Family & Children's Services Voluntary Product Accessibility Template (VPAT)

Section 1194.21 Software Applications and Operating Systems

* Refer to (<u>http://www.access-board.gov/sec508/guide/1194.21.htm</u>) for details on the guidelines listed below.

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Criteria	Supporting Features	Remarks and explanations
(a) When software is designed to run on a system that	Supports	
has a keyboard, product functions shall be		
executable from a keyboard wherethe function itself		
orthe result of performing a function can be		
discerned textually.		
(b) Applications shall not disrupt or disable activated	Supports	
features of other products that are identified as		
accessibility features, where those features are		
developed and documented according to industry		
standards. Applications also shall not disruptor		
disableactivated features of any operating system that		
are identified as accessibility features where the		
application programming interface for those		
accessibility features has been documented by the		
manufacturer of the operating system and is available		
to the product developer.		
(c) A well-defined on-screen indication of the current	Supports	
focus shall be provided that moves among interactive		
interface elements as the input focus changes. The		
focus shall be programmatically exposed so that		
Assistive Technology can track focus and focus		
changes.		
(d) Sufficient information about a user interface	Supports	
element including the identity, operation and state of the		
elementshallbe availabletoAssistiveTechnology.		
Whenan image represents a program element, the		
information conveyed by the image must also be		
available in text.		
(e) When bitmap images are used to identify controls,	Supports	
status indicators, orother programmatic elements, the		
meaning assigned to those images shall be consistent		
throughout an application's performance.		

(f) Toy tool information shall be a received at the received	Cymnosta
(f) Textual information shall be provided through	Supports
operating system functions for	
displaying text. The minimum information that shall	
be made available is text content, text input caret	
location, and text attributes.	
(g) Applications shall not override user selected	Supports
contrast and color selections and other individual	
display attributes.	
(h) When animation is displayed, the information	Supports
shall be displayable in at least one non-animated	
presentation mode at the option of the user.	
(i) Color coding shall not be used as the only means	Supports
of conveying information, indicating an action,	
prompting a response, or distinguishing a visual	
element.	
(j) When a product permits a user to adjust color and	Supports
contrast settings, a variety of color selections capable	
of producing a range of contrast levels shall be	
provided.	
(k) Software shall not use flashing or blinking text,	Supports
objects, or other elements having a flash or blink	
frequency greater than 2 Hz and lower than 55 Hz.	
(l) When electronic forms are used, the form shall	Supports
allow people using Assistive Technology to access	
the information, field elements, and functionality	
required for completion and submission of the form,	
including all directions and cues.	
displaying text. The minimum information that shall	
be made available is text content, text input caret	
location, and text attributes.	
(g) Applications shall not override user selected	Supports
contrast and color selections and other individual	
display attributes.	
(h) When animation is displayed, the information	Supports
shall be displayable in at least one non-animated	
presentation mode at the option of the user.	
(i) Color coding shall not be used as the only means	Supports
of conveying information, indicating an action,	
prompting a response, or distinguishing a visual	
element.	
(j) When a product permits a user to adjust color and	Supports
contrast settings, a variety of color selections capable	
of producing a range of contrast levels shall be	
provided.	
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(k) Software shall not use flashing or blinking text,	Supports
objects, or other elements having a flash or blink	
frequency greater than 2 Hz and lower than 55 Hz.	
(1) When electronic forms are used, the form shall	Supports
allow people using Assistive Technology to access	
the information, field elements, and functionality	
required for completion and submission of the form,	
including all directions and cues.	

Section 1194.22 Web-based Internet information and applications

* Refer to (<u>http://www.access-board.gov/sec508/guide/1194.22.htm</u>) for details on the guidelines listed below.

Criteria	Supporting Features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports	
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Supports	
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports	
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	
(e) Redundant text links shall be provided for each active region of a server-side image map.	Supports	
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Supports	
(g) Row and column headers shall be identified for data tables.	Supports	
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Supports	
(i) Frames shall be titled with text that facilitates	Supports	

Supports
Supports
Supports
Supports
Supports
Supports
N/A

Section 1194.23 Telecommunications products
* Refer to (<u>http://www.access-board.gov/sec508/guide/1194.23.htm</u>) for details on the guidelines listed below.

Criteria	Supporting Features	Remarks and explanations

	· · · · · · · · · · · · · · · · · · ·
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	N/A
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	N/A
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	N/A
(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.	N/A
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	N/A
(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.	N/A
(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.	N/A
(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.	N/A
(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.	N/A

(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.	N/A	
(k) Products which have mechanically operated controls or keys, shall comply with the following:	N/A	
(1) Controls and keys shall be tactilely discernible without activating the controls or keys.	N/A	
(2) Controls and keys shall be operable with one hand and shall not require tight grasping, pinching, or twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2 N) maximum.	N/A	
(3) If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.	N/A	
(4) The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.	N/A	

Section 1194.24 Video and Multi-Media Products

Criteria	Supporting Features	Remarks and explanations
(a) Allanalog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. Assoon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.		
(b)Televisiontuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.	N/A	
(c) Alltraining and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.	N/A	
(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.	N/A	
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	N/A	

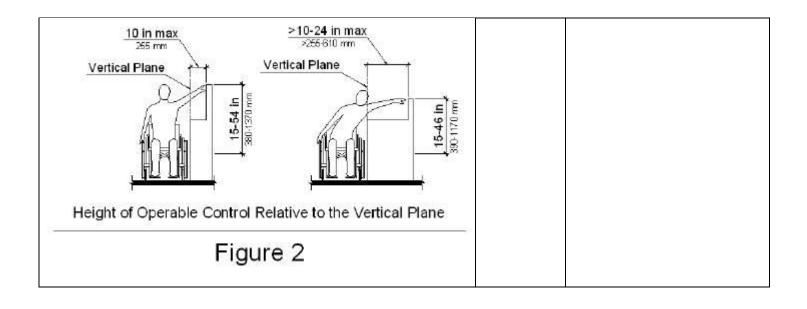
^{*} Refer to (http://www.access-board.gov/sec508/guide/1194.24.htm) for details on the guidelines listed below.

Criteria	Supporting Features	Remarks and explanations
(a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach assistive technology to the product. Personal headsets for private listening are not assistive technology.	N/A	
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	N/A	
(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with \$1194.23 (k) (1) through (4).	N/A	
(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	N/A	
(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.	N/A	
(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.	N/A	
(g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	N/A	
(h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.	N/A	

Section 1194.25 Self-contained, closed products

* Refer to (<u>http://www.access-board.gov/sec508/guide/1194.25.htm</u>) for details on the guidelines listed below.

(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	N/A
(j) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following:	N/A
(1) The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length (see Figure 1 of this part).	
Vertical Plane Vertical Plane 48 in min 1220 mm	
Vertical Plane Relative to the Operable Control	
Figure 1	
(2) Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.	N/A
(3) Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.	N/A
(4) Operable controls shall not be more than 24 inches behind the reference plane (see Figure 2 of this part).	N/A



Criteria	Supporting Features	Remarks and explanations
(a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through(4).	Supports	

(b) If a product utilizes touchscreens or touch- operated controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	Supports	

(c) When biometric forms of user identification or		
control are used, an alternative form of		
identification or activation, which does not require		
the user to possess particular biological		
characteristics, shall also be provided.		

Section 1194.26 Desktop and portable computers.

` ′	ovided, at least one of each type of
expansion sio	ts, ports and connectors shall comply
with publicly	available industry standards.

N/A

N/A

Section 1194.31 Functional Performance Criteria

Criteria	Supporting Features	Remarks and explanations
(a) At least one mode of operation and information retrieval that does not require user visions hall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Supports	
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audioandenlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Supports	
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided	N/A	
(d) Where audioinformation is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	N/A	
(e) At least one mode of operation and information retrieval that does not require user speechshall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	N/A	
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strengthshall be provided.	Supports	

Section 1194.41 Information, documentation, and support

Criteria	Supporting Features	Remarks and explanations
(a) Product support documentation provided to end- users shall be made available in alternate formats upon request, at no additional charge.	Supports	
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports	