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# NeighborHealth Accessibility Conformance Report

## WCAG Edition

(Based on VPAT® Version 2.5)

### Name of Product:

NeighborHealth (<https://www.neighborhealth.com/>)

### Report Date:

October 18<sup>th</sup>, 2024

### Product Description:

Website for healthcare provider in the greater Boston area.

### Contact information:

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### Evaluation Methods Used:

Accessibility testing as per WCAG 2.2 AA guidelines.

The evaluation was performed using the below tools/ tests:

- Screen readers:
  - NVDA on Win11/ Chrome
  - VoiceOver on iPhone/ Safari
- WAVE automated tool
- Color contrast testing using Color Contrast Analyzer
- Browser zoom
- Keyboard-only
- Text-spacing testing using bookmarklets

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## Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standards/guidelines:

Standard/Guideline	Included in Report
Web Content Accessibility Guidelines 2.2 at <a href="https://www.w3.org/TR/WCAG22/">https://www.w3.org/TR/WCAG22/</a>	Level A (Yes) Level AA (Yes) Level AAA (No)

## Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Supports:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion.

**Table 1: Success Criteria, Level A**

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.1.1 Non-text Content</a> (Level A)	Supports	Images on the website contain relevant alternative text.
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Supports	No audio-only or video-only content is present on the website.
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Supports	No multimedia content is present on the website.
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Supports	No multimedia content is present on the website.
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Supports	The website has consistent headers and global table structures to establish clear information and relationships within the website. Screen readers properly identify most of the information available on the website. Visually impaired users are easily able to perceive the relationship between a particular element and its role.
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Supports	The sequence of the content present on the website is meaningful and appropriate and does not affect the meaning of the provided content.
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Supports	No information is present on the website which is based on sensory characteristics such as shape, size, location, sound, etc.
<a href="#">1.4.1 Use of Color</a> (Level A)	Supports	Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.
<a href="#">1.4.2 Audio Control</a> (Level A)	Supports	No audio content is present on the website that plays automatically for more than 3 seconds.

<p><a href="#">2.1.1 Keyboard</a> (Level A)</p>	<p>Partially Supports</p>	<p>The website mostly supports standard keyboard navigation and input functions (including swiping to move between input fields and pressing [Double tap] to make selections).</p> <p><b>Exceptions include:</b></p> <ul style="list-style-type: none"> <li>• The language combo box is not triggerable using the keyboard on the Home page <i>[This is specific to the third-party plugin Translate Press]</i></li> <li>• The 'Zoom In', and 'Zoom Out' buttons on the map are not keyboard-focusable on the Home and East Boston page <i>[This is specific to the third-party plugin Google Maps]</i></li> </ul>
<p><a href="#">2.1.2 No Keyboard Trap</a> (Level A)</p>	<p>Supports</p>	<p>Keyboard focus is moving sequentially throughout the website without the focus getting trapped in any section and it is convenient to access the functionality.</p>
<p><a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 and 2.2)</p>	<p>Supports</p>	<p>No functionalities are dependent on or controlled by character key shortcuts.</p>
<p><a href="#">2.2.1 Timing Adjustable</a> (Level A)</p>	<p>Supports</p>	<p>There is no such activity present on the website where time needs to be adjusted or extended.</p>
<p><a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)</p>	<p>Supports</p>	<p>There is no such content present on the website that needs to be stopped, paused, or hidden.</p>
<p><a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)</p>	<p>Supports</p>	<p>There is no flashing content present on the website.</p>
<p><a href="#">2.4.1 Bypass Blocks</a> (Level A)</p>	<p>Supports</p>	<p>A bypass mechanism for skipping to the main content is implemented.</p>

<a href="#">2.4.2 Page Titled</a> (Level A)	Supports	Descriptive and correct page titles are present for pages throughout the website.
<a href="#">2.4.3 Focus Order</a> (Level A)	Partially Supports	The focus mostly moves in a correct sequence order on the website from left to right and top to bottom.  <b>Exceptions include:</b> <ul style="list-style-type: none"> <li>The focus is moving to the hidden elements after the 'Map Location' buttons on the Home and East Boston Pages <i>[This is specific to the third-party plugin Google Maps]</i></li> </ul>
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Supports	All links are provided with appropriate link text and the user would be able to understand the purpose of the link from its link text.
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 and 2.2)	Supports	All functionalities present in the website can be operated with a single pointer without a path-based gesture unless a multi-point or path-based gesture is essential.
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 and 2.2)	Supports	No down-event of the pointer is used in the website to execute any part of the action.
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 and 2.2)	Supports	All labels on the website include text and the same text is defined in the code as well to assist speech recognition technologies.
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 and 2.2)	Supports	No functionality is present on the website that is operable only by device motion.
<a href="#">3.1.1 Language of Page</a> (Level A)	Supports	The language attribute is correctly defined for the web pages.
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	No interactive element is triggered automatically on receiving the focus.

<a href="#">3.2.2 On Input</a> (Level A)	Supports	Change of context does not happen when the user changes the setting of any input controls.
<a href="#">3.2.6 Consistent Help</a> (Level A 2.2 only)	Supports	A sufficient help mechanism is provided in a consistent place on multiple web pages.
<a href="#">3.3.1 Error Identification</a> (Level A)	Supports	Errors present on the website are notified to the users correctly.
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Supports	The website provides support for motor-impaired and cognitive users as the labels and instructions are provided for the form fields, which are clearly visible and readable to such users.
<a href="#">3.3.7 Redundant Entry</a> (Level A 2.2 only)	Supports	Users are not required to enter the same details in the same process multiple times.
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Partially Supports	<p>Most of the website elements have a proper label associated with their role and the screen reader recognizes them correctly with updated values as well.</p> <p><b>Exceptions include:</b></p> <ul style="list-style-type: none"> <li>• An incorrect role as a link and no label is announced for the language combo box on the Home page <i>[This is specific to the third-party plugin Translate Press]</i></li> <li>• The label for the map hotspots buttons are not announced <i>[This is specific to the third-party plugin Google Maps]</i></li> </ul>

**Table 2: Success Criteria, Level AA**

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Supports	No live multimedia content is present on the website.
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Supports	No multimedia content is present on the website.
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 and 2.2)	Supports	The website does not restrict its view and operation to a single display orientation.
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 and 2.2)	Supports	Interactive fields on the website are clearly labeled to direct the user to enter the data expected in the fields.
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Partially Supports	<p>The website mostly adheres to minimum contrast standards.</p> <p><b>Exceptions include:</b></p> <ul style="list-style-type: none"> <li>The text 'Location' on the map fails the color contrast ratio on the Home and East Boston pages <i>[This is specific to the third-party plugin Google Maps]</i></li> </ul>
<a href="#">1.4.4 Resize text</a> (Level AA)	Supports	The website is fully responsive. At a zoom of 200%, no loss of content or functionality is observed.
<a href="#">1.4.5 Images of Text</a> (Level AA)	Partially Supports	<p>Most of the information is conveyed to the user via an image of the text.</p> <p><b>Exceptions include:</b></p> <ul style="list-style-type: none"> <li>The tabular content present on the Leadership page is presented as an image.</li> </ul>
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 and 2.2)	Supports	The website does not require scrolling in two dimensions to present content without loss of information in 400% zoom.

<p><a href="#"><b>1.4.11 Non-text Contrast</b></a> (Level AA 2.1 and 2.2)</p>	<p>Partially Supports</p>	<p>The website user interface components mostly have a contrast ratio of at least 3:1 against adjacent color(s).</p> <p><b>Exceptions include:</b></p> <ul style="list-style-type: none"> <li>• The 'Zoom In' and 'Zoom Out' icons on the map fail the color contrast ratio on the Home and East Boston pages <i>[This is specific to the third-party plugin Google Maps]</i></li> <li>• The 'X (Clear)' icon on the search field fails the color contrast ratio due to an irregular background on the Find a Provider page.</li> </ul>
<p><a href="#"><b>1.4.12 Text Spacing</b></a> (Level AA 2.1 and 2.2)</p>	<p>Supports</p>	<p>The website is compliant with WCAG text spacing requirements.</p>
<p><a href="#"><b>1.4.13 Content on Hover or Focus</b></a> (Level AA 2.1 and 2.2)</p>	<p>Supports</p>	<p>The content that is triggered by hover or focus is dismissible, hoverable, and persistent.</p>
<p><a href="#"><b>2.4.5 Multiple Ways</b></a> (Level AA)</p>	<p>Supports</p>	<p>A proper navigation header is provided to access the different types of website pages.</p>
<p><a href="#"><b>2.4.6 Headings and Labels</b></a> (Level AA)</p>	<p>Supports</p>	<p>Headings and labels on the website provide sufficient detail of the content they are describing.</p>
<p><a href="#"><b>2.4.7 Focus Visible</b></a> (Level AA)</p>	<p>Partially Supports</p>	<p>Most of the elements present in the website have focus visibility.</p> <p><b>Exceptions include:</b></p> <ul style="list-style-type: none"> <li>• The focus indicator is not available on the 'Location' buttons on the Home and East Boston pages <i>[This is specific to the third-party plugin Google Maps]</i></li> </ul>



<a href="#"><u>2.4.11 Focus Not Obscured (Minimum)</u></a> (Level AA 2.2 only)	Supports	All elements that receive keyboard focus are at least partially visible upon receiving the focus.
<a href="#"><u>2.5.7 Dragging Movements</u></a> (Level AA 2.2 only)	Supports	All actions that involve dragging, are provided with a simple pointer alternative.
<a href="#"><u>2.5.8 Target Size (Minimum)</u></a> (Level AA 2.2 only)	Supports	All the interactive pointer targets are at least 24 by 24 CSS pixels or have sufficient spacing around them.
<a href="#"><u>3.1.2 Language of Parts</u></a> (Level AA)	Supports	English is the primary and only language of the website. There are no phrases or sentences written in any other language, which need to be defined separately.
<a href="#"><u>3.2.3 Consistent Navigation</u></a> (Level AA)	Supports	Navigational mechanisms are repeated on the website and occur in the same relative order each time they are repeated. Hence, consistent navigation is provided to the user.
<a href="#"><u>3.2.4 Consistent Identification</u></a> (Level AA)	Supports	Components that provide the same functionality throughout the website can be easily identified by the user.
<a href="#"><u>3.3.3 Error Suggestion</u></a> (Level AA)	Supports	The provided error messages are descriptive enough to understand the error and identify the location where they occur.
<a href="#"><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></a> (Level AA)	Supports	There are no critical forms available where error prevention is required. Error suggestions are enough to fill out the form and correct the errors.
<a href="#"><u>3.3.8 Accessible Authentication (Minimum)</u></a> (Level AA 2.2 only)	Supports	Sufficient mechanisms are provided to assist users with mental effort during authentication or login steps.
<a href="#"><u>4.1.3 Status Messages</u></a> (Level AA 2.1 and 2.2)	Partially Supports	The updated content automatically notifies the visually impaired users via a screen reader in most of the cases.  <b>Exceptions include:</b>



		<ul style="list-style-type: none"><li>• The screen reader remains silent when the confirmation message 'Please confirm your information' appears automatically on the Contact page <i>[This is specific to the third-party plugin Google Maps]</i></li></ul>
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