If you require this information in an accessible format, please [contact the Accessibility Coordinator](#) at accessibility@durham.ca or 905-668-4113 ext. 2009.

Accessible documents checklist for vendors

When creating documents for the Regional Municipality of Durham, the expectation is to provide an accessible document.

The following checklist will assist you in creating your documents in an accessible format. This information is provided as a guide. The Region makes no representation as to the completeness or suitability of this information. It is the user's responsibility to ensure compliance with legislative or contractual obligations related to accessibility.

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Source Document

Any Region of Durham documents being created (including consultant-created documents and reports) must be accessible.

Consider accessibility in the source format (program in which it was created). For example, Microsoft Word, Adobe InDesign, Microsoft Excel, etc.

If you only have the PDF version, skip to page four.

1. Document properties set as listed below.
   a) Description
      - Document title is understandable to someone outside the Region of Durham.
      - Author is Region of Durham (acceptable to have "Consultant name" with text "for Region of Durham".).
      - Keywords in the document preferably are placed at the beginning. If someone was searching for the document on durham.ca, what words would they type in to find the document?

2. Ensure reading order is correct. Note: some programs such as Microsoft Word will read it in the correct order if the guidelines for accessible documents have been used.

3. Font – sans serif font at a minimum 12-point font. Arial recommended but not necessary.

4. Margins are a minimum of one inch and space between columns is sufficient to know where the columns are separated.

5. Consider paper size. Most individuals will only have letter size paper for printing.

6. Design guidelines have been used.

7. White space is used.

8. Plain language is used where possible.

9. Colour contrast passes the colour contrast ratio analyzer.

10. Colour is not used as the only means of communication.

11. Images are flattened.

12. Images will need to be in line with text, only if document is provided in the source format (for example in Microsoft Word).

13. Acronyms and abbreviations are spelled out the first time seen. For large documents, consider a glossary.

14. Use built-in styles. Modifying the built-in styles is preferable over making changes in the Home ribbon. For example, creating space after the Heading 1 by modifying the Heading 1 Word

style is better than adding extra returns. Title built-in styles are not used for structure. Typically, a title style is used on a cover page of a document.

15. Headings are present (in sequential order).

16. Lists are used correctly. For example, an unordered list uses bullets, an ordered list uses numbers and a list paragraph uses neither bullets nor numbers.

17. Alternative text on all images or graphics.

18. Hyperlinks have a description that makes sense out of context.

19. Tables include:

    a) Table summary

    b) Header row

    c) Should not used for formatting purposes. Can the information be displayed without using a table?

    d) No merged or split cells.

20. Maps are flattened and tagged as an image and add alternative text.

21. Text boxes are not used as it creates accessibility barriers, except in programs such as Adobe InDesign.

22. Run **Full accessibility** checker within the program.

23. Correct any errors.

Portable Document Format (PDF)

Once you have made your source document accessible, it may need to be converted to a PDF. This checklist outlines the steps to convert your document to a PDF.

1. Check that document properties are set. If the document properties were set in the source document, you may not need to complete these steps.
   a) Description tab
   - Document title is understandable to someone outside the Region of Durham.
   - Author is Region of Durham (acceptable to have "Consultant name" with text "for Region of Durham".).
   - Keywords are in the document, preferably at the beginning of the document. If someone was searching for the document, what words would they type in to find the document?
   b) Initial view is set to Document title.
   c) Language is set to English or en-CA.

2. Page properties, ensure the "Use Document Structure" radio button is selected.
3. Bookmarks, if you have used headings in the source document, the bookmarks will automatically generate in the PDF. If there were no headings you will need to manually create bookmarks.
4. Reading Pane.
   a) Ensure that the reading order is correct. If you have created your source document with accessibility in mind, the reading order should be correct. Complete each step listed below.

   - Ensure the Display like elements in a single block is not selected.
   - Headers and footers are not automatically tagged when converted to a PDF. Manually tag any information that is required.
   - Delete any empty tags
   - All images and graphics have an alternative text.
   - All tables have a table summary.
   - Images and graphics for decorative purposes are tagged as an artifact.
   - Hyperlinks have a description that makes sense out of context.

5. Content Pane.
   a) Ensure the content order matches the reading order.
   b) Annotations are any interactive element such as a link. They automatically display first at the top of each page. Ensure the links are in the correct order.
   c) All empty containers are tagged as an artifact.
   d) All elements missing a container will either need to have a container created or tag as an artifact.
   e) Paths will need to be created as an artifact. A path is any shading or borders (including lines in a table).

6. Tags Pane.
   a) First tag in the tags pane needs to be <Document>.
   b) Tags order matches the reading and content order.
   c) Your document has at least one heading 1, even in a one page document.
   d) Headings are present and are in sequential order. For example the first heading needs to be a heading 1.
   e) Delete empty tags in the tags panel.

   f) All tables have a header row.
   g) Tables are not tagged as an image.
   h) Tables with merged or split cells tagged accordingly.
   i) Where tables used for formatting purposes, retag as text and delete table.

7. If you have not flattened the charts you will need to remove tags from charts, re-tag as an image, and add alternative text.
8. If you have not flattened your maps, you will need to retag maps as images and add alternative text.
9. Run the Full accessibility checker.
10. Correct any errors.