".

Ebony Calloway-Spencer
Compliance Team Leader

cc: XXXX XXXXXXXXX, Esq., via electronic mail

Enc: Agreement