Acton Medical Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product:

Acton Medical website

Report Date:

December 19th, 2023

Product Description:

Acton Medical Associates, P.C. is a physician-owned, community-based primary care practice founded in 1955 that is committed to high quality, accessible care for our patients.

Contact information:

patientrelations@actonmedical.com

Evaluation Methods Used:

Accessibility testing as per WCAG 2.2 AA guidelines.

The evaluation was performed using tools/ tests below:

- Screen readers:
    - NVDA on Win10/ Chrome
    - VoiceOver on iPhone/ Safari
- WAVE automated tool
- Color contrast testing using Color Contrast Analyzer
- Browser zoom
- Keyboard-only
- Text-spacing testing using bookmarklets

Notes:

The VPAT has been prepared based on the accessibility evaluation of the following pages/ flows:

https://www.actonmedical.com/
https://www.actonmedical.com/about-us/
https://www.actonmedical.com/contact/
https://www.actonmedical.com/careers/
https://www.actonmedical.com/request-an-appointment/
https://www.actonmedical.com/locations/
https://www.actonmedical.com/services/
https://www.actonmedical.com/location/acton-ma/
https://www.actonmedical.com/services/pediatric-adolescent-medicine/
https://www.actonmedical.com/services/adult-medicine/
https://www.actonmedical.com/medical-team/
https://www.actonmedical.com/providers/alexandra-l-iannini/
https://www.actonmedical.com/announcements/
https://www.actonmedical.com/announcements/our-commitment-to-rsv-immunization/
https://www.actonmedical.com/covid-19-resources/
https://www.actonmedical.com/patient-resources/
https://www.actonmedical.com/insurance-billing-policies/

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 *https://www.w3.org/TR/WCAG22/*	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.
- **Not Applicable**: The criterion is not relevant to the product.
- **Not Evaluated**: The product has not been evaluated against the criterion.

WCAG 2.x Report

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements.

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially Supports	Images on the website contain relevant alternative text. **Exceptions include:** • An unnecessary alternative text is announced for the '*' icons on the Home page *[Specific to third-party plugin: Recruitingbypaycor].*
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	No audio-only or video-only content is present on the website.
1.2.2 Captions (Prerecorded) (Level A)	Supports	Captions are provided for multimedia content present on the website.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	No such multimedia is present on the website that requires an audio description or media alternative.
1.3.1 Info and Relationships (Level A)	Partially 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 relationships between a particular element and its role. **Exceptions include:** • Error message for email is not associated with the text field on the Home page *[Specific to third-party plugin: Usersnap]* • An unnecessary table is announced the table for the 'Search' edit field by the screen reader. on the page

		[Specific to third-party plugin: Recruitingbypaycor].
1.3.2 Meaningful Sequence (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.
1.3.3 Sensory Characteristics (Level A)	Partially Supports	No information is present on the website which is based on sensory characteristics such as shape, size, location, sound, etc. **Exceptions include:** • Sensory characteristics are used to convey the required field information on the Careers page *[Specific to third-party plugin: Recruitingbypaycor].*
1.4.1 Use of Color (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.
1.4.2 Audio Control (Level A)	Supports	The auto-playing audio is provided with an appropriate mechanism to control the audio.
2.1.1 Keyboard (Level A)	Partially Supports	The website supports standard keyboard navigation and input functions (including swiping to move between input fields and pressing [Double tap] to make selections). **Exceptions include:** • The 'Search' button is not focusable on the Careers page *[Specific to third-party plugin: Recruitingbypaycor]* • Certain elements such as 'Google Drive', 'Dropbox', etc. are not focusable using the keyboard on the Careers page *[Specific to third-party plugin: Recruitingbypaycor]*

		• The 'Menu' and 'Fullscreen' buttons are not focusable on the Acton, MA page *[Specific to third-party plugin: Map].*
2.1.2 No Keyboard Trap (Level A)	Supports	Keyboard focus is moving sequentially throughout the website without the focus getting trapped in any section and it is convenient to access the functionality.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Supports	The keyboard shortcuts provided can either be turned off, remapped or are only active on focus.
2.2.1 Timing Adjustable (Level A)	Not Applicable	There is no such activity present on the website where time needs to be adjusted or extended.
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	There is no such content present on the website that needs to be stopped, paused, or hidden.
2.3.1 Three Flashes or Below Threshold (Level A)	Not Applicable	There is no flashing content present on the website.
2.4.1 Bypass Blocks (Level A)	Supports	A bypass mechanism for skipping to the main content is implemented.
2.4.2 Page Titled (Level A)	Supports	Descriptive and correct page titles are present for pages throughout the website.
2.4.3 Focus Order (Level A)	Partially Supports	The focus moves in a correct sequence order on the website from left to right and top to bottom. **Exceptions include:** • The focus moves to a hidden element inside the modal using the keyboard on the Toolkit page *[Specific to third-party plugin: YouTube].*
2.4.4 Link Purpose (In Context) (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.

2.5.1 Pointer Gestures (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 multipoint or path-based gesture is essential.
2.5.2 Pointer Cancellation (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.
2.5.3 Label in Name (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.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Not Applicable	No functionality is present on the website that is operable only by device motion.
3.1.1 Language of Page (Level A)	Supports	The language attribute is correctly defined for the webpages.
3.2.1 On Focus (Level A)	Supports	No interactive element is triggered automatically on receiving the focus.
3.2.2 On Input (Level A)	Supports	Change of context does not happen when the user changes the setting of any input controls.
3.2.6 Consistent Help (Level A 2.2 only)	Not Applicable	The success criterion is not applicable.
3.3.1 Error Identification (Level A)	Supports	Errors present on the website are notified to the users correctly.
3.3.2 Labels or Instructions (Level A)	Partially 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. **Exceptions include:** • A visible label is not provided for the 'Search Job' edit field on the Careers page *[Specific to third-party plugin: Recruitingbypaycor].*

3.3.7 Redundant Entry (Level A 2.2 only)	Not Applicable	The success criterion is not applicable.
4.1.2 Name, Role, Value (Level A)	Partially Supports	All the website elements have a proper label associated with their role and the screen reader is recognizing them correctly with updated values as well. **Exceptions include:** • The screen reader doesn't announce the label for the 'Record' and 'Microphone' buttons on the Research page *[Specific to third-party plugin: Usersnap]* • The label is not announced for the 'Search Job Title or Job Description' edit field on the Careers page *[Specific to third-party plugin: Recruitingbypaycor]* • The label is missing for the 'Department' 'State' and 'City' Combobox on the Careers page *[Specific to third-party plugin: Usersnap].*

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	No live multimedia content is present on the website.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	No such multimedia content is present on the website that requires audio description.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	The website does not restrict its view and operation to a single display orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Partially Supports	Interactive fields on the website are clearly labeled to direct the user to enter the data expected in the fields. **Exceptions include:** • The autocomplete value is missing for the edit fields like 'First Name' on the Careers page *[Specific to third-party plugin: GnewtonIframe].*
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	The website adheres to minimum contrast standards. **Exceptions include:** • The placeholder text 'Your Feedback' fails color contrast ratio *[Specific to third-party plugin: Usersnap]* • The text 'Delete' fails the color contrast ratio in the hover state on the Home page *[Specific to third-party plugin: Usersnap]* • The text 'remove' fails the color contrast ratio on the Toolkit Page *[Specific to third-party plugin: Recruitingbypaycor].*

1.4.4 Resize text (Level AA)	Supports	The website is fully responsive. At a zoom of 200%, no loss of content or functionality is observed.
1.4.5 Images of Text (Level AA)	Supports	No information is conveyed to the user via an image of the text.
1.4.10 Reflow (Level AA 2.1 and 2.2)	Partially Supports	The website does not require scrolling in two dimensions to present content without loss of information in 400% zoom. **Exceptions include:** • The content inside the 'Feedback' modal gets truncated on the viewport of 320px x 256px on the Home page *[Specific to third-party plugin: Usersnap].*
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Partially Supports	The website user interface components have a contrast ratio of at least 3:1 against adjacent color(s). **Exceptions include:** • Checkbox like 'CPR/BLS' fails the color contrast ratio in the selected state on the Careers page *[Specific to third-party plugin: Recruitingbypaycor].*
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	The website is compliant with WCAG text spacing requirements.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Supports	The content that is triggered by hover or focus is dismissible, hoverable, and persistent
2.4.5 Multiple Ways (Level AA)	Supports	A proper navigation header is provided to access the different types of website pages.
2.4.6 Headings and Labels (Level AA)	Supports	Headings and Labels on the website provide sufficient detail of the content they are describing.

2.4.7 Focus Visible (Level AA)	Partially Supports	All the elements present in the website have focus visibility. **Exceptions include:** • The focus indicator is missing on the 'Choose a File' button on the Careers page *[Specific to third-party plugin: Recruitingbypaycor].*
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Partially Supports	All elements that receive keyboard focus are at least partially visible upon receiving the focus. **Exceptions include:** • The focus is obscured on background content and not trapped inside the 'Feedback' modal on the Home page *[Specific to third-party plugin: Usersnap].*
2.5.7 Dragging Movements (Level AA 2.2 only)	Does Not Support	The keyboard users are unable to perform the dragging functionality using the keyboard on the Home page *[Specific to third-party plugin: Usersnap].*
2.5.8 Target Size (Minimum) (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.
3.1.2 Language of Parts (Level AA)	Not Applicable	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.
3.2.3 Consistent Navigation (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.
3.2.4 Consistent Identification (Level AA)	Supports	Components that provide the same functionality throughout the website can be easily identified by the user.

3.3.3 Error Suggestion (Level AA)	Partially Supports	The provided error messages are descriptive enough to understand the error and identify the location where they occur. **Exceptions include:** • When the user selects the 'Submit' button inside the feedback modal, the screen reader announces an insufficient error message like 'this field must not be empty' on the Home page *[Specific to third-party plugin: Usersnap].*
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	There are no critical forms available where error prevention is required. Error suggestions are enough to fill out the form and correct the errors.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Not Applicable	The success criterion is not applicable.
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Partially Supports	The updated content automatically notifies the visually impaired users via a screen reader. **Exceptions include:** • The search results notification is not announced on the Careers page *[Specific to third-party plugin: Recruitingbypaycor]* • The recording time is not announced automatically on the Home page *[Specific to third-party plugin: Usersnap].*