

Infobase Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: *Health Reference Center* database

Product Description: The *Health Reference Center* includes a variety of learning assets, articles, images, primary source documents, timelines, videos, and slideshows that cover current health issues, major diseases and conditions, body systems, treatments, and procedures, as well as health and nutrition information organized by gender and age groups.

Report Date: February 2022

Contact Information: support@infobase.com

Note: This report reflects accessibility testing done on the initial landing pages, form pages, and various search results pages.

Evaluation Methods Used: The main testing tools and methods used were WAVE (Web Accessibility Evaluation Tool) from WebAIM, ARC Toolkit, and Colour Contrast Analyser from the Paciello Group, the JAWS (Job Access With Speech) screen reader from Freedom Scientific, and manual keyboard testing.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V3.1.1 (2019-11)	(Yes)

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. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.1 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

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

Notes: Content in the *Health Reference Center* database comes from a variety of sources. Most images on the site have alternative text applied to them. However, standalone images accessed via search do not display alternative text for assistive technology, such as a screen-reader. The main reason is a soon-to-be-replaced third-party plugin used initially to view the images more dynamically is blocking assistive technology from accessing the programmatic information of the images. Finally, current accessibility deficiencies do not necessarily mean that the use of assistive technology is impossible. It only means there may be some unclear, redundant, or inefficiently identified content read by assistive technologies.

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Images, image buttons, linked images, form buttons, and inputs have appropriate, equivalent descriptive, or alternative text.</p> <p>Some current exceptions are:</p> <ul style="list-style-type: none"> • <i>My Research</i> and <i>My Preference</i> pages have a small number of non-text items that are missing an alternative text or associated text labels on some form control components. • The search button in the top navigation area is missing a programmatic identifier. • Single image pages accessed via search do not reveal alternative text to screen readers. This issue is caused by a soon-to-be-replaced third-party plugin used initially to display images dynamically. The plugin blocks screen-reader access to an image's programmatic data. <p>The detected accessibility issues listed are not necessarily detrimental to the full use of the website.</p> <p>Test method: WAVE, ARC Toolkit, JAWS, and manual visual checks.</p>
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	Supports	<p>There is no silent video or audio-only content on the <i>Health Reference Center</i> database.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 9.1.2.1 (Web) 10.1.2.1 (Non-web document) 11.1.2.1.1 (Open Functionality Software) 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		Test method: Manual visual checks.
<u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.2.2 (Web) 10.1.2.2 (Non-web document) 11.1.2.2 (Open Functionality Software) 11.1.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	<p>Generally, most non-live videos have synchronized closed captioning. There is, however, a large set of <i>HealthDay TV</i> videos that do not have closed captioning or a corresponding transcript.</p> <p>Test method: Manual visual checks.</p>
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.2.3 (Web) 10.1.2.3 (Non-web document) 11.1.2.3.1 (Open Functionality Software) 11.1.2.3.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 	Partially Supports	<p>Interactive text transcripts and captions for most videos are available. There are, however, a large set of <i>HealthDay TV</i> videos that do not have closed captioning or a corresponding transcript.</p> <p>Test method: Manual visual checks</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.3.1 (Web) 10.1.3.1 (Non-web document) 11.1.3.1.1 (Open Functionality Software) 11.1.3.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	<p>Most text labels are associated with corresponding form inputs, and data tables are correctly associated with their header cells.</p> <p>Some current exceptions are:</p> <ul style="list-style-type: none"> Heading levels do not reflect relative order in the hierarchy, but headings are mostly descriptive. <p>Test method: WAVE, JAWS, manual visual checks</p>
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.3.2 (Web) 10.1.3.2 (Non-web document) 11.1.3.2.1 (Open Functionality Software) 11.1.3.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<p>The reading and navigation order of the content is logical and intuitive.</p> <p>Test method: WAVE, JAWS, manual visual checks</p>
1.3.3 Sensory Characteristics (Level A)	Supports	Instructions for understanding and operating content do

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>not rely on sensory characteristics. Typically, text instructions or labels are provided.</p> <p>Test method: WAVE, manual visual checks</p>
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>The <i>Health Reference Center</i> database does not use color as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. For instance, most links are found in navigational regions of the website and are not in-line in the body text. Additionally, any use of color alone conveyed in links is complemented with the use of additional visual cues such as an underline upon a mouse hover or keyboard focus. These other visual cues, in turn, prevent a user from needing to rely on the user's ability to perceive colors.</p> <p>Test method: Manual visual checks</p>
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) 	Supports	<p>Videos with audio do not play automatically on the <i>Health Reference Center</i> database. There is a mechanism available on the video player to control audio volume.</p> <p>Testing method: Manual visual checks</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.1.1 (Web) 10.2.1.1 (Non-web document) 11.2.1.1.1 (Open Functionality Software) 11.2.1.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	<p>Almost all page functionality within the <i>Health Reference Center</i> database is available using the keyboard.</p> <p>Some current exceptions are:</p> <ul style="list-style-type: none"> All the A-Z navigations receive the keyboard focus on a letter but do not activate with the Enter key. The keyboard skips the Move and Create New Folder on the <i>My Research</i> page. The keyboard skips, <i>Forget Password</i>, and <i>Create New Account</i> on the Login page. On the <i>BMI Calculator</i>, the keyboard skips the calculate button. The <i>Conversion Calculator</i> is not keyboard accessible. The interactive image tools in single image pages are not accessible with the keyboard. <p>Testing method: Manual visual checks</p>
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.1.2 (Web) 10.2.1.2 (Non-web document) 11.2.1.2 (Open Functionality Software) 11.2.1.2 (Closed Software) 	Supports	<p>The keyboard can be used to tab through all content, and focus does not get trapped.</p> <p>Testing method: Manual visual checks</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.1.4 (Web) 10.2.1.4 (Non-web document) 11.2.1.4.1 (Open Functionality Software) 11.2.1.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not Applicable	The <i>Health Reference Center</i> database does not use or have character key shortcuts.
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.2.1 (Web) 10.2.2.1 (Non-web document) 11.2.2.1 (Open Functionality Software) 11.2.2.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	The <i>Health Reference Center</i> database does not have any perceptible timed response requirements. Testing method: Manual visual checks
2.2.2 Pause, Stop, Hide (Level A) Also applies to:	Supports	The <i>Health Reference Center</i> database does not have any moving, blinking, scrolling, or auto-updating

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.2.2 (Web) 10.2.2.2 (Non-web document) 11.2.2.2 (Open Functionality Software) 11.2.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		content. Testing method: Manual visual checks
<u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.3.1 (Web) 10.2.3.1 (Non-web document) 11.2.3.1 (Open Functionality Software) 11.2.3.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	The <i>Health Reference Center</i> database does not use flashing or blinking elements in the user interface. Testing method: Manual visual checks
<u>2.4.1 Bypass Blocks</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.4.1 (Web) 10.2.4.1 (Non-web document) – Does not apply 11.2.4.1 (Open Functionality Software) – Does not apply 11.2.4.1 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 	Supports	Skip to Main Content bypass link is available on all pages. Testing method: Manual visual checks

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 		
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.4.2 (Web) 10.2.4.2 (Non-web document) 11.2.4.2 (Open Functionality Software) - Does not apply 11.2.4.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	All web pages include titles that describe the topic or purpose. Testing method: WAVE, manual visual and code checks
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.4.3 (Web) 10.2.4.3 (Non-web document) 11.2.4.3 (Open Functionality Software) 11.2.4.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Navigation order of links, form elements, and object elements are all in logical and intuitive keyboard focus order. Testing method: WAVE, JAWS, Manual visual and code checks

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>The purpose of links can usually be determined by text alone or by its context to a surrounding paragraph or list.</p> <p>Some current exceptions where the purpose of a link is not programmatically or determined are:</p> <ul style="list-style-type: none"> • <i>View All</i> links on the home page sliders. • Navigation links near the bottom of a search results page. <p>Testing method: WAVE, JAWS, manual visual checks</p>
<p><u>2.5.1 Pointer Gestures</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Not Applicable	<p>The <i>Health Reference Center</i> database does not have any multipoint or path-based gestures interaction elements.</p>
<p><u>2.5.2 Pointer Cancellation</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) 	Supports	<p>The <i>Health Reference Center</i> database does not override the default behavior of controls. Therefore, functionality used by a mouse, for instance, can be canceled using the browser or operating system.</p> <p>Testing method: Manual visual checks</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<p>2.5.3 Label in Name (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.5.3 (Web) 10.2.5.3 (Non-web document) 11.2.5.3.1 (Open Functionality Software) 11.2.5.3.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	<p>Interface components such as links or buttons have the same accessible name as the visible text. Current exceptions may include empty and missing labels or ids in directional arrow links and page tool modals.</p> <p>Testing method: Manual visual checks</p>
<p>2.5.4 Motion Actuation (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.5.4 (Web) 10.2.5.4 (Non-web document) 11.2.5.4 (Open Functionality Software) 11.2.5.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not Applicable	<p>The <i>Health Reference Center</i> database does not have any functionality that can be operated by device motion or user motion.</p>
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.3.1.1 (Web) 10.3.1.1 (Non-web document) 11.3.1.1.1 (Open Functionality Software) 11.3.1.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 	Supports	<p>The default language of each page in the platform can be programmatically determined. HTML language attributes <code><html ... lang="en"></code> is present in all pages.</p> <p>Testing method: WAVE, manual visual and code checks</p>

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.3.2.1 (Web) 10.3.2.1 (Non-web document) 11.3.2.1 (Open Functionality Software) 11.3.2.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Page elements upon focus do not change substantially on the page. No interference occurs. Testing method: Manual visual checks
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.3.2.2 (Web) 10.3.2.2 (Non-web document) 11.3.2.2 (Open Functionality Software) 11.3.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	User inputs and controls are predictable. There are no substantial changes to pages during the input of information that could confuse or disorient a user. Testing method: WAVE, Manual visual checks
3.3.1 Error Identification (Level A) Also applies to:	Partially Supports	When input errors are detected, the item causing the error is identified, and the error is described in the text

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <ul style="list-style-type: none"> 9.3.3.1 (Web) 10.3.3.1 (Non-web document) 11.3.3.1.1 (Open Functionality Software) 11.3.3.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		on the screen, but it is not read aloud by a screen reader or assistive technology. Testing method: Manual visual checks
<u>3.3.2 Labels or Instructions</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.3.3.2 (Web) 10.3.3.2 (Non-web document) 11.3.3.2 (Open Functionality Software) 11.3.3.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	Content that requires user input may not always be appropriately labeled according to accessibility guidelines. Additionally, some labels or instructions displayed as text on the screen may not always be automatically read aloud by a screen reader or assistive technology. Testing method: Manual visual checks
<u>4.1.1 Parsing</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.4.1.1 (Web) 10.4.1.1 (Non-web document) 11.4.1.1.1 (Open Functionality Software) 11.4.1.1.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 	Supports	All pages conform to modern HTML/XHTML web standards. The validator: https://validator.w3.org/ found some minor parsing errors, but not significant enough to affect the accessibility of the <i>Health Reference Center</i> database. Testing method: WAVE, validator.w3.org, manual visual checks

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.4.1.2 (Web) 10.4.1.2 (Non-web document) 11.4.1.2.1 (Open Functionality Software) 11.4.1.2.2 (Closed Software) – Not required 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	<p>Updates to the HTML markup and the WAI-ARIA attributes are needed to better facilitate accessibility within the <i>Health Reference Center</i> database. While the database is regularly updated to conform to many accessibility standards and guidelines, some legacy components not designed with accessibility in mind still appear throughout the site. Therefore, form elements, links, and components generated by scripts may be missing the name, role, or value attributes that allow assistive technologies to work better.</p> <p>Testing method: WAVE, validator.w3.org, HTML_CodeSniffer, manual visual checks.</p>

Table 2: Success Criteria, Level AA

Notes: Content in the *Health Reference Center* database comes from a variety of sources. Most images on the site have alternative text applied to them. However, standalone images accessed via search do not display alternative text for assistive technology, such as a screen-reader. The main reason is a soon-to-be-replaced third-party plugin used initially to view the images more dynamically is blocking assistive technology from accessing the programmatic information of the images. Finally, current accessibility deficiencies do not necessarily mean that the use of assistive technology is impossible. It only means there may be some unclear, redundant, or inefficiently identified content read by assistive technologies.

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria	Supports	There is no live content in the <i>Health Reference Center</i> database. Since there is no content to which this criterion applies, this criterion is satisfied.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 9.1.2.4 (Web) 10.1.2.4 (Non-web document) 11.1.2.4 (Open Functionality Software) 11.1.2.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		Testing method: Manual visual checks
<u>1.2.5 Audio Description (Prerecorded)</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.2.5 (Web) 10.1.2.5 (Non-web document) 11.1.2.5 (Open Functionality Software) 11.1.2.5 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	We do not provide audio descriptions for prerecorded videos in the <i>Health Reference Center</i> database. However, closed captioning and interactive transcripts are available for most videos. Testing method: Manual visual checks
<u>1.3.4 Orientation</u> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.3.4 (Web) 10.1.3.4 (Non-web document) 11.1.3.4 (Open Functionality Software) 11.1.3.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 	Supports	The <i>Health Reference Center</i> database orientation on mobile devices is not restricted to portrait or landscape. Testing method: Apple iPad, Manual visual checks

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<p>1.3.5 Identify Input Purpose (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.3.5 (Web) 10.1.3.5 (Non-web document) 11.1.3.5.1 (Open Functionality Software) 11.1.3.5.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	<p>The <i>Health Reference Center</i> database allows standard user interface components such as contact forms to auto-fill in the fields for usernames, passwords, and e-mail addresses. Some form fields may not have appropriate autocomplete values at this time.</p> <p>Testing method: Manual visual checks</p>
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.3 (Web) 10.1.4.3 (Non-web document) 11.1.4.3 (Open Functionality Software) 11.1.4.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<p>All foreground/background color combinations used for text on the page have a contrast ratio of at least 4.5:1 / 3:1 for large text.</p> <p>Testing method: WAVE, Colour Contrast Analyser, and manual visual checks</p>
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.4 (Web) 10.1.4.4 (Non-web document) 11.1.4.4.1 (Open Functionality Software) 11.1.4.4.2 (Closed Software) 	Supports	<p>Text, including captions, can be resized up to 200 percent without loss of content or functionality.</p> <p>Testing method: Manual visual checks</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<u>1.4.5 Images of Text</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.4.5 (Web) 10.1.4.5 (Non-web document) 11.1.4.5.1 (Open Functionality Software) 11.1.4.5.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Images of text are not generally used and not found during testing. Testing method: Manual visual checks
<u>1.4.10 Reflow</u> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.4.10 (Web) 10.1.4.10 (Non-web document) 11.1.4.10 (Open Functionality Software) 11.1.4.10 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Does Not Support	The <i>Health Reference Center</i> database has limited responsiveness to content zoom and various screen sizes. Loss of information or functionality may occur when screen sizes are zoomed in at 400%. Testing method: Manual visual checks
<u>1.4.11 Non-text Contrast</u> (Level AA 2.1 only) Also applies to:	Partially Supports	The <i>Health Reference Center</i> database uses complex images as supplemental content. These images help

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.4.11 (Web) 10.1.4.11 (Non-web document) 11.1.4.11 (Open Functionality Software) 11.1.4.11 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply		illustrate the themes and main points of the articles. It is, therefore, possible many complex images may have insufficient contrast. Examples of complex images may include charts, graphs, diagrams, and maps. Testing method: Colour Contrast Analyser and manual visual checks
<u>1.4.12 Text Spacing</u> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.4.12 (Web) 10.1.4.12 (Non-web document) 11.1.4.12 (Open Functionality Software) 11.1.4.12 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Does Not Support	The <i>Health Reference Center</i> database has limited responsiveness to changing text spacing and line-height. The site uses fixed height or width containers that may cause clipped text or headings if space changes occur. Testing method: Manual visual checks
<u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.4.13 (Web) 10.1.4.13 (Non-web document) 11.1.4.13 (Open Functionality Software) 11.1.4.13 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	The <i>Health Reference Center</i> database does not have additional content that is presented on hover or keyboard focus. Testing method: Manual visual checks
<u>2.4.5 Multiple Ways</u> (Level AA) Also applies to: EN 301 549 Criteria	Supports	There are multiple ways to reach core content, including search, browsing, and direct links. The main navigation area is always available on every page.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 9.2.4.5 (Web) 10.2.4.5 (Non-web document) – Does not apply 11.2.4.5 (Open Functionality Software) – Does not apply 11.2.4.5 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 		Testing method: Manual visual checks
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.4.6 (Web) 10.2.4.6 (Non-web document) 11.2.4.6 (Open Functionality Software) 11.2.4.6 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Heading structures and form labels are informative and compliant with accessibility standards. Testing method: WAVE, JAWS, manual visual checks
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.4.7 (Web) 10.2.4.7 (Non-web document) 11.2.4.7 (Open Functionality Software) 11.2.4.7 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 	Supports	The keyboard focus indicator is visible on all page elements throughout the platform. Testing method: Manual visual checks

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.3.1.2 (Web) 10.3.1.2 (Non-web document) 11.3.1.2 (Open Functionality Software) – Does not apply 11.3.1.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<p>There is no non-English content on the <i>Health Reference Center</i> database. Since there is no content to which this criterion applies, this criterion is satisfied.</p> <p>Testing method: Manual visual checks</p>
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.3.2.3 (Web) 10.3.2.3 (Non-web document) – Does not apply 11.3.2.3 (Open Functionality Software) – Does not apply 11.3.2.3 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	<p>The repeated navigational mechanisms, such as top navigations and search options, always happen in the same relative order.</p> <p>Testing method: Manual visual checks</p>
3.2.4 Consistent Identification (Level AA)	Supports	Components with the same functionality are always

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.3.2.4 (Web) 10.3.2.4 (Non-web document) – Does not apply 11.3.2.4 (Open Functionality Software) – Does not apply 11.3.2.4 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 		<p>identified the same way within the platform.</p> <p>Testing method: Manual visual checks</p>
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.3.3.3 (Web) 10.3.3.3 (Non-web document) 11.3.3.3 (Open Functionality Software) 11.3.3.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<p>When an input error is detected, a suggestion is given to correct the mistake. For example, an incorrectly entered date recommends the user to re-enter the information into the correct format.</p> <p>Testing method: Manual visual checks</p>
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.3.3.4 (Web) 10.3.3.4 (Non-web document) 11.3.3.4 (Open Functionality Software) 11.3.3.4 (Closed Software) 	Supports	<p>The <i>Health Reference Center</i> database does not conduct legal commitments or financial transactions on its platform. Since there is no content to which this criterion applies, this criterion is satisfied.</p> <p>Testing method: Manual visual checks</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.4.1.3 (Web) 10.4.1.3 (Non-web document) 11.4.1.3 (Open Functionality Software) 11.4.1.3 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	Components with the same functionality are always identified the same way within the platform. Testing method: Manual visual checks

Table 3: Success Criteria, Level AAA

Notes: The *Health Reference Center* database is not being evaluated for Level AAA conformance.

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Chapter 3: [Functional Performance Criteria](#) (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	The <i>Health Reference Center</i> database content is accessible with Assistive Technology (AT), such as JAWS or NVDA screen reader applications. Exceptions:

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> Some AT keyboard controls could interfere with some of the scrolling mechanisms within the content display areas, for instance, with image slideshows.
302.2 With Limited Vision	Partially Supports	The <i>Health Reference Center</i> database supports browser magnification up to 200%. Additionally, content is generally accessible with AT and does not interfere with controls provided by the operating system, such as high contrast mode.
302.3 Without Perception of Color	Supports	Color may be used to emphasize or highlight specific links or controls, but it is usually in addition to other visual cues.
302.4 Without Hearing	Supports	The <i>Health Reference Center</i> database video player supports closed captioning and has interactive transcripts. When transcripts are available, the transcripts are downloadable into a separate PDF.
302.5 With Limited Hearing	Supports	The <i>Health Reference Center</i> database video player supports closed captioning and has interactive transcripts. When transcripts are available, the transcripts are downloadable into a separate PDF.
302.6 Without Speech	Not Applicable	The use of speech is not required to access content on the site.
302.7 With Limited Manipulation	Supports	The <i>Health Reference Center</i> database supports standard input mechanisms such as keyboard navigation.
302.8 With Limited Reach and Strength	Supports	The <i>Health Reference Center</i> database supports standard input mechanisms such as keyboard navigation.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	The <i>Health Reference Center</i> database has no timed response limits. Also, the website gives error indications where needed, has logical keyboard navigation, and the tab focus order and functionality are the same across the platform.

Chapter 4: [Hardware](#)

Notes: The *Health Reference Center* database is a website and is not subject to the requirement of this section.

Chapter 5: [Software](#)

Notes: The *Health Reference Center* database is a web-only platform and is not subject to non-web software criteria since it has been addressed in the above WCAG and Revised Section 508 conformance tables.

Chapter 6: [Support Documentation and Services](#)

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	Documentation of accessibility and compatibility features is available in the platform help center.
602.3 Electronic Support Documentation	See WCAG 2.1 section	See information in WCAG 2.1 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	All support documentation is available electronically or can be printed. If alternate documentation formats are required, they can be made available upon request.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Documentation of accessibility and compatibility features is available in the platform help center. Support is also provided over email, telephone, and live chat.
603.3 Accommodation of Communication Needs	Supports	The <i>Health Reference Center</i> database support team can be contacted for assistance via email, phone, or live chat. In addition, other methods can be made available upon request.

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Chapter 4: [Functional Performance Statements \(FPS\)](#)

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	<p>The <i>Health Reference Center</i> database content is accessible with Assistive Technology (AT), such as JAWS or NVDA screen reader applications.</p> <p>Exceptions:</p> <ul style="list-style-type: none">• Some AT keyboard controls could interfere with some of the scrolling mechanisms within the content display areas, for instance, with image slideshows.
4.2.2 Usage with limited vision	Partially Supports	<p>The <i>Health Reference Center</i> database supports browser magnification up to 200%. Additionally, content is generally accessible with AT and does not interfere with controls provided by the operating system, such as high contrast mode.</p>
4.2.3 Usage without perception of colour	Supports	<p>Color may be used to emphasize or highlight specific links or controls, but it is usually in addition to other visual cues.</p>
4.2.4 Usage without hearing	Supports	<p>The <i>Health Reference Center</i> database video player supports closed captioning and has interactive transcripts. When transcripts are available, the transcripts are downloadable into a separate PDF.</p>
4.2.5 Usage with limited hearing	Supports	<p>The <i>Health Reference Center</i> database video player supports closed captioning and has interactive transcripts. When transcripts are available, the transcripts are downloadable into a separate PDF.</p>
4.2.6 Usage with no or limited vocal capability	Not Applicable	<p>The use of speech is not required to access content on the site.</p>
4.2.7 Usage with limited manipulation or strength	Supports	<p>The <i>Health Reference Center</i> database supports standard input mechanisms such as keyboard navigation.</p>

Criteria	Conformance Level	Remarks and Explanations
4.2.8 Usage with limited reach	Supports	The <i>Health Reference Center</i> database supports standard input mechanisms such as keyboard navigation.
4.2.9 Minimize photosensitive seizure triggers	Supports	The pages of this product do not contain anything that flashes.
4.2.10 Usage with limited cognition, language or learning	Supports	The <i>Health Reference Center</i> database has no timed response limits. Also, the website gives error indications where needed, has logical keyboard navigation, and the tab focus order and functionality are the same across the platform.
4.2.11 Privacy	Supports	The <i>Health Reference Center</i> database does not stop users from using their own privacy tools when interacting with the content.

Chapter [5: Generic Requirements](#)

Notes: The *Health Reference Center* database supports standard input mechanisms and assistive technology devices and software. Therefore, the *Health Reference Center* database supports is not subject to the criteria standards of this chapter as published in the ETSI EN 301 549 report.

Chapter [6: ICT with Two-Way Voice Communication](#)

Notes: The *Health Reference Center* database does not offer two-way voice communication in any way. Therefore, the *Health Reference Center* database is not subject to the criteria standards of this chapter as published in the ETSI EN 301 549 report.

Chapter [7: ICT with Video Capabilities](#)

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology	Heading cell – no response required	Heading cell – no response required
7.1.1 Captioning playback	Partially Supports	The <i>Health Reference Center</i> database video player supports closed captions and interactive transcripts. There is, however, a large set of <i>HealthDay TV</i> videos that do not have closed captioning or a corresponding transcript.
7.1.2 Captioning synchronization	Partially Supports	The <i>Health Reference Center</i> database video player supports closed captions and interactive transcripts.

Criteria	Conformance Level	Remarks and Explanations
		There is, however, a large set of <i>HealthDay</i> TV videos that do not have closed captioning or a corresponding transcript.
7.1.3 Preservation of captioning	Supports	For video captions hosted by Infobase, the default caption display's appearance is not overridden or changed in any way.
7.1.4 Captions characteristics	Does Not Support	The <i>Health Reference Center</i> database video player settings don't allow customization of captions display.
7.1.5 Spoken subtitles	Does Not Support	Spoken subtitles are not available programmatically for non-English or foreign language videos.
7.2.1 Audio description playback	Does Not Support	Audio descriptions are not included with the <i>Health Reference Center</i> database videos.
7.2.2 Audio description synchronization	Does Not Support	Audio descriptions are not included with the <i>Health Reference Center</i> database videos.
7.2.3 Preservation of audio description	Does Not Support	Audio descriptions are not included with the <i>Health Reference Center</i> database videos.
7.3 User controls for captions and audio description	Partially Supports	Audio descriptions are not included with the <i>Health Reference Center</i> database videos. However, text transcripts (when available) of the <i>Health Reference Center</i> database videos are available for download at the same level as other playback controls or within the web page's video player region.

Chapter [8: Hardware](#)

Notes: The *Health Reference Center* database is a website and is not subject to the requirement of this section.

Chapter [9: Web](#) (see [WCAG 2.1 section](#))

Chapter [10: Non-Web Software](#)

Notes: The *Health Reference Center* database does not include non-web documents. Therefore, the *Health Reference Center* database is not subject to the requirements of this section.

Chapter [11: Software](#)

Notes: The *Health Reference Center* database is a web-only platform and is not subject to non-web software criteria since they have been addressed in the above WCAG and Revised Section 508 conformance tables.

Chapter [12: Documentation and Support Services](#)

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Supports	Documentation of accessibility and compatibility features is available in the platform help center.
12.1.2 Accessible documentation	See WCAG 2.1 section	See information in WCAG 2.1 section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	Documentation of accessibility and compatibility features is available in the platform help center. Support is also provided over e-mail, telephone, and live chat.
12.2.3 Effective communication	Supports	The <i>Health Reference Center</i> database support team can be contacted for assistance via e-mail, phone, or live chat. In addition, other methods can be made available upon request.
12.2.4 Accessible documentation	See WCAG 2.1 section	See information in WCAG 2.1 section

Chapter [13: ICT Providing Relay or Emergency Service Access](#)

Notes: The *Health Reference Center* database does not provide any relay services. There is also no access to Emergency Services within the *Health Reference Center* database.

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