ADA Digital Accessibility: Frequently Asked Questions

These questions were asked at the Countywide Town Hall meeting on March 9, 2026.

Topic: General

Q: Who will be the person to contact when we have questions?

A: Please contact our project manager, Catherine Larsen, LarsenC@stancounty.com, if you have any questions not covered in this document.

Q: Do documents posted for employees on our internal Connect site also need to meet the ADA Digital Accessibility standards?

A: The rule applies to external or public communications only at this time. The Department of Justice (DOJ) finalized a rule under Title II of the ADA requiring state and local government websites and mobile apps to comply with WCAG 2.1 Level AA standards. This rule applies to most digital content, including web pages, PDFs, and third-party tools, with the deadline of April 24, 2026. As we adopt accessible design practices, all content we create will naturally become accessible, no matter the intended audience.

Q: Where can I go today to start learning how to create ADA accessible content?

A: There are some great tools already available. Please check out our ADA Digital Accessibility Resources Page on Connect! Additional information on creating ADA accessible content, including documents, meetings, PDFs, presentations, social media, spreadsheets, audio & video, and more, is available at Section508.gov.

Q: Is our Stanislaus County logo already ADA compliant, or do we need to make any adjustments?

A: The logo file itself is neither “ADA compliant” or “non-compliant.” Accessibility depends on how it is used. If the logo conveys meaning or identifies the County, it needs appropriate alternative text (alt text). In most contexts, but depending on the content and surrounding text, the recommended alt text for our logo is “Stanislaus County Logo.” If the logo is used in a document, and the words Stanislaus County follow the logo, the Stanislaus County logo can be considered decorative. In that case, you can use empty/null alt text so screen readers skip it.

Q: Is effectively translating content in threshold languages a part of ADA-compliant accessibility? Google Translate is our current approved tool for website translation.

A: The DOJ digital accessibility rule focuses on ensuring content is usable by people with disabilities. While it does not require translation into other languages, any translated content that is provided must still meet accessibility standards. There may be other laws or rules that require the County to provide translation.

Q: Will there be new/updated County branding guidelines that will be released to staff?

A: You can find our brand guidelines and resources here on Connect. We will be adding ADA-compliant templates in the coming weeks.

Q: Is there a specific accessibility score we are required to meet in order to be considered "compliant"?

A: Our County's goal is to be 100% compliant across all of our content. In addition to the upcoming training, you can find resources here on Connect to help you create ADA-compliant content in all its forms.

Topic: Tools

Q: How reliable are the built-in Microsoft tools?

A: They're pretty good! It's best to think about accessibility from the start when creating a document, whether in Microsoft Word, PowerPoint, or Excel. We encourage you to use the accessibility checker tools embedded in these programs. As with any skill, creating accessible content becomes faster and easier with practice. Start by using the built-in accessibility tools in programs like Canva, Microsoft Word, PowerPoint, or Excel. If you later convert the file to a PDF, run the Adobe Pro accessibility checker to catch any remaining issues. Using accessibility features from the start will give you a strong head start.

Q: Is our StanConnect APP ADA compliant? At what point do we become liable for something that is out of compliance? If we have a process for remediating out of compliance content are we still liable for anything that is accidentally missed?

A: The department that manages the relationship with the StanConnect app is responsible for working with the vendor to understand their ADA accessibility compliance. Our County's goal is to be 100% ADA-compliant.

While we have tools that help us track compliance across our ITC-hosted and managed websites, ultimately, each department is responsible for ensuring the content they create is ADA-compliant.

Topic: Content Creation - Documents & Flyers

Q: I've noticed (the Town Hall) mostly discussed Adobe & Microsoft tools. Will there be resources put out for those who use CANVA?

A: The upcoming training will include accessibility information about Canva. You can get started now by learning about Canva's Accessibility Tools through the resources below.

Canva YouTube Video Series on Accessible Content:

1. What is accessible design? Make your social content more accessible
2. Make your content accessible with fonts, alternative text, hashtags, and emojis
3. Make your images and videos more accessible

As with any skill, creating accessible content becomes faster and easier with practice. Start by using the built-in accessibility tools in programs like Canva, Microsoft Word, PowerPoint, or Excel. If you later convert the file to a PDF, run the Adobe Pro accessibility checker to catch any remaining issues. Using accessibility features from the start will give you a strong head start.

Q: So does this mean no more fancy flyers?

A: Accessible design does not mean plain or unattractive design. It means design that remains usable for people with disabilities. Flyers can still be visually engaging, but they should use readable text, sufficient color contrast, logical reading order, meaningful headings, and avoid conveying information by color or visuals alone.

Our goal as a County is to create content that is accessible to all our community members. That means putting our community members at the center of what we create, simplifying our content, including our designs, fonts, and colors. As a potential solution, we suggest using County templates (coming soon!) that meet ADA-accessible guidelines.

Q: Should we be making the document ADA-compliant in Adobe? Or will the updates we make in Word or Canva transfer over to a PDF?

A: It's best to think about accessibility from the start when creating a document, whether in Microsoft Word, PowerPoint, or Excel. We encourage you to start by using the accessibility checker tools embedded in these programs. If you later convert the file to a

PDF, run the Adobe Pro accessibility checker to catch any remaining issues. Using accessibility features from the start will give you a strong head start.

Q: Do we need to go back to fix and adjust archived content that is already posted to be compliant?

A: The Department of Justice (DOJ) finalized a rule under Title II of the ADA requiring state and local government websites and mobile apps to comply with WCAG 2.1 Level AA standards. As a part of that rule, there are exceptions. Our Department Heads have already identified which departmental content qualifies for the “Archive” exception, meaning that content does not need to be ADA-compliant. Archived content on our website will be tagged so viewers know it may not be ADA-compliant when they click on it. For social media, compliance is required moving forward, starting April 24, 2026. There is no need to remediate or archive content prior to that date.

Q: We have a large department. Is it possible to get the structural support (documents) before the upcoming trainings, so that we aren't cramming to get everything done by April 24th?

A: There are some great tools already available. Please check out our ADA Digital Accessibility Resources Page on Connect! Additional information on creating ADA accessible content, including documents, meetings, PDFs, presentations, social media, spreadsheets, audio & video, and more, is available at Section508.gov.

It’s best to think about accessibility from the start when creating a document, whether in Microsoft Word, PowerPoint, or Excel. We encourage you to start by using the accessibility checker tools embedded in these programs. If you later convert the file to a PDF, run the Adobe Pro accessibility checker to catch any remaining issues. Using accessibility features from the start will give you a strong head start.

Q: Is the training going to go over tagging and tab/reading order?

A: Yes, this will be covered in the training.

Q: If I need to email a flier to an outside partner with the intent of the partner printing the flier to display physically, would that need to fall under these guidelines as well? If so, are there any tips on making this example compliant?

A: Our goal is to create ADA-compliant content whenever possible, regardless of how it will ultimately be used. As with any skill, creating accessible materials becomes faster and easier with practice. Begin by using the built-in accessibility tools in programs such as Canva, Microsoft Word, PowerPoint, or Excel. If you convert the file to a PDF, run the Adobe Acrobat Pro accessibility checker to identify and address any remaining issues. Incorporating accessibility features from the start will help ensure your content is usable and compliant.

Q: We have found that converting compliant documents to .pdf results in a non-compliant .pdf. Is there something in place to correct for that?

A: It's best to think about accessibility from the start when creating a document, whether in Microsoft Word, PowerPoint, or Excel. We encourage you to start by using the accessibility checker tools embedded in these programs. If you later convert the file to a PDF, run the Adobe Pro accessibility checker to catch any remaining issues. Using accessibility features from the start will give you a strong head start.

Topic: Content Creation – Social Media

Q: For 3rd party sites, such as Instagram/Facebook, are there any additional steps needed to ensure we're compliant when posting content?

A: The DOJ rule includes social media content, so yes, social media content, regardless of platform, needs to be designed and written for ADA digital accessibility compliance. While the training will include information about this, you can start learning now by viewing the resources on our ADA Digital Accessibility Resources Page on Connect! Additional information on creating ADA-accessible social media, audio, video, and more is available at Section508.gov. Whether you create social media content in Canva or not, this video provides a great overview of what to know as you create: Make your content accessible with fonts, alternative text, hashtags, and emojis

Topic: Website Content

Q: We were initially informed that documents prior to 2024 could be "archived" and were not required to be remediated unless a request was made for those documents, is that not the case?

A: The Department of Justice (DOJ) finalized a rule under Title II of the ADA requiring state and local government websites and mobile apps to comply with WCAG 2.1 Level AA standards. As a part of that rule, there are exceptions. Our Department Heads have already identified which departmental content qualifies for the "Archive" exception, meaning that content does not need to be ADA-compliant. Archived content on our website will be tagged so viewers know it may not be ADA-compliant when they click on it. For social media, compliance is required moving forward, starting April 24, 2026. There is no need to remediate or archive content prior to that date.

Q: If we have links to other vendors' websites (for example, we have Sierra Vista's website linked on our department's webpage), do we need to ensure that those vendors are also in compliance with these new regulations?

A: If a vendor is under contract with the County, the short answer is yes; however, there are some nuances. Department Heads are familiar with both the vendor process and ADA digital compliance requirements, so please consult your Department Head for guidance.