

# Boston Children's Hospital Accessibility Conformance Report

## WCAG Edition

(Based on VPAT® Version 2.4)

**Name of Product:** BCH Vaccines.org  
(<https://www.staging.vaccines.gov/>)

**Report Date:** February 8th, 2022

**Product Description:** Use Vaccines.gov to find a vaccine provider location near you. COVID-19 vaccines are free and available to anyone who wants one, and Vaccines.gov aims to make COVID-19 vaccination easy and accessible to everyone. We work with partners such as clinics, pharmacies, and health departments to provide accurate and up-to-date information about vaccination services in your area. This tool is brought to you by the United States Department of Health and Human Services, the Centers for Disease Control and Prevention (CDC), and VaccineFinder from Boston Children's Hospital.

**Contact information:**

joshua.kanner@childrens.harvard.edu, jesse.juntura@childrens.harvard.edu

**Evaluation Methods Used:**

Accessibility testing as per WCAG 2.1 AA guidelines.  
Testing using screen readers – JAWS, NVDA and VoiceOver

Platform	Screen Reader
Chrome (Latest Version)	JAWS
FireFox (Latest Version)	NVDA
Safari (Latest Version)	VoiceOver
Safari on iPhone (Latest Version)	VoiceOver

**Notes:** The accessibility audit has been performed covering the below pages of the website:

- Homepage - <https://www.staging.vaccines.gov/>
- Contact Us - <https://www.staging.vaccines.gov/contact-us/>
- Provider Resources - <https://www.staging.vaccines.gov/covid-provider-resources/>
- Search Page - <https://www.staging.vaccines.gov/search/>
- Search Results Page
- Provider Page

## 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 2.1 at <a href="https://www.w3.org/TR/WCAG21/">https://www.w3.org/TR/WCAG21/</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.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion.

## WCAG 2.1 Report

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

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

Criteria	Conformance Level	Remarks and Explanations
<a href="#"><u>1.1.1 Non-text Content</u></a> (Level A)	Partially Supports	Images in the website contain relevant alternative text.  <b><u>Exceptions include:</u></b> <ul style="list-style-type: none"> <li>• The icon indicating the new website is not announced on the Search Results Provider page</li> <li>• Meaningful icons are not announced on the Home page.</li> </ul>
<a href="#"><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></a> (Level A)	Not Applicable	No audio-only or video-only content is present on the website.
<a href="#"><u>1.2.2 Captions (Prerecorded)</u></a> (Level A)	Not Applicable	No multimedia content is present on the website.
<a href="#"><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></a> (Level A)	Not Applicable	No multimedia content present on the website
<a href="#"><u>1.3.1 Info and Relationships</u></a> (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.  <b><u>Exceptions include:</u></b> <ul style="list-style-type: none"> <li>• The button is incorrectly nested in the checkbox group on the Search page</li> <li>• Visible headings are not implemented as such on the Provider Resource page.</li> </ul>
<a href="#"><u>1.3.2 Meaningful Sequence</u></a> (Level A)	Supports	The sequence of content present in the website is meaningful and appropriate and does not affect the meaning of the provided content.

<a href="#"><u>1.3.3 Sensory Characteristics</u></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="#"><u>1.4.1 Use of Color</u></a> (Level A)	Partially Supports	Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.  <b>Exceptions include:</b> <ul style="list-style-type: none"> <li>• Color is used as the only way to indicate a link on the Search page.</li> </ul>
<a href="#"><u>1.4.2 Audio Control</u></a> (Level A)	Not Applicable	No audio content is present on the website that plays automatically for more than 3 seconds.
<a href="#"><u>2.1.1 Keyboard</u></a> (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).  <b>Exceptions include:</b> <ul style="list-style-type: none"> <li>• Map directions are not accessible using the keyboard on the Search Results Provider page.</li> </ul>
<a href="#"><u>2.1.2 No Keyboard Trap</u></a> (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.
<a href="#"><u>2.1.4 Character Key Shortcuts</u></a> (Level A 2.1 only)	Supports	All shortcut keys are working with the screen reader which is active only on focus, or have a mechanism to turn them off or remap them.
<a href="#"><u>2.2.1 Timing Adjustable</u></a> (Level A)	Not Applicable	There is no such activity present on the website where time needs to be adjusted or extended.

<a href="#"><u>2.2.2 Pause, Stop, Hide</u></a> (Level A)	Not Applicable	There is no such content present on the website that needs to be stopped, paused, or hidden.
<a href="#"><u>2.3.1 Three Flashes or Below Threshold</u></a> (Level A)	Not Applicable	There is no flashing content present on the website.
<a href="#"><u>2.4.1 Bypass Blocks</u></a> (Level A)	Supports	A bypass mechanism for skipping to main content is implemented.
<a href="#"><u>2.4.2 Page Titled</u></a> (Level A)	Supports	Descriptive and correct page titles are present for pages throughout the website.
<a href="#"><u>2.4.3 Focus Order</u></a> (Level A)	Partially Supports	The focus moves in a correct sequence order in the website from left to right and top to bottom.  <b>Exceptions include:</b> <ul style="list-style-type: none"> <li>• Invisible Privacy and Terms links are focused after visible links on Contact Us page</li> <li>• The focus order is incorrect for the hamburger menu in the Header.</li> </ul>
<a href="#"><u>2.4.4 Link Purpose (In Context)</u></a> (Level A)	Partially 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.  <b>Exceptions include:</b> <ul style="list-style-type: none"> <li>• The language link is read without any context in the Header.</li> </ul>
<a href="#"><u>2.5.1 Pointer Gestures</u></a> (Level A 2.1 only)	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.
<a href="#"><u>2.5.2 Pointer Cancellation</u></a> (Level A 2.1 only)	Supports	No down-event of the pointer is used in the website to execute any part of the action.
<a href="#"><u>2.5.3 Label in Name</u></a> (Level A 2.1 only)	Supports	All labels in the website include text and the same text is defined in the

		code as well to assist speech recognition technologies.
<a href="#"><u>2.5.4 Motion Actuation</u></a> (Level A 2.1 only)	Not Applicable	No functionality is present on the website that is operable only by device motion.
<a href="#"><u>3.1.1 Language of Page</u></a> (Level A)	Supports	The product inherits the language settings configured through the operating system.
<a href="#"><u>3.2.1 On Focus</u></a> (Level A)	Supports	No interactive element is being triggered automatically on receiving the focus.
<a href="#"><u>3.2.2 On Input</u></a> (Level A)	Supports	Change of context does not happen when the user changes the setting of any input controls.
<a href="#"><u>3.3.1 Error Identification</u></a> (Level A)	Supports	Errors present on the website are notified to screen reader users automatically.
<a href="#"><u>3.3.2 Labels or Instructions</u></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 visible and readable to such users.
<a href="#"><u>4.1.1 Parsing</u></a> (Level A)	Supports	The mark-up of the website has complete start and end tags, attributes, and unique IDs.
<a href="#"><u>4.1.2 Name, Role, Value</u></a> (Level A)	Partially Supports	<p>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.</p> <p><b>Exceptions include:</b></p> <ul style="list-style-type: none"> <li>• The expanded/ collapsed state of the button is not announced on the Search page</li> <li>• Submit button is not properly accessible using JAWS screen reader on Contact Us page</li> <li>• The map box button is not accessible on the Search Results page.</li> </ul>

## Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
<a href="#"><u>1.2.4 Captions (Live)</u></a> (Level AA)	Not Applicable	No live multimedia content is present on the website.
<a href="#"><u>1.2.5 Audio Description (Prerecorded)</u></a> (Level AA)	Not Applicable	No multimedia content is present on the website.
<a href="#"><u>1.3.4 Orientation</u></a> (Level AA 2.1 only)	Supports	The website does not restrict its view and operation to a single display orientation.
<a href="#"><u>1.3.5 Identify Input Purpose</u></a> (Level AA 2.1 only)	Supports	Interactive fields in the website are clearly labeled to direct the user to enter the data expected in the fields.
<a href="#"><u>1.4.3 Contrast (Minimum)</u></a> (Level AA)	Partially Supports	The website adheres to minimum contrast standards.  <b>Exceptions include:</b> <ul style="list-style-type: none"> <li>• Grey placeholder on a white background on Contact Us page</li> <li>• The blue color on the white background is in a hover state on the Search page.</li> </ul>
<a href="#"><u>1.4.4 Resize text</u></a> (Level AA)	Partially Supports	The website is fully responsive. At a zoom of 200%, the site responds to that resolution by adjusting the UI as it would if the user was on a smartphone.  <b>Exceptions include:</b> <ul style="list-style-type: none"> <li>• The map is not visible at 200% zoom on the Search Results page.</li> </ul>
<a href="#"><u>1.4.5 Images of Text</u></a> (Level AA)	Supports	No information is conveyed to the user via the image of text.
<a href="#"><u>1.4.10 Reflow</u></a> (Level AA 2.1 only)	Supports	The website does not require scrolling in two dimensions to present content without loss of information in 400% zoom.



<a href="#"><u>1.4.11 Non-text Contrast</u></a> (Level AA 2.1 only)	Supports	The website user interface components have a contrast ratio of at least 3:1 against adjacent color(s).
<a href="#"><u>1.4.12 Text Spacing</u></a> (Level AA 2.1 only)	Supports	The website is compliant with WCAG text spacing requirements.
<a href="#"><u>1.4.13 Content on Hover or Focus</u></a> (Level AA 2.1 only)	Partially Supports	The content that is triggered by hover or focus is dismissible, hoverable, and persistent.  <b>Exceptions include:</b> <ul style="list-style-type: none"> <li>Additional content appearing on hover or focus is not dismissible on the Search Results page.</li> </ul>
<a href="#"><u>2.4.5 Multiple Ways</u></a> (Level AA)	Supports	A proper navigation header is provided to access the different types of website pages.
<a href="#"><u>2.4.6 Headings and Labels</u></a> (Level AA)	Supports	Headings and Labels on the website provide sufficient detail of the content they are describing.
<a href="#"><u>2.4.7 Focus Visible</u></a> (Level AA)	Partially Supports	All the elements present in the website have focus visibility.  <b>Exceptions include:</b> <ul style="list-style-type: none"> <li>The focus outline is partially visible on some elements on many pages.</li> </ul>
<a href="#"><u>3.1.2 Language of Parts</u></a> (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 needs 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.

<p><b><u>3.3.3 Error Suggestion</u></b> (Level AA)</p>	<p>Supports</p>	<p>The provided error messages are descriptive enough to understand the error and identify the location where they occur.</p>
<p><b><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></b> (Level AA)</p>	<p>Not Applicable</p>	<p>There are no critical forms available where error prevention is required. Error suggestions are enough to fill out the form and correct the errors.</p>
<p><b><u>4.1.3 Status Messages</u></b> (Level AA 2.1 only)</p>	<p>Partially Supports</p>	<p>The updated content automatically notifies the visually impaired users via screen reader.</p> <p><b><u>Exceptions include:</u></b></p> <ul style="list-style-type: none"> <li>• An error message is not announced by the screen reader on Contact Us page</li> <li>• Loading activity is not announced on the Search Results Provider page.</li> </ul>