January 2020

carbonhouse website accessibility implementation Overview

How Does A Venue Comply With Accessibility?

The ADA encourages self-regulation of accessibility guidelines. While the Department of Justice review of regulations is on hold, there are still active enforcement, OCR complaints and lawsuits. Nothing can prevent these complaints and suits, but organizations are encouraged to follow the WCAG 2.0 level AA guidelines.
Reference: ADA Compliance | Interactive Accessibility

What Is WCAG 2.0 Compliance?

The World Wide Web Consortium (W3C) sets the main international guidelines for the World Wide Web and its accessibility. W3C created the Web Content Accessibility Guidelines (WCAG 2.0),

The guidelines are categorized into three levels of compliance: A (must support), AA (should support), and AAA (may support). Representatives from the accessibility community around the world participate in the evolution of these guidelines. As of this writing (March 18, 2019) additional guidelines such as WCAG 2.1 and Section 508 may be covered as part of our implementation, however, it is not implicitly included in this engagement.

Website Accessibility Compliance Certification

carbonhouse does not provide accessibility compliance certification. We will implement measures to help clients strive for WCAG 2.0 A & AA principals & criteria. For compliance testing, clients may want to engage third party. carbonhouse has a preferred relationship with LCI Tech (John Samuel, john.samuel@lcitech.com, 919.596.8277).

Testing

Before deployment, carbonhouse will conduct automated and manual tests on the following primary pages for compliance for WCAG 2.0 A & AA: Home Page, Event Listing page, Event Detail page template, Style Guide page and Sitemap page. As automated tools often include false positives, we recommend any issues are reviewed manually prior to remediation. carbonhouse will use the following testing tools:

- HTML Validator (validator.w3.org)
- Website Accessibility aXe by Deque
- Screen Readers: (VoiceOver, TalkBack)
- Additional testing requested by client will incur supplemental expense

Exclusions from Web Accessibility implementation

- Calendars - carbonhouse provides link(s) to alternative content for calendars.
- Third-party iframes/scripts/forms
- Any client provided or generated content including text, images, video or audio outside of primary pages

Additional Recommendations for clients

Update website's 'accessibility information' page. Review general recommendations on website accessibility statements including easily available information to contact. Developing Accessibility Statement

carbonhouse Implementation Summary
Reference: WCAG 2.0 Guidelines (Levels A & AA)

Perceivable
Web content is made available to the senses – sight, hearing, and or touch

Guideline 1.1 – Text Alternatives: Provide text alternatives for any non-text content

Success Criteria 1.1.1 Non-text content (Level A)

> carbonhouse responsibility:
> ‣ Check that all form elements controlled by carbonhouse are labeled correctly (e.g., search form).
> ‣ Perform alt text analysis and remediation, including a report of missing alt text.
>
> client responsibility
> ‣ Add descriptive alternative text to media items and don't just leave as the file name to make sure all images have alt text.
> ‣ Add alt text to any images added to page content within the text area.
> ‣ Check that any third-party forms used on the site are labeled correctly.
>
> notes
> ‣ Images that are just decoration should be empty alt text.
> ‣ Event listing images will automatically be given an alt text that is 'More Info for *Event Title*.'
> ‣ Home event slides will be given an alt text that is 'More Info for *Event Title*'.
> ‣ Any non-event slides within home slideshow (and any other slides within site) will use the title of the media item, unless the title of the media item is still the uploaded filename (e.g., Image.jpg). In which case, an empty alt text will be utilized.

Guideline 1.2 - Time-Based Media: Provide Alternatives for time-based media

Success Criteria 1.2.1 Prerecorded Audio-only and Video Only (Level A)
Success Criteria 1.2.2 Captions (Prerecorded) (Level A)
Success Criteria 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)
Success Criteria 1.2.4 Captions - live (Level AA)
Success Criteria 1.2.5 Audio Description - Prerecorded (Level AA)

> carbonhouse responsibility:
> ‣ Provide resources for clients for captioning and transcription
>
> client responsibility
> ‣ Provide transcription of audio if audio only, or transcription or audio description if video only. (1.2.1)
> ‣ Provide captions of multimedia. (1.2.2)
> ‣ Provide text transcript or audio description audio track. (1.2.3)
> ‣ Provide real-time captions for live video feeds or at least a transcription soon after. (1.2.4)
> ‣ Provide audio descriptions for all video content. (1.2.5)
>
> notes
> ‣ WCAG 2.0 predates live services like Instagram Stories, Facebook Live, YouTube Live, Periscope.

Guideline 1.3 – Adaptable: Create content that can be presented in different ways without losing information or structure

Success Criteria 1.3.1 Info and Relationships (Level A)
Success Criteria 1.3.2 Meaningful Sequence (Level A)
Success Criteria 1.3.3 Sensory Characteristics (Level A)

    carbonhouse responsibility:
- Coding the website with appropriate tags. (1.3.1)
- Perform HTML validation analysis and remediation, including reports of primary pages (Homepage, Event Listing Page, Event Detail Page template, Style Guide, and Sitemap). (1.3.1)
- Make sure that order of layout reflects the order of content. (1.3.2)
- Review/Fix heading hierarchy on primary pages (1.3.2)
- Review/Fix or provide recommendations for client styled items. (1.3.1, 1.3.2)
- Avoid hard-code elements that use sensory word cues. (1.3.3)

    client responsibility
- Use of correct headings and remaining within provided style guide.(1.3.1)
- Do not use the phrases indicating location on screen (e.g.,. 'See information to the left'). (1.3.3)
- Use existing styles for formatting of content. (1.3.1, 1.3.2)
- Use headings in order for content (h1, h2, h3, etc.). Otherwise, use heading classes to maintain hierarchy with alternate style (e.g.., <h2 class="h3">). (1.3.2)

Guideline 1.4 – Distinguishable: Make it easier for users to see and hear content including separating foreground from background

Success Criteria 1.4.1 Use of Color (Level A)
Success Criteria 1.4.2 Audio Control (Level A)
Success Criteria 1.4.3 Contrast Minimum (Level AA)
Success Criteria 1.4.4 Resize Text (Level AA)
Success Criteria 1.4.5 Images of Text (Level AA)

    carbonhouse responsibility:
- Make sure that color isn't the only identifier for specific content (e.g., link color). (1.4.1)
- Utilize/Update inline links to have underline or background if the only distinction is color. (1.4.1)
- Review/Adjust text color for normal text 24px+ below 3:1 contrast ratio. (1.4.3)
- Review/Adjust text color for bold text 18.75px+ below 3:1 contrast ratio. (1.4.3)
- Review/Adjust text color for smaller text below 4.5:1 contrast ratio. (1.4.3)
- Check that sites viewed at 200% still maintain visibility to all parts of the content and that no text clipping occurs. (1.4.4)

    client responsibility
- Use bold or italics to highlight content and don't venture away from the provided style guide. (1.4.1)
- Remove any inline styles for text color that is intended to highlight content and use bold or italics instead. (1.4.1)
- Do not use audio automatically playing on webpage load. (1.4.2)
- Do not use images that contain text content, but if using, make sure to provide the same content in text. Images of text does not apply to logos. (1.4.5)

Operable

Interface forms, controls, and navigation are operable

Guideline 2.1 – Keyboard Accessible: Make all functionality available from a keyboard

Success Criteria 2.1.1 Keyboard (Level A)
Success Criteria 2.1.2 No Keyboard Trap (Level A)

> carbonhouse responsibility:
> ‣ User can access primary functionality of website with just keyboard. (2.1.1)
> ‣ Add full keyboard access including navigation drop-downs. (2.1.1)
> ‣ Make sure there are not any auto-focused elements that shift focus to element. (2.1.2)
> ‣ Check that tabbing through site allows access to primary functionality, especially search and sitemap.
> ‣ Review/Remove any auto-focus on elements (e.g., search form). (2.1.2)
>
> client responsibility
> ‣ None

Guideline 2.2 – Enough Time: Provide users enough time to read and use content

Success Criteria 2.2.1 Time Adjustable (Level A)
Success Criteria 2.2.2. Pause, Stop, Hide (Level A)

> carbonhouse responsibility:
> ‣ Remove any timed elements. (2.2.1)
> ‣ Add pause button to rotating elements. (2.2.2)
>
> client responsibility
> ‣ None

Guideline 2.3 –Seizures: Do not design content in a way that is known to cause seizures

Success Criteria 2.3.1 Three Flashes or Below Threshold (Level A)

> carbonhouse responsibility:
> ‣ Avoid elements that transition more than three times per second. (2.3.1)
>
> client responsibility
> ‣ None

Guideline 2.4 –Navigable: Provide ways to help users navigate, find content, and determine where they are

Success Criteria 2.4.1 Bypass Blocks (Level A)
Success Criteria 2.4.2 Page Titled (Level A)
Success Criteria 2.4.3 Focus Order (Level A)
Success Criteria 2.4.4 Link Purpose - In Context (Level A)
Success Criteria 2.4.5 Multiple Ways (Level AA)

Success Criteria 2.4.6 Headings and Labels (Level AA)
Success Criteria 2.4.7 Focus Visible (Level AA)

carbonhouse responsibility:
‣ Provide anchors for skipping repeated elements to main content. (2.4.1)
‣ Add quick links for screen readers (Accessibility, Events, Search, and Skip to content). (2.4.1)
‣ Ensure all page titles outside of Primary and Template Based pages are added and accessible for clients to edit. (2.4.2)
‣ Add h1, if missing, to pages that are not client editable. (Primary Pages as outlined). (2.4.2)
‣ Don't include tabindex on elements so that tabbing focuses on order of content. (2.4.3)
‣ Perform tabindex analysis and adjust to ensure order corresponds with content layout. (2.4.3)
‣ Hard-coded elements should provide context of linked content. (2.4.4)
‣ Add title of item to More Info link text to provide additional context of linked content. (2.4.4)
‣ Provide sitemap and site wide search. (2.4.5)
‣ Check that sitemap and search are accurate. (2.4.5)
‣ Review/Fix heading hierarchy (2.4.6)
‣ Review/Add style for when element has focus. (2.4.7)
‣ Review/Add style for :focus on all elements to clearly identify location when using keyboard. (2.4.7)

client responsibility
‣ Provide page titles that accurately reflect the content outside of Primary and Template Based pages (2.4.2)
‣ Use headings in order for content (h1, h2, h3, etc.). Otherwise, use heading classes to maintain hierarchy with alternate style (e.g., <h2 class="h3"> see above for example). (2.4.3)
‣ Add h1 to all pages. (2.4.3)
‣ Add description to any links in text, so context is clear (e.g. 'Download Production Specifications PDF' instead of just 'Download PDF'). (2.4.4)
‣ Use correct headings to organize content. (2.4.6)

Understandable
Content and interface are understandable

Guideline 3.1 – Readable Make text content readable and understandable

Success Criteria 3.1.1 Language of Page (Level A)
Success Criteria 3.1.2 Language of Parts (Level AA)

carbonhouse responsibility:
‣ Set up html lang attribute matches language. (3.1.1)
‣ lang="en" is set by default for all sites. For multi-lang sites, lang value corresponds with configuration (e.g., lang="es" set for Spanish and lang="en" set for English). (3.1.1)

client responsibility
‣ Wrap content that is in another language in sap with lang attribute (e.g., <span lang="es"> Span with lang attribute is not necessary for names and words within general lexicon). (3.1.2)

Guideline 3.2 – Predictable: Make web pages appear and operate in predictable ways

Success Criteria 3.2.1 On Focus (Level A)
Success Criteria 3.2.2 On Input (Level A)

Success Criteria 3.2.3 Consistent Navigation (Level AA)
Success Criteria 3.2.4 Consistent Identification (Level AA)

    carbonhouse responsibility:
- Make sure there are not any focused elements that shift focus to another element. (3.2.1)
- Review/Remove autofocus on search input for hidden search forms. (3.2.1)
- Make sure there are not any user updated elements that shift focus to another element. (3.2.2)
- Review/Remove on change actions that load another page (e.g.,. Event Listing Page category filter). (3.2.2)
- Make sure navigation is in same location across website in code. (3.2.3)
- Make sure naming conventions are the same across elements. (e.g., Event Listing Page buttons, search inputs). (3.2.4)

    client responsibility
- Content should be consistent in how items are referenced (e.g., Seating Charts vs. Charts). (3.2.4)
- Live Updates are not encountered often on carbonhouse sites

Guideline 3.3 – Input Assistance: Help users avoid and correct mistakes

Success Criteria 3.3.1 Error Identification (Level A)
Success Criteria 3.3.2 Labels or Instructions (Level A)
Success Criteria 3.3.3 Error Suggestions (Level AA)
Success Criteria 3.3.4 Error Prevention - Legal, Financial, Data (Level AA)

    carbonhouse responsibility:
- Set required fields as needed on carbonhouse provided forms. (3.3.1)
- Add instructions as needed on carbonhouse provided forms. (3.3.2)
- carbonhouse third party form handles errors. Providing instructions to prevent error is the best way to address (3.3.3)
- Check that any Wufoo forms provide validation, instructions, and suggestions for users to be able to address errors intuitively. (3.3.3)
- For sensitive info (legal/financial), provide confirmation screen before submit. (3.3.4)

    client responsibility
- If client provides their forms, they are responsible for showing errors on submit. (3.3.1)
- If client provides their forms, they are responsible for providing instructions. (3.3.2)
- If client provides their forms, they are responsible for showing suggestions for fixing errors on submit. (3.3.3)
- Check that any third-party forms provide validation, instructions, and suggestions for users to be able to address errors intuitively. (3.3.3)
- If client provides their form, they are responsible for providing review option prior to submit if the information is sensitive (legal/financial). (3.3.4)

Robust
Content can be used reliably by a wide variety of user agents, including assistive technologies

Guideline 4.1 – Compatible: Maximize compatibility with current and future user agents, including assistive technologies

Success Criteria 4.1.1 Parsing (Level A)
Success Criteria 4.1.2 Name, Role, Value (Level A)

carbonhouse responsibility:
- Use valid HTML Markup (4.1.1)
- Perform HTML validation analysis and remediation, including reports of primary pages (Homepage, Event Listing Page, Event Detail Page, Style Guide, Sitemap) (4.1.1)

client responsibility:
- None