

Heroes With Hearing Loss

Accessibility Conformance Report – VPAT® 2.4

A VPAT (Voluntary Product Accessibility Template) provides a standard format for reporting on the accessibility of products and services. It is based on testing and evaluation against the Web Content Accessibility Guidelines (WCAG) 2.1, which are widely recognized standards for web accessibility.

Standard/Guideline	Included In Report
<u>Web Content Accessibility Guidelines 2.1</u>	Level A – Yes Level AA – Yes Level AAA – No

VPAT® Version 2.4 Rev

Name of Product	Heroes With Hearing Loss Website — heroeswithhearingloss.org (including state subsites)
Report Date	07-01-2026
Product Description	Public-facing informational website for Heroes With Hearing Loss, a telecommunications relay service provider. The evaluated scope includes the main site at heroeswithhearingloss.org. The site provides service information, contact forms, news, team directories, and state-specific relay resources.
Contact Information	N/A
Notes	Some downloadable documents (PDF, Word) available on the site may not fully conform to all accessibility criteria. Heroes With Hearing Loss is committed to remediating these documents on an ongoing basis and will provide content in an accessible format upon request.
Evaluation Methods Used	The recommended styles of testing for accessibility include: 1. Algorithmic automated tests (<u>Pa11y CLI</u>, Deque AXE toolsets, WebAim Resources). 2. Human judgment tests such as tool-assisted tests, visual inspection, and manual operation and keyboard navigation. 3. Testing with assistive technologies: <u>VoiceOver on Mac</u>, <u>Windows Narrator</u>.
Applicable Standards/Guidelines	This report covers the degree of conformance to the following accessibility standard/guideline: <u>Web Content Accessibility Guidelines 2.1</u> (Level A, Level AA)

TERMS

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

Term	Definition
Supports	The functionality of the product has at least one method that meets the criteria without known defects or meets with equivalent facilitation.
Partially Supports	Some functionality of the product does not meet the criteria.
Does Not Support	The majority of product functionality does not meet the criteria.
Not Applicable	The criterion is not relevant to the product.
Not Evaluated	The product has not been evaluated against the criteria. This can only be used in WCAG 2.0 Level AAA.

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](#).

PRINCIPLE 1: PERCEIVABLE

Criteria	Conformance Level	Remarks and Explanations
<u>1.1.1 Non-text Content (Level A)</u>	Supports	- Images that convey information have appropriate text alternatives via the ALT attribute. - Decorative images are marked up with ALT="" or implemented as CSS background images so they are ignored by assistive technology. - Information shown in complex images such as the About Us chart is provided in an equivalent textual form. - Interactive controls (forms, buttons, links) have programmatically associated accessible names. Verified on production (heroeswithhearingloss.org) via automated testing (Pa11y using the HTML_CodeSniffer and axe-core engines), manual inspection, and assistive-technology review; no images were found missing text alternatives. The site incorporates the CookieYes cookie-consent banner, a third-party component whose rendered interface is managed by its vendor. Its interactive controls expose accessible names; Heroes With Hearing Loss cannot modify its internal markup.
<u>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</u>	Not Applicable	The site does not contain prerecorded audio-only or video-only content. The two embedded videos (the "Ballad of Rodger Young" tribute and the "Mark and Sunny's story" video) are synchronized media containing both moving picture and audio, so this criterion does not apply to them.
<u>1.2.2 Captions (Prerecorded) (Level A)</u>	Supports	The site contains two prerecorded synchronized-media videos, and both provide captions: - The "Ballad of Rodger Young" tribute video (embedded from YouTube) presents its sung lyrics as on-screen captions. - The "Mark and Sunny's story" video (self-hosted) presents its spoken content as on-screen captions. Both videos use open (burned-in) captions displayed on the video itself, which satisfy this criterion. Verified on production via manual inspection.
<u>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</u>	Supports	For the two prerecorded videos, all essential information is conveyed through the audio track (the "Ballad of Rodger Young" tribute conveys its content through the song, and "Mark and Sunny's story" conveys its content through spoken narration). Neither video presents important information visually that is not also available in the audio, so a separate audio description or full-text media alternative is not required to meet this criterion. Verified via manual review of both videos.
<u>1.2.4 Captions (Live) (Level AA)</u>	Not Applicable	The site does not contain live audio or video content requiring real-time captions. Both embedded videos are prerecorded.

<u>1.2.5 Audio Description (Prerecorded) (Level AA)</u>	Supports	The two prerecorded videos do not contain essential visual information that is absent from their audio tracks; the content of each is fully conveyed through its audio (song and spoken narration, respectively). No additional audio description track is required to meet this criterion. Verified via manual review of both videos.
<u>1.3.1 Info and Relationships (Level A)</u>	Supports	- Form and user interface component labels are present and programmatically associated. - Content is structured with semantic HTML, and page content is contained within landmark regions (including a <code><main></code> landmark on all page templates). - List content uses correct list markup; invalid list markup in third-party legal content injected into the Terms and Privacy pages is repaired on the client so lists validate. - Data tables use appropriate header markup. Verified on production via automated testing (Pa11y with HTML_CodeSniffer and axe-core), manual inspection, and assistive-technology review; no confirmed Info and Relationships violations remain. The CookieYes cookie-consent banner is a third-party component; Heroes With Hearing Loss cannot modify its internal markup.
<u>1.3.2 Meaningful Sequence (Level A)</u>	Supports	Page content is contained within landmark regions and the reading/DOM order conveys a meaningful sequence. All page templates — including the previously non-conforming Cookie Policy, Privacy Policy, and Terms & Conditions pages — now use a <code><main></code> landmark. Verified on production via automated testing (Pa11y with HTML_CodeSniffer and axe-core) and assistive-technology review.
<u>1.3.3 Sensory Characteristics (Level A)</u>	Supports	The product does not rely on sensory characteristics for instructions.
<u>1.3.4 Orientation (Level AA)</u>	Supports	Content within the product does not restrict its view and operation to a single display orientation.
<u>1.3.5 Identify Input Purpose (Level AA)</u>	Supports	Input fields that collect information about the user expose the correct autocomplete purpose. On the order form, the name, address, city, ZIP, telephone, and email fields use the appropriate HTML autocomplete tokens (e.g., <code>given-name</code> , <code>family-name</code> , <code>address-line1</code> , <code>address-level2</code> , <code>postal-code</code> , <code>tel</code> , <code>email</code>). Verified on production via manual inspection and automated testing.
<u>1.4.1 Use of Color (Level A)</u>	Supports	The product does not rely on color-alone to convey information.
<u>1.4.2 Audio Control (Level A)</u>	Not Applicable	The product does not have audio content.

<u>1.4.3 Contrast (Minimum) (Level AA)</u>	Supports	Text meets the minimum contrast requirements: at least 4.5:1 for normal text and 3:1 for large-scale text. Text placed over hero and section background images was measured against the actual rendered background pixels and passes with margin (for example, the home and order-form hero text measured approximately 8:1–11:1). Verified on production via automated testing (Pa11y with HTML_CodeSniffer and axe-core) and manual pixel-level contrast measurement; no confirmed contrast failures were found.
<u>1.4.4 Resize Text (Level AA)</u>	Supports	The product was tested for: Text can be resized up to 200% without loss of content or functionality.
<u>1.4.5 Images of Text (Level AA)</u>	Supports	Text is implemented as real text rather than images of text. Where images containing text are used (e.g., logos), an equivalent text alternative is provided. Verified on production via manual inspection and automated testing.
<u>1.4.10 Reflow (Level AA)</u>	Supports	The product allows content to reflow (responsive design).
<u>1.4.11 Non-text Contrast (Level AA)</u>	Supports	User interface components and meaningful graphical objects have a contrast ratio of at least 3:1 against adjacent colors, including the About Us graphics. Verified on production via automated testing (Pa11y with HTML_CodeSniffer and axe-core) and manual inspection; no confirmed non-text contrast failures were found.
<u>1.4.12 Text Spacing (Level AA)</u>	Supports	Text containers are responsive.
<u>1.4.13 Content on Hover or Focus (Level AA)</u>	Supports	Additional content that appears on hover or focus (e.g., dropdown menus, tooltips) is dismissible, hoverable, and persistent until the user removes hover/focus or dismisses it.

PRINCIPLE 2: OPERABLE

Criteria	Conformance Level	Remarks and Explanations
<u>2.1.1 Keyboard (Level A)</u>	Supports	All functionality is operable through a keyboard. On the order form, every control — including radio options, selects, text fields, and the submit button — is reachable and operable using the keyboard alone. Verified on production via manual keyboard operation and automated testing. The CookieYes cookie-consent banner is a third-party component; Heroes With Hearing Loss cannot modify its internal behavior.
<u>2.1.2 No Keyboard Trap (Level A)</u>	Supports	Submit buttons on form is Movement of focus through each control only using the keyboard, with no "keyboard trap" that prevents focus from moving away from any control.

<u>2.1.4 Character Key Shortcuts (Level A).</u>	Supports	No keyboard shortcuts are present in the product.
<u>2.2.1 Timing Adjustable (Level A).</u>	Supports	The product was tested for: Time limits are not used
<u>2.2.2 Pause, Stop, Hide (Level A).</u>	Supports	The site does not contain auto-playing, blinking, scrolling, or auto-updating content that lasts more than five seconds. No pause, stop, or hide mechanism is required.
<u>2.3.1 Three Flashes or Below Threshold (Level A).</u>	Supports	There is no flashing content in the product.
<u>2.4.1 Bypass Blocks (Level A).</u>	Supports	The product provides a mechanism to bypass repetitive content on all pages.
<u>2.4.2 Page Titled (Level A).</u>	Supports	Each page has a unique, descriptive title specified in the <title> element (e.g., "About Us - Heroes With Hearing Loss"). Verified on production across all tested pages via automated testing and manual inspection.
<u>2.4.3 Focus Order (Level A).</u>	Supports	Focus moves through focusable elements in a logical order that follows a meaningful sequence. On the order form, the tab order proceeds sequentially through the form fields and controls. Verified on production via manual keyboard operation and automated testing.
<u>2.4.4 Link Purpose (In Context) (Level A).</u>	Supports	Link purpose can be determined from the link text together with its programmatically determined context. Generic "Read More" links include screen-reader text identifying the target article. Verified on production via manual inspection and automated testing.
<u>2.4.5 Multiple Ways (Level AA).</u>	Supports	The site provides more than one way to locate content: the primary navigation menu and an HTML Sitemap page (linked in the site footer) that lists Pages, Posts, and Downloads. Verified on production.
<u>2.4.6 Headings and Labels (Level AA).</u>	Supports	Headings describe the topic or purpose of their content, and form fields have descriptive labels. Heading structure on key pages (including About Us and Blog) was corrected. Verified on production via automated testing and manual inspection.
<u>2.4.7 Focus Visible (Level AA).</u>	Supports	A visible focus indicator is shown for keyboard focus on interactive elements, including all form controls and the submit button. Verified on production via manual keyboard operation; every focusable element in the tested tab order presented a visible focus indicator. The CookieYes cookie-consent banner is a third-party component; Heroes With Hearing Loss cannot modify its internal styles.
<u>2.5.1 Pointer Gestures (Level A).</u>	Supports	All actions are operable with the Pointer.

<u>2.5.2 Pointer Cancellation (Level A)</u>	Supports	Functionality within the product using a single pointer does not use the down-event to execute any part of the function.
<u>2.5.3 Label in Name (Level A)</u>	Supports	For components with a visible text label, the accessible name contains the visible label text. The order form's "Choose This Phone" buttons were updated so their accessible names begin with the visible text (e.g., "Choose This Phone Hamilton CapTel 880i"). Verified on production via computed accessible-name checks and automated testing.
<u>2.5.4 Motion Actuation (Level A)</u>	Not Applicable	The site does not use device motion or user motion (e.g., shaking, tilting) to trigger any functionality.

PRINCIPLE 3: UNDERSTANDABLE

Criteria	Conformance Level	Remarks and Explanations
<u>3.1.1 Language of Page (Level A)</u>	Supports	The product was tested for: Properly set the lang attribute for each page.
<u>3.1.2 Language of Parts (Level AA)</u>	Supports	All content is presented in one language.
<u>3.2.1 On Focus (Level A)</u>	Partially Supports	Site content created by Heroes With Hearing Loss supports this criterion. The product was tested for: When an element receives focus, it does not result in a substantial change to the page, an additional change of keyboard focus, or the spawning of a pop-up window. The site incorporates the CookieYes cookie-consent banner, a third-party component whose rendered interface is managed by its vendor. Heroes With Hearing Loss has applied available configuration improvements but cannot modify its internal markup or behavior.
<u>3.2.2 On Input (Level A)</u>	Partially Supports	Site content created by Heroes With Hearing Loss supports this criterion. The product was tested for: Changes in the value of user interface components does not result in a substantial change to the page, an additional change of keyboard focus, or the spawning of a pop-up window. The site incorporates the CookieYes cookie-consent banner, a third-party component whose rendered interface is managed by its vendor. Interacting with this component may trigger context changes not fully controlled by Heroes With Hearing Loss.
<u>3.2.3 Consistent Navigation (Level AA)</u>	Supports	The product was tested for: Pages that are grouped together into sets with a common navigation mechanism utilize that navigation mechanism in the same fashion, with navigation elements appearing in the same order each time.

<u>3.2.4 Consistent Identification (Level AA)</u>	Supports	The product was tested for: Images and controls are used and identified consistently throughout the product.
<u>3.3.1 Error Identification (Level A)</u>	Partially Supports	Site content created by Heroes With Hearing Loss supports this criterion. The product was tested for: - When input errors are detected, they are described to the user in text, including identifying the item where the error occurred. Some exceptions: - The CookieYes cookie-consent banner is a third-party component whose rendered interface is managed by its vendor. Heroes With Hearing Loss has applied available configuration improvements but cannot modify its internal markup. Error handling within this component may not fully meet this criterion.
<u>3.3.2 Labels or Instructions (Level A)</u>	Supports	The product was tested for: Labels or instructions are provided when the product requires user input.
<u>3.3.3 Error Suggestion (Level AA)</u>	Partially Supports	Site content created by Heroes With Hearing Loss supports this criterion. The product was tested for: - Where suggestions for fixing an input error are known, they are provided to the user. Some exceptions: - The CookieYes cookie-consent banner is a third-party component whose rendered interface is managed by its vendor. Heroes With Hearing Loss has applied available configuration improvements but cannot modify its internal markup. Error suggestions within this component may not fully meet this criterion.
<u>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</u>	Supports	The product does not contain pages that cause legal commitments or financial transactions or pages that irreversibly modify user-controllable data. The product was tested for: - Data is checked for input errors, with an opportunity for the user to correct them. - Data can be reviewed, corrected, and confirmed by the user before it is finalized.

PRINCIPLE 4: ROBUST

Criteria	Conformance Level	Remarks and Explanations
<u>4.1.1 Parsing (Level A)</u>	Supports	This criterion has been identified as always satisfied per the W3C's WCAG 2.1 errata. The product's markup has been validated and contains no parsing errors that adversely affect accessibility.
<u>4.1.2 Name, Role, Value (Level A)</u>	Partially Supports	Content created by Heroes With Hearing Loss supports this criterion: HTML controls have programmatically associated names, custom controls expose appropriate roles, and frames created by Heroes With Hearing Loss have meaningful <code>title</code> attributes. Verified on production via automated testing (Pa11y with HTML_CodeSniffer and axe-core) and assistive-technology review. Some exceptions remain in third-party components that Heroes With Hearing Loss cannot modify: the CookieYes cookie-consent banner exposes an ARIA attribute value that does not resolve to a present element, and a third-party tracking-pixel iframe injected by an analytics tag lacks a <code>title</code> attribute.
<u>4.1.3 Status Messages (Level AA)</u>	Supports	The product utilizes status messages in an accessible manner.

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