



WEBSITE GOVERNANCE AUDIT

ACCESSIBILITY

www.uhn.ca

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Accessibility at UHN

UHN is committed to meeting the standards outlined in the province's Accessibility for Ontarians with Disabilities Act (AODA). Our goal is to increase access to goods and services for all members of the UHN community. This includes removing barriers from online properties and making those fully accessible to end-users, primarily. UHN owns the public website (uhn.ca).

According to AODA legislation, all online properties are mandated to be fully compliant by 2021.

UHN.ca currently houses around 8,621 web pages and 2,523 PDFs with both categories continuing to grow. Thirty contributors across UHN upload their content regularly. Even with a proper QC/QA and SharePoint approval workflow in place, there is always room for human error in such an enterprise-size website. By using an external audit platform, we could ensure that we would have an enterprise-wide compliant website. Michener.ca, a WordPress site, is also onboard and they have around 1000 web pages and 130 PDFs.

In 2017, Public Affairs and Communications purchased an auditing platform [SiteImprove](#) to identify gaps in uhn.ca, with a focus on Web Accessibility. In 2023, our department switched to [DubBot](#), which checks UHN.ca against the WCAG 2.1 standards (A and AA).

The Web Teams at PA&C and Princess Margaret Cancer Centre have spent **860 hours** (to date) to fix **91% of Accessibility** and **83% of Usability** issues on the websites. This includes content-related accessibility issues, readability, broken links and misspellings. Below are the overall site scores for the following websites:

- Michener.ca Overall Site Score is 86%
- UHN.ca/PrincessMargaret/ Overall Site Score is 95%
- UHN Corporate News Overall Site Score is 89%
- UHN.ca Overall Site Score is 88%



Figure 1: The graph from DubBot above shows the overall score of UHN.ca over the year 2023.

The UHN web team has a close relationship with DubBot, which works to constantly educate the team on Web Accessibility and transfer the knowledge to other teams. This work involves

working with a Web Accessibility Consultant at DubBot, compiling checklists and test scenarios to establish a solid track record of compliance with Accessibility standards.

This work is an ongoing effort to keep the website compliant and requires organization-wide support to maintain web accessibility across UHN's online platforms.