

**Lake Shore Public Schools
Resolution Agreement
OCR Docket #15-16-1249**

Lake Shore Public Schools (the District) voluntarily submits this Resolution Agreement (Agreement) to the U.S. Department of Education, Office for Civil Rights (OCR), for the purpose of resolving the above-referenced complaint alleging violation of Section 504 of the Rehabilitation Act of 1973 (Section 504), 29 U.S.C. § 794, and its implementing regulation at 34 C.F.R. Part 104, and Title II of the Americans with Disabilities Act of 1990 (Title II), 42 U.S.C. § 12131 *et seq.*, and its implementing regulation at 28 C.F.R. Part 35.

The District recognizes the importance of making its website accessible to those with disabilities. To resolve the above-referenced complaint, the District voluntarily enters this Agreement to further its commitment to making its website accessible to those with disabilities.

“Accessible,” as used in this Agreement, means a person with a disability is afforded the opportunity to acquire the same information, engage in the same interactions, and enjoy the same services as a person without a disability in an equally effective and equally integrated manner, with substantially equivalent ease of use. A person with a disability must be able to obtain the information as fully, equally, and independently as a person without a disability. Although this might not result in identical ease of use compared to that of persons without disabilities, it still must ensure equal opportunity to the educational benefits and opportunities afforded by the technology and equal treatment in the use of such technology.

The District agrees to take the following actions:

1. Within 120 calendar days of this Agreement, the District will draft and submit to OCR for review and approval a procedure document to ensure information provided through the District’s website(s) (online content) is accessible to students, prospective students, employees, guests, and visitors with disabilities, particularly those with visual, hearing, or manual impairments or who otherwise require the use of assistive technology to access information (Web Accessibility Procedure Document). The Web Accessibility Procedure Document will, at minimum, accomplish the following:
 - a. identify and adopt the specific technical standard(s) the District will use to determine whether online content is accessible (e.g., W3C’s Web Content Accessibility Guidelines (WCAG), Web Accessibility Initiative - Accessible Rich Internet Applications Suite (WAI-ARIA), or other standard or combination of standards that will render online content accessible);¹

¹ This Agreement does not imply that conformity with WCAG, WAI-ARIA, and/or other electronic and information technology standard is either required or sufficient to comply with the requirements of either Section 504 or Title II. The technical standard(s) serve only as guidance with respect to whether the online content is accessible.

- b. designate at least one individual (Web Accessibility Coordinator) and provide that individual with sufficient resources and authority to coordinate and implement the Web Accessibility Procedure Document, the implementation and remediation plan described below, and all other commitments relating to accessibility within this Agreement; and
- c. inform students, prospective students, employees, guests, and visitors that they may report violations of the technical standard(s) used by the District, file a formal complaint through its Section 504 and Title II grievance procedure, and/or contact the Web Accessibility Coordinator with any accessibility concerns. The Web Accessibility Procedure Document will include the name and/or title, office address and telephone number, and email address of the Web Accessibility Coordinator.

Reporting Requirement: Within 120 calendar days of this Agreement, the District will provide for OCR's review and approval the Web Accessibility Procedure Document drafted consistent with Item 1.

- 2. Within 120 calendar days of this Agreement, the District will draft and submit to OCR for review and approval an implementation and remediation plan (Web Accessibility Plan, or the Plan) to ensure adherence with its Web Accessibility Procedure Document. The Plan will, at minimum, provide for:
 - a. an accessibility audit (Audit) to be completed annually under the direction of the Web Accessibility Coordinator, during which information provided by the District through its electronic and information technologies is measured against the technical standard(s) adopted in the Web Accessibility Procedure Document. All problems identified through the Audit will be documented, evaluated, and, if necessary, remediated within a reasonable period of time;
 - b. a procedure to ensure that District online content, which is subject to the District's discretion and which is provided or developed by third parties, is accessible prior to making such content available on a District website. This procedure should direct administrators and staff to ensure that any District online content provided or developed by third parties (e.g., vendors, video-sharing websites such as YouTube, online encyclopedias such as Wikipedia) that the District chooses to make available on its website will provide equal opportunity to the educational benefits and opportunities afforded by the technology and equal treatment in the use of such technology;
 - c. annual training for any staff (e.g. administrators, faculty, support staff, student employees) responsible for creating or distributing information with online content to students, employees, guests, and visitors with disabilities, including, but not limited to, training on the Web Accessibility Procedure Document, the Plan, and their roles and responsibilities to ensure that web design, documents, and multimedia content are accessible. The training will be facilitated, in whole or in part, by an individual with sufficient knowledge, skill, and experience to understand and employ the technical standard(s) adopted by the District.

Reporting Requirement: Within 120 calendar days of this Agreement, the District will provide for OCR review and approval the Plan drafted under Item 2.

3. Within 60 calendar days of OCR's approval of the District's Web Accessibility Procedure Document and the Plan, the District will post the Web Accessibility Procedure Document and the Plan in a logical and readily identifiable location on its website and will provide notification of both to students, prospective students, employees, guests, and visitors. The notification will occur by written correspondence, e-mail, and/or website notification and will further provide information on where the Web Accessibility Procedure Document and the Plan are located on the District's website and, alternatively, where individuals may request or obtain a copy of such documents.

Reporting Requirement: Within 60 calendar days of OCR's approval of the District's Web Accessibility Procedure Document and the Plan, the District will provide documentation to OCR verifying its implementation of Item 3, including a copy of the notification(s) and the URL (web address[es]) for the location of its Web Accessibility Procedure Document and the Plan.

4. Within 90 calendar days of OCR's approval of the District's Web Accessibility Procedure Document and the Plan, the District will develop proposed training materials on how to ensure accessibility in web design and implementation. The training will be provided by qualified personnel, or through an online training program vetted by said qualified personnel, to the Web Accessibility Coordinator and all staff involved in web design and implementation, including but not limited to administrators, teachers, staff, and volunteers who develop content for online instruction and/or post material on District webpage(s)/portal(s). The training will include, at a minimum, training on the Web Accessibility Procedure Document, the Plan, and the roles and responsibilities of District staff to ensure that web design, documents, course content, and multimedia videos or content are accessible.

Reporting Requirement: Within 90 calendar days of OCR's approval of the District's Web Accessibility Procedure Document and the Plan, the District will provide to OCR for review and approval the name(s) and credentials of the individual(s) who will conduct the training and a copy of any proposed training materials (e.g., pamphlets, presentation materials).

5. Within 90 calendar days of OCR's approval of the District's training materials and the trainer's credentials, the District will conduct the training described in Item 4.

Reporting Requirement: Within 90 calendar days of OCR's approval of the District's training materials and the trainer's credentials, the District will provide to OCR a list of individuals (by name and title) who participated in the training, and a copy of any training materials (e.g., pamphlets, presentation materials).

6. Within 90 calendar days of the date that the District conducted the training pursuant to Item 5, the District will complete an initial Audit to examine whether information provided through online content is currently accessible, measured against the technical

standard(s) adopted by the Web Accessibility Procedure Document. The District will document the results of the initial Audit and develop a corrective action strategy based on the initial audit findings that includes relevant timeframes for completion.

Reporting Requirement: Within 90 calendar days of the date that the District conducted the training pursuant to Item 5, the District will provide to OCR for review and approval a copy of its initial Audit report and corrective action strategy, if necessary, including the timeline for implementation of the corrective action strategy, and the credentials of a third-party web accessibility consultant or employee of the District with sufficient knowledge, skill, and experience to understand and employ the technical standard(s) adopted by the District that will be certifying (pursuant to Item 7 below) that the District's online content meets the technical requirements adopted in the Web Accessibility Procedure Document.

7. Within 30 calendar days of OCR's approval of the corrective action strategy created as a result of the initial audit, if necessary, including the timeline for implementation of the corrective action strategy and the credentials of the District's consultant or responsible employee described above, the District will begin implementation of the corrective action strategy to make its online content accessible to individuals with disabilities, particularly students with visual, hearing, or manual impairments or who otherwise require the use of assistive technology to access the online content.

Reporting Requirement: Within 180 calendar days of OCR's approval of the corrective action strategy created as a result of the initial audit, the District will submit documentation to OCR confirming implementation of the corrective action strategy created as a result of the initial audit consistent with established timeframes, including certification to OCR that its online content meets the technical requirements adopted in the Web Accessibility Procedure Document. The District will also provide to OCR the bases for this certification, including copies of any accessibility evaluation or report, dates of correction actions, and copies of any reports from interim audits conducted pursuant to the Web Accessibility Plan.

General Requirements

The District understands that OCR will not close the monitoring of this Agreement until OCR determines that the District has fulfilled the terms of this Agreement and is in compliance with Section 504 and its implementing regulation at 34 C.F.R. § 104.4, and Title II and its implementing regulation at 28 C.F.R. §§ 35.130 and 35.160, which were at issue in this complaint.

The District understands that, by signing this Agreement, it agrees to provide data and other information in a timely manner. Further, the District understands that during the monitoring of this Agreement OCR may visit the District, interview staff, and request such additional reports or data as are necessary for OCR to determine whether the District has fulfilled the terms of this Agreement and is in compliance with Section 504 and its implementing regulation at 34 C.F.R. § 104.4, and Title II and its implementing regulation at 28 C.F.R. §§ 35.130 and 35.160.

The District understands and acknowledges that OCR may initiate administrative enforcement or judicial proceedings to enforce the specific terms and obligations of this Agreement. Before initiating administrative enforcement (34 C.F.R. §§ 100.9, 100.10) or judicial proceedings to enforce this Agreement, OCR shall give the District written notice of the alleged breach and sixty (60) calendar days to cure the alleged breach.

/s

8/12/2016

Superintendent or Designee

Date