

# Alberta Blue Cross® Enterprise Public Website Accessibility Conformance Report

WCAG Edition | Based on VPAT® Version 2.5

## Name of product/version

Alberta Blue Cross main public website (<https://www.ab.bluecross.ca/>) Desktop view.

## Report date

August 8, 2024

## Product description

The [Alberta Blue Cross® Enterprise Public Website](https://www.ab.bluecross.ca/) is the official Corporate Website of Alberta Blue Cross®. This website serves as the central hub for current and prospective members, Albertans at large, partners and vendors to find information about the company, its products and services, and customer support.

## Contact information

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## Notes

The scope and limitations of this document includes:

- Testing of components in desktop mode. Limitations include – tablet and mobile view.

- Authentication methods are also not included in the testing.

## Evaluation Methods Used

Evaluation of the product involved a combination of manual, and functional testing against the applicable success criteria within the Web Content Accessibility Guidelines (WCAG) 2.2 Conformance Level A, AA, and AAA.

## Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (Yes)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (Yes)

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.2</a>	Level A (Yes) Level AA (Yes) Level AAA (Yes)

## Terms

Conformance means how well our website meets the criteria for being accessible to everyone. 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. This can only be used in WCAG Level AAA criteria.

## 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

Notes: 32 Criterion available.

Criteria	Conformance Level	Remarks and Explanations	Conformance Target Date
<p><b><u>1.1.1 Non-text Content</u></b></p> <p>All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below:</p> <ul style="list-style-type: none"><li>• <b>Controls, Input:</b> If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to Success Criterion 4.1.2 for additional requirements for controls and content that accepts user input.)</li><li>• <b>Time-Based Media:</b> If non-text content is time-based media, then text alternatives at least provide descriptive identification of the nontext content. (Refer to Guideline 1.2 for additional requirements for media.)</li></ul>	Supports		

Criteria	Conformance Level	Remarks and Explanations	Conformance Target Date
<ul style="list-style-type: none"> <li>• <b>Test:</b> If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content.</li> <li>• <b>Sensory:</b> If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content.</li> <li>• <b>CAPTCHA:</b> If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the nontext content are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities.</li> <li>• <b>Decoration, Formatting, Invisible:</b> If non-text content is pure</li> </ul>			

Criteria	Conformance Level	Remarks and Explanations	Conformance Target Date
<p>decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology</p>			
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b></p> <p>For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such:</p> <ul style="list-style-type: none"> <li>• <b>Prerecorded Audio-only:</b> An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content.</li> <li>• <b>Prerecorded Video-only:</b> Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content.</li> </ul>	<p>Not Applicable</p>	<p>This criterion is not applicable to this website as it does not contain prerecorded audio-only or video-only media content. Therefore, there are no prerecorded audio-only or video-only media elements on the site that require alternative text or audio tracks.</p>	

Criteria	Conformance Level	Remarks and Explanations	Conformance Target Date
<p><b><u>1.2.2 Captions (Prerecorded)</u></b></p> <p>Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such.</p>	Does not support	Current videos on this website are embedded and do not have captions. Currently, this feature does not exist within the digital product	March 2025
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b></p> <p>An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such.</p>	Supports		
<p><b><u>1.3.1 Info and Relationships</u></b></p> <p>Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.</p>	Supports		

Criteria	Conformance Level	Remarks and Explanations	Conformance Target Date
<p><b><u>1.3.2 Meaningful Sequence</u></b></p> <p>When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.</p>	Supports		
<p><b><u>1.3.3 Sensory Characteristics</u></b></p> <p>Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, color, size, visual location, orientation, or sound.</p>	Supports		
<p><b><u>1.4.1 Use of Color</u></b></p> <p>Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	Supports		
<p><b><u>1.4.2 Audio Control</u></b></p>	Supports		



Criteria	Conformance Level	Remarks and Explanations	Conformance Target Date
<p>If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level.</p>			
<p><b><u>2.1.1 Keyboard</u></b></p> <p>All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints.</p>	Supports		
<p><b><u>2.1.2 No Keyboard Trap</u></b></p> <p>If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires</p>	Supports	Keyboard navigation throughout the webpage is fully supported without encountering any keyboard traps. All interactive elements are accessible via keyboard commands, ensuring that users can navigate freely and efficiently.	

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<p>more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away.</p>		<p>Users can move away from any element using the keyboard.</p>	
<p><a href="#"><b>2.1.4 Character Key Shortcuts</b></a> (Level A 2.1 and 2.2)</p> <p>If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true:</p> <ul style="list-style-type: none"> <li>• <b>Turn off:</b> A mechanism is available to turn the shortcut off;</li> <li>• <b>Remap:</b> A mechanism is available to remap the shortcut to include one or more non-printable keyboard keys (e.g., Ctrl, Alt);</li> <li>• <b>Active only on focus:</b> The keyboard shortcut for a user interface component is only active when that component has focus.</li> </ul>	<p>Not Applicable</p>	<p>This mechanism is not available.</p>	

Criteria	Conformance Level	Remarks and Explanations	Conformance Target Date
<p><a href="#"><u>2.2.1 Timing Adjustable</u></a></p> <p>For each time limit that is set by the content, at least one of the following is true:</p> <ul style="list-style-type: none"> <li>• <b>Turn off:</b> The user is allowed to turn off the time limit before encountering it; or</li> <li>• <b>Adjust:</b> The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or</li> <li>• <b>Extend:</b> The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or</li> <li>• <b>Real-time Exception:</b> The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or</li> </ul>	Not Applicable	There are no timed interactions on the website.	

Criteria	Conformance Level	Remarks and Explanations	Conformance Target Date
<ul style="list-style-type: none"> <li>• <b>Essential Exception:</b> The time limit is essential and extending it would invalidate the activity; or</li> <li>• <b>20 Hour Exception:</b> The time limit is longer than 20 hours.</li> </ul>			
<p><b><u>2.2.2 Pause, Stop, Hide</u></b> (Level A)</p> <p>For moving, blinking, scrolling, or auto-updating information, all of the following are true:</p> <ul style="list-style-type: none"> <li>• <b>Moving, blinking, scrolling:</b> For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and</li> <li>• <b>Auto-updating:</b> For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other</li> </ul>	Not Applicable	There is no blinking, scrolling, or auto-updating information on the website.	

Criteria	Conformance Level	Remarks and Explanations	Conformance Target Date
<p>content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.</p>			
<p><b><u>2.3.1 Three Flashes or Below Threshold</u></b></p> <p>Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds.</p>	Not Applicable	Components with this feature are not available on the public website.	
<p><b><u>2.4.1 Bypass Blocks</u></b></p> <p>A mechanism is available to bypass blocks of content that are repeated on multiple Web pages.</p>	Supports		
<p><b><u>2.4.2 Page Titled</u></b></p> <p>Web pages have titles that describe topic or purpose.</p>	Supports		

Criteria	Conformance Level	Remarks and Explanations	Conformance Target Date
<p><b><u>2.4.3 Focus Order</u></b></p> <p>If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.</p>	Partially Supports	Navigation moves through page in a logical order but skips pieces of the page unexpectedly	November 2024
<p><b><u>2.4.4 Link Purpose (In Context)</u></b></p> <p>The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general.</p>	Supports		
<p><b><u>2.5.1 Pointer Gestures</u></b> (Level A 2.1 and 2.2)</p> <p>All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a</p>	Supports		

Criteria	Conformance Level	Remarks and Explanations	Conformance Target Date
<p>multipoint or path-based gesture is essential.</p>			
<p><b><u>2.5.2 Pointer Cancellation</u></b> (Level A 2.1 and 2.2)</p> <p>For functionality that can be operated using a single pointer, at least one of the following is true:</p> <ul style="list-style-type: none"> <li>• <b>No Down-Event:</b> The down-event of the pointer is not used to execute any part of the function;</li> <li>• <b>Abort or Undo:</b> Completion of the function is on the up-event, and a mechanism is available to abort the function before completion or to undo the function after completion;</li> <li>• <b>Up Reversal:</b> The up-event reverses any outcome of the preceding down-event; accessibility supported</li> <li>• <b>Essential:</b> Completing the function on the down-event is essential.</li> </ul>	<p>Supports</p>		

Criteria	Conformance Level	Remarks and Explanations	Conformance Target Date
<p><a href="#">2.5.3 Label in Name</a> (Level A 2.1 and 2.2)</p> <p>For user interface components with labels that include text or images of text, the name contains the text that is presented visually.</p>	Supports		
<p><a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 and 2.2)</p> <p>Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when:</p> <ul style="list-style-type: none"> <li>• <b>Supported Interface:</b> The motion is used to operate functionality through an interface;</li> <li>• <b>Essential:</b> The motion is essential for the function and doing so would invalidate the activity.</li> </ul>	Not Applicable	All functionality on the site is accessible via standard user interface components, and motion-based controls are not implemented. Therefore, there is no need to disable motion-based controls or provide alternatives.	
<p><a href="#">3.1.1 Language of Page</a></p>	Supports		



Criteria	Conformance Level	Remarks and Explanations	Conformance Target Date
<p>The default human language of each Web page can be programmatically determined.</p>			
<p><b><u>3.2.1 On Focus</u></b></p> <p>When any user interface component receives focus, it does not initiate a change of context.</p>	<p>Supports</p>	<p>When a component (i.e., a dropdown, radio buttons, etc.) receives focus, it does not initiate a change of context.</p> <p>Keyboard users can navigate through dropdowns, forms, etc. without initiating an unexpected change in context.</p>	
<p><b><u>3.2.2 On Input</u></b></p> <p>Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component.</p>	<p>Supports</p>	<p>Forms have a submit button indicating change of state/context.</p>	
<p><b><u>3.2.6 Consistent Help</u></b> (Level A 2.2 only)</p>	<p>Supports</p>	<p>Contact information is consistently available throughout the site.</p>	

Criteria	Conformance Level	Remarks and Explanations	Conformance Target Date
<p><b><u>3.3.1 Error Identification</u></b></p> <p>If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.</p>	Supports		
<p><b><u>3.3.2 Labels or Instructions</u></b></p> <p>Labels or instructions are provided when content requires user input.</p>	Supports		
<p><b><u>3.3.7 Redundant Entry</u></b> (Level A 2.2 only)</p>	Supports	Forms requiring redundant entries are not available on the public site.	
<p><b><u>4.1.1 Parsing</u></b></p> <p>WCAG 2.0 and 2.1 – Always answer ‘Supports’</p> <p>WCAG 2.2 (obsolete and removed) - Does not apply</p>	Supports	For WCAG 2.0 and 2.1, the September 2023 errata update indicates this criterion is always supported. See the <a href="#">WCAG 2.0 Editorial Errata</a> and the <a href="#">WCAG 2.1 Editorial Errata</a> .	
<p><b><u>4.1.2 Name, Role, Value</u></b></p>	Supports		

<b>Criteria</b>	<b>Conformance Level</b>	<b>Remarks and Explanations</b>	<b>Conformance Target Date</b>
For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies.			

## Table 2: Success Criteria, Level AA

Notes: 24 Criterion available.

Criteria	Conformance Level	Remarks and Explanations	Conformance Target Date
<p><b><u>1.2.4 Captions (Live)</u></b></p> <p>Captions are provided for all live audio content in synchronized media.</p>	Not Applicable	This criterion is not applicable to this website as it does not include any live synchronized media with audio content. Therefore, there are no live audio elements requiring captions on the site.	
<p><b><u>1.2.5 Audio Description (Prerecorded)</u></b></p> <p>Audio description is provided for all prerecorded video content in synchronized media.</p>	Supports		
<p><b><u>1.3.4 Orientation</u></b> (Level AA 2.1 and 2.2)</p> <p>Content does not restrict its view and operation to a single display orientation, such as portrait or</p>	Supports		

Criteria	Conformance Level	Remarks and Explanations	Conformance Target Date
landscape, unless a specific display orientation is essential.			
<p><b><u>1.3.5 Identify Input Purpose</u></b> (Level AA 2.1 and 2.2)</p> <p>The purpose of each input field collecting information about the user can be programmatically determined when:</p> <ul style="list-style-type: none"> <li>• The input field serves a purpose identified in the Input Purposes for user interface components section; and</li> <li>• The content is implemented using technologies with support for identifying the expected meaning for form input data.</li> </ul>	Supports		
<p><b><u>1.4.3 Contrast (Minimum)</u></b></p> <p>The visual presentation of text and images of text has a contrast ratio of</p>	Supports	All elements on the page adhere to a minimum of 4:5:1 ratio for general text, and a 3:1 ratio for large text.	

Criteria	Conformance Level	Remarks and Explanations	Conformance Target Date
<p>at least 4.5:1, except for the following:</p> <ul style="list-style-type: none"> <li>• <b>Large Text:</b> Large-scale text and images of large-scale text have a contrast ratio of at least 3:1;</li> <li>• <b>Incidental:</b> Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement.</li> <li>• <b>Logotypes:</b> Text that is part of a logo or brand name has no contrast requirement.</li> </ul>			
<p><a href="#"><b>1.4.4 Resize text</b></a></p> <p>Except for captions and images of text, text can be resized without assistive technology up to 200</p>	Supports		

Criteria	Conformance Level	Remarks and Explanations	Conformance Target Date
percent without loss of content or functionality.			
<p><b><u>1.4.5 Images of Text</u></b></p> <p>If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following:</p> <ul style="list-style-type: none"> <li>• <b>Customizable:</b> The image of text can be visually customized to the user's requirements;</li> <li>• <b>Essential:</b> A particular presentation of text is essential to the information being conveyed.</li> </ul>	Supports		
<p><b><u>1.4.10 Reflow</u></b> (Level AA 2.1 and 2.2)</p> <p>Content can be presented without loss of information or functionality,</p>	Not Applicable	Current Testing is limited to desktop only	

Criteria	Conformance Level	Remarks and Explanations	Conformance Target Date
<p>and without requiring scrolling in two dimensions for:</p> <ul style="list-style-type: none"> <li>• Vertical scrolling content at a width equivalent to 320 CSS pixels;</li> <li>• Horizontal scrolling content at a height equivalent to 256 CSS pixels.</li> <li>• Except for parts of the content which require two-dimensional layout for usage or meaning.</li> </ul>			
<p><b><u>1.4.11 Non-text Contrast</u></b> (Level AA 2.1 and 2.2)</p> <p>The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s):</p> <ul style="list-style-type: none"> <li>• <b>User Interface Components:</b> Visual information required to identify user interface components and states, except for inactive components or where the</li> </ul>	Partially supports	Text box borders do not follow a 3:1 ratio against the background (The current ratio is 1.67:1). Other components such as buttons, text links, radio buttons and check boxes sufficiently follow a 3:1 ratio. This includes components in active states, as well as secondary buttons.	November 2024



Criteria	Conformance Level	Remarks and Explanations	Conformance Target Date
<p>appearance of the component is determined by the user agent and not modified by the author;</p> <ul style="list-style-type: none"> <li>• <b>Graphical Objects:</b> Parts of graphics required to understand the content, except when a particular presentation of graphics is essential to the information being conveyed.</li> </ul>			
<p><b><u>1.4.12 Text Spacing</u></b> (Level AA 2.1 and 2.2)</p> <p>In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all of the following and by changing no other style property:</p> <ul style="list-style-type: none"> <li>• Line height (line spacing) to at least 1.5 times the font size;</li> </ul>	Partially supports	Paragraph spacing is set to 18px, as is font size. According to this criteria, Paragraph spacing should be 2x the size of the font size.	September 2024

Criteria	Conformance Level	Remarks and Explanations	Conformance Target Date
<ul style="list-style-type: none"> <li>• Spacing following paragraphs to at least 2 times the font size;</li> <li>• Letter spacing (tracking) to at least 0.12 times the font size;</li> <li>• Word spacing to at least 0.16 times the font size.</li> </ul> <p>Exception: Human languages and scripts that do not make use of one or more of these text style properties in written text can conform using only the properties that exist for that combination of language and script.</p>			
<p><b><u>1.4.13 Content on Hover or Focus</u></b> (Level AA 2.1 and 2.2)</p> <p>Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true:</p> <ul style="list-style-type: none"> <li>• <b>Dismissible:</b> A mechanism is available to dismiss the</li> </ul>	Not Applicable	Specific Element or component is not available in the website. This criterion is not applicable to this website as it does not use hover or focus-triggered content that becomes visible and hidden. All additional content is accessible through mechanisms other than pointer hover or keyboard focus, and no content on the site relies on	

Criteria	Conformance Level	Remarks and Explanations	Conformance Target Date
<p>additional content without moving pointer hover or keyboard focus, unless the additional content communicates an input error or does not obscure or replace other content;</p> <ul style="list-style-type: none"> <li>• <b>Hoverable:</b> If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing;</li> <li>• <b>Persistent:</b> The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid.</li> <li>• <b>Exception:</b> The visual presentation of the additional content is controlled by the user agent and is not modified by the author.</li> </ul>		<p>these interactions to be displayed or dismissed.</p>	

Criteria	Conformance Level	Remarks and Explanations	Conformance Target Date
<p><b><u>2.4.5 Multiple Ways</u></b></p> <p>More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process.</p>	Supports		
<p><b><u>2.4.6 Headings and Labels</u></b></p> <p>Headings and labels describe topic or purpose.</p>	Supports		
<p><b><u>2.4.7 Focus Visible</u></b></p> <p>Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.</p>	Supports		
<p><b><u>2.4.11 Focus Not Obscured (Minimum)</u></b> (Level AA 2.2 only)</p> <p>When a user interface component receives keyboard focus, the</p>	Partially Supports	Some focused components are not visible, such as radio buttons.	November 2024

Criteria	Conformance Level	Remarks and Explanations	Conformance Target Date
<p>component is not entirely hidden due to author-created content.</p>			
<p><b><u>2.5.7 Dragging Movements</u></b> (Level AA 2.2 only)</p> <p>All functionality that uses a dragging movement for operation can be achieved by a single pointer without dragging, unless dragging is essential or the functionality is determined by the user agent and not modified by the author.</p>	Supports		
<p><b><u>2.5.8 Target Size (Minimum)</u></b> (Level AA 2.2 only)</p> <p>The size of the target for pointer inputs is at least 24 by 24 CSS pixels, except where:</p> <ul style="list-style-type: none"> <li>• <b>Spacing:</b> Undersized targets (those less than 24 by 24 CSS pixels) are positioned so that if a 24 CSS pixel diameter</li> </ul>	Supports		

Criteria	Conformance Level	Remarks and Explanations	Conformance Target Date
<p>circle is centered on the bounding box of each, the circles do not intersect another target or the circle for another undersized target;</p> <ul style="list-style-type: none"> <li>• <b>Equivalent:</b> The function can be achieved through a different control on the same page that meets this criterion;</li> <li>• <b>Inline:</b> The target is in a sentence or its size is otherwise constrained by the line-height of non-target text;</li> <li>• <b>User agent control:</b> The size of the target is determined by the user agent and is not modified by the author;</li> <li>• <b>Essential:</b> A particular presentation of the target is essential or is legally required for the information being conveyed.</li> </ul>			
<p><a href="#">3.1.2 Language of Parts</a></p>	<p>Supports</p>		

Criteria	Conformance Level	Remarks and Explanations	Conformance Target Date
<p>The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.</p>			
<p><b><u>3.2.3 Consistent Navigation</u></b></p> <p>Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user.</p>	Supports		
<p><b><u>3.2.4 Consistent Identification</u></b></p> <p>Components that have the same functionality within a set of Web pages are identified consistently.</p>	Supports		

Criteria	Conformance Level	Remarks and Explanations	Conformance Target Date
<p><b><u>3.3.3 Error Suggestion</u></b></p> <p>If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.</p>	Does not support	This website does not use error suggestions but it currently uses validation errors. This features does not exist within the digital product.	March 2025
<p><b><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></b></p> <p>For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true:</p> <ul style="list-style-type: none"> <li>• <b>Reversible:</b> Submissions are reversible.</li> <li>• <b>Checked:</b> Data entered by the user is checked for input errors and the user is provided</li> </ul>	Not Applicable	This website does not have forms which require legal commitments or financial transactions.	



Criteria	Conformance Level	Remarks and Explanations	Conformance Target Date
<p>an opportunity to correct them.</p> <ul style="list-style-type: none"> <li>• <b>Confirmed:</b> A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.</li> </ul>			
<p><b><u>3.3.8 Accessible Authentication (Minimum)</u></b> (Level AA 2.2 only)</p> <p>A cognitive function test (such as remembering a password or solving a puzzle) is not required for any step in an authentication process unless that step provides at least one of the following:</p> <ul style="list-style-type: none"> <li>• <b>Alternative:</b> Another authentication method that does not rely on a cognitive function test.</li> <li>• <b>Mechanism:</b> A mechanism is available to assist the user in completing the cognitive function test.</li> </ul>	Not Applicable	There are no cognitive function tests that are required for authentication on this site.	

Criteria	Conformance Level	Remarks and Explanations	Conformance Target Date
<ul style="list-style-type: none"> <li>• <b>Object Recognition:</b> The cognitive function test is to recognize objects.</li> <li>• <b>Personal Content:</b> The cognitive function test is to identify non-text content the user provided to the Web site.</li> </ul>			
<p><b><u>4.1.3 Status Messages</u></b> (Level AA 2.1 and 2.2)</p> <p>In content implemented using markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus.</p>	Partially Supports	Some of the forms do not include aria properties which will be helpful	October 2024

### Table 3: Success Criteria, Level AAA

Notes: 31 Criterion available.

Criteria	Conformance Level	Remarks and Explanations	Conformance Target Date
<p><a href="#"><u>1.2.6 Sign Language (Prerecorded)</u></a></p> <p>Sign language interpretation is provided for all prerecorded audio content in synchronized media.</p>	Does not support	<p>Sign language interpretation is not provided for all prerecorded audio content in synchronized media. Currently, this features does not exist within the digital product.</p>	
<p><a href="#"><u>1.2.7 Extended Audio Description (Prerecorded)</u></a></p> <p>Where pauses in foreground audio are insufficient to allow audio descriptions to convey the sense of the video, extended audio description is provided for all prerecorded video content in synchronized media.</p>	Not Applicable	<p>The site does not include video content where pauses in foreground audio are insufficient for conveying the video's sense, and therefore, extended audio descriptions are not needed.</p>	
<p><a href="#"><u>1.2.8 Media Alternative (Prerecorded)</u></a></p>	Not Applicable	<p>This criterion is not applicable to this website as it does not include prerecorded synchronized media or prerecorded video-only media.</p>	

Criteria	Conformance Level	Remarks and Explanations	Conformance Target Date
<p>An alternative for time-based media is provided for all prerecorded synchronized media and for all prerecorded video-only media.</p>		<p>Therefore, there are no requirements for providing media alternatives for such content on the site</p>	
<p><b><u>1.2.9 Audio-only (Live)</u></b></p> <p>An alternative for time-based media that presents equivalent information for <a href="#">live</a> audio-only content is provided.</p>	<p>Not Applicable</p>	<p>This website doesn't have live audio.</p>	
<p><b><u>1.3.6 Identify Purpose</u></b> (Level AAA 2.1 and 2.2)</p> <p>In content implemented using markup languages, the purpose of user interface components, icons, and regions can be programmatically determined</p>	<p>Supports</p>		
<p><b><u>1.4.6 Contrast (Enhanced)</u></b></p> <p>The visual presentation of text and images of text has a contrast ratio</p>	<p>Partially Supports</p>	<p>Large text and body text are supported, but secondary text such as links and</p>	<p>January 2025</p>

Criteria	Conformance Level	Remarks and Explanations	Conformance Target Date
<p>of at least 7:1, except for the following:</p> <p><b>Large Text:</b> Large-scale text and images of large-scale text have a contrast ratio of at least 4.5:1;</p> <p><b>Incidental:</b> Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement.</p> <p><b>Logotypes:</b> Text that is part of a logo or brand name has no contrast requirement.</p>		<p>text boxes do not comply with AAA standards.</p>	
<p><a href="#"><b>1.4.7 Low or No Background Audio</b></a></p> <p>For prerecorded audio-only content that (1) contains primarily speech in the foreground, (2) is not an audio CAPTCHA or audio logo, and (3) is</p>	<p>Supports</p>		

Criteria	Conformance Level	Remarks and Explanations	Conformance Target Date
<p>not vocalization intended to be primarily musical expression such as singing or rapping, at least one of the following is true:</p> <p><b>No Background:</b> The audio does not contain background sounds.</p> <p><b>Turn Off:</b> The background sounds can be turned off.</p> <p><b>20 dB:</b> The background sounds are at least 20 decibels lower than the foreground speech content, with the exception of occasional sounds that last for only one or two seconds.</p>			
<p><b><u>1.4.8 Visual Presentation</u></b></p> <p>For the visual presentation of blocks of text, a mechanism is available to achieve the following:</p> <ul style="list-style-type: none"> <li>• Foreground and background colors can be selected by the user.</li> </ul>	Partially Supports	The website supports line spacing, text justification, and text zooming functionalities. However, it does not offer the capability to modify foreground and background colors.	March 2025

Criteria	Conformance Level	Remarks and Explanations	Conformance Target Date
<ul style="list-style-type: none"> <li>• Width is no more than 80 characters or glyphs (40 if CJK).</li> <li>• Text is not justified (aligned to both the left and the right margins).</li> <li>• Line spacing (leading) is at least space-and-a-half within paragraphs, and paragraph spacing is at least 1.5 times larger than the line spacing.</li> <li>• Text can be resized without assistive technology up to 200 percent in a way that does not require the user to scroll horizontally to read a line of text on a full-screen window.</li> </ul>			
<p><b><u>1.4.9 Images of Text (No Exception)</u></b></p> <p>Images of text are only used for pure decoration or where a particular presentation of text is essential to the information being conveyed.</p>	Supports	Alt text is provided, conveying the same message as the image.	

Criteria	Conformance Level	Remarks and Explanations	Conformance Target Date
<p><b><u>2.1.3 Keyboard (No Exception)</u></b></p> <p>All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes</p>	Partially Supports	Some of the components like radio buttons or tabbed tables cannot be accessed using a keyboard	November 2024
<p><b><u>2.2.3 No Timing</u></b></p> <p>Timing is not an essential part of the event or activity presented by the content, except for non-interactive synchronized media and real-time events.</p>	Not Applicable	There are no non-interactive synchronized media or real-time events that require timing.	
<p><b><u>2.2.4 Interruptions</u></b></p> <p>Interruptions can be postponed or suppressed by the user, except interruptions involving an emergency.</p>	Not Applicable	There are no components that interrupt the user flow on the site.	
<p><b><u>2.2.5 Re-authenticating</u></b></p>	Not Applicable	There are no authenticated sessions on this website.	



Criteria	Conformance Level	Remarks and Explanations	Conformance Target Date
<p>When an authenticated session expires, the user can continue the activity without loss of data after re-authenticating.</p>			
<p><b><u>2.2.6 Timeouts</u></b> (Level AAA 2.1 and 2.2)</p> <p>Users are warned of the duration of any user inactivity that could cause data loss, unless the data is preserved for more than 20 hours when the user does not take any actions.</p>	Supports		
<p><b><u>2.3.2 Three Flashes</u></b></p> <p>Web pages do not contain anything that flashes more than three times in any one second period.</p>	Not applicable	This component is not available on the website	
<p><b><u>2.3.3 Animation from Interactions</u></b> (Level AAA 2.1 and 2.2)</p>	Not Applicable	This website does not have motion animations.	

Criteria	Conformance Level	Remarks and Explanations	Conformance Target Date
<p>Motion animation triggered by interaction can be disabled, unless the animation is essential to the functionality or the information being conveyed.</p>			
<p><b><u>2.4.8 Location</u></b></p> <p>Information about the user's location within a set of Web pages is available.</p>	Supports		
<p><b><u>2.4.9 Link Purpose (Link Only)</u></b></p> <p>A mechanism is available to allow the purpose of each link to be identified from link text alone, except where the purpose of the link would be ambiguous to users in general.</p>	Supports		
<p><b><u>2.4.10 Section Headings</u></b></p> <p>Section headings are used to organize the content.</p>	Supports		

Criteria	Conformance Level	Remarks and Explanations	Conformance Target Date
<p><b><u>2.4.12 Focus Not Obscured (Enhanced)</u></b> (Level AAA 2.2 only)</p> <p>When a user interface component receives keyboard focus, no part of the component is hidden by author-created content.</p>	Partially Supports	Certain pages have components where focus is not visible, such as radio buttons.	November 2024
<p><b><u>2.4.13 Focus Appearance</u></b> (Level AAA 2.2 only)</p> <p>When the keyboard focus indicator is visible, an area of the focus indicator meets all the following:</p> <ul style="list-style-type: none"> <li>• is at least as large as the area of a 2 CSS pixel thick perimeter of the unfocused component or sub-component, and</li> <li>• has a contrast ratio of at least 3:1 between the same pixels in the focused and unfocused states.</li> </ul>	Supports	The focus color contrast meets a minimum ratio of 3:1 and has a perimeter of at least 2 CSS pixels.	

Criteria	Conformance Level	Remarks and Explanations	Conformance Target Date
<p><b>Exceptions:</b> The focus indicator is determined by the user agent and cannot be adjusted by the author, or the focus indicator and the indicator's background color are not modified by the author</p>			
<p><b>2.5.5 Target Size</b> (Level AAA 2.1 and 2.2)</p> <p>The size of the target for pointer inputs is at least 44 by 44 CSS pixels except when:</p> <ul style="list-style-type: none"> <li>• <b>Equivalent:</b> The target is available through an equivalent link or control on the same page that is at least 44 by 44 CSS pixels;</li> <li>• <b>Inline:</b> The target is in a sentence or block of text;</li> <li>• <b>User Agent Control:</b> The size of the target is determined by the user agent and is not modified by the author;</li> </ul>	Supports		

Criteria	Conformance Level	Remarks and Explanations	Conformance Target Date
<ul style="list-style-type: none"> <li>• <b>Essential:</b> A particular presentation of the target is essential to the information being conveyed.</li> </ul>			
<p><a href="#"><b>2.5.6 Concurrent Input Mechanisms</b></a> (Level AAA 2.1 and 2.2)</p> <p>Web content does not restrict use of input modalities available on a platform except where the restriction is essential, required to ensure the security of the content, or required to respect user settings.</p>	Partially Supports	Input can be switched between touch, mouse, and keyboard except for radio buttons. Speech input is not yet available.	January 2025
<p><a href="#"><b>3.1.3 Unusual Words</b></a></p> <p>A mechanism is available for identifying specific definitions of words or phrases used in an unusual or restricted way, including idioms and jargon.</p>	Partially Supports	Inline definitions are available for many, but not all, unusual words and jargon.	November 2024
<p><a href="#"><b>3.1.4 Abbreviations</b></a></p>	Supports		

Criteria	Conformance Level	Remarks and Explanations	Conformance Target Date
<p>A mechanism for identifying the expanded form or meaning of abbreviations is available.</p>			
<p><b><u>3.1.5 Reading Level</u></b></p> <p>When text requires reading ability more advanced than the lower secondary education level after removal of proper names and titles, supplemental content, or a version that does not require reading ability more advanced than the lower secondary education level, is available.</p>	Partially Supports	<p>WCAG defines lower secondary level as 7-9 years of school. Some of the pages on this website have a grade of more than 7 which might be difficult to read and understand, especially among people with literacy and comprehension problems.</p>	February 2024
<p><b><u>3.1.6 Pronunciation</u></b></p> <p>A mechanism is available for identifying specific pronunciation of words where meaning of the words, in context, is ambiguous without knowing the pronunciation.</p>	Not Applicable	<p>There are no words on the site that would require specific pronunciation.</p>	

Criteria	Conformance Level	Remarks and Explanations	Conformance Target Date
<p><b><u>3.2.5 Change on Request</u></b></p> <p>Changes of context are initiated only by user request or a mechanism is available to turn off such changes.</p>	Supports	There are no instances where a change of context would be initiated without the user's request.	
<p><b><u>3.3.5 Help</u></b></p> <p>Context-sensitive help is available.</p>	Partially Supports	Clear text instructions and labels are there but there are no form/field-specific help buttons or links to help pages available on the site. Some of the error messages also don't give the expected data format.	November 2024
<p><b><u>3.3.6 Error Prevention (All)</u></b></p> <p>For Web pages that require the user to submit information, at least one of the following is true:</p> <ul style="list-style-type: none"> <li>• <b>Reversible:</b> Submissions are reversible.</li> <li>• <b>Checked:</b> Data entered by the user is checked for input errors and the user is provided an opportunity to correct them.</li> </ul>	Partially Supports	When forms are submitted, the site verifies that no fields are left empty (checked). However, it does not currently validate entries for incorrect formats, such as letters in a phone number field.	February 2025

Criteria	Conformance Level	Remarks and Explanations	Conformance Target Date
<ul style="list-style-type: none"> <li>• <b>Confirmed:</b> A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.</li> </ul>			
<p><b><u>3.3.9 Accessible Authentication (Enhanced)</u></b> (Level AAA 2.2 only)</p> <p>A cognitive function test (such as remembering a password or solving a puzzle) is not required for any step in an authentication process unless that step provides at least one of the following:</p> <ul style="list-style-type: none"> <li>• <b>Alternative:</b> Another authentication method that does not rely on a cognitive function test.</li> <li>• <b>Mechanism:</b> A mechanism is available to assist the user in completing the cognitive function test.</li> </ul>	Not applicable	Cognitive function tests are not required for any part of the authentication process	



## Accessibility Conformance Criterion Score

Level	Not applicable	Partially supports	Supports	Does not support	Score (Rounded to the nearest whole number)	Notes
A	6	1	24	1	94%	Accounts for 0.375 of the overall score.
AA	5	4	14	1	84%	Accounts for 0.375 of the overall score.
AAA	10	9	11	1	74%	Accounts for 0.25 of the overall score.
<b>Overall</b>	<b>21</b>	<b>14</b>	<b>49</b>	<b>3</b>	<b>85%</b>	<b>85.37% is the value when removing the condition for rounding.</b>

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