

CBORD Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

Name of Product/Version: CBORD Patient, Version 1.0.21

Product Description: The CBORD® Patient™ app enables self-service meal ordering using a patient's own device or any hospital-approved mobile device. It connects directly to CBORD food and nutrition systems, so there's no extra data to enter, and diet order safety is built-in. The app helps patients understand their nutritional goals, and how food choices impact their own wellness. It also helps reduce call center volume and labor-intensive bedside assistance.

Date: October 24, 2018

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Notes:

Evaluation Methods Used: Level Access (Level) comprehensively tested a selection of pages and user flows representative of CBORD Patient. Testing involved extensive use of leading assistive technology, such as JAWS 2018, ZoomText 2018 and Dragon® NaturallySpeaking 15, as well as exclusive use of the keyboard and manual inspection of code.

Applicable Standards/Guidelines

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





<i>Standard/Guideline</i>	<i>Included in Report</i>
Web Content Accessibility Guidelines 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018	(Yes)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V1.1.2 (2015-04) at http://mandate376.standards.eu/standard	(No)

Terms

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

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Supports with Exceptions:** 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 2.0 Report

Tables 1 and 2 also document conformance with:

- 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 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).



Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports with Exceptions</p>	<p>Web: A rating of Supports with Exceptions has been given for the following reasons:</p> <ul style="list-style-type: none"> • Some content is visually hidden but rendered to assistive technology. • Images sometimes do not provide alternative text or provide meaningful descriptions. • Occasionally, image buttons do not provide meaningful descriptions. • Some custom controls do not provide textual name, role, and state information.
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: Neither audio-only nor video-only content is present on Patient.</p>
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: Neither audio-only nor video-only content is present on Patient.</p>





Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Neither audio-only nor video-only content is present on Patient.
<p><u>1.3.1 Info and Relationships</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports with Exceptions	Web: A rating of Supports with Exceptions has been given for the following reasons: <ul style="list-style-type: none"> • Headings often visually appear as headings but do not utilize the proper markup to provide semantic meaning. • Errors frequently occur after loss of focus on fields rather than on submission. • Interactive and non-actionable elements are sometimes indistinguishable.
<p><u>1.3.2 Meaningful Sequence</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports with Exceptions	Web: A majority of the elements are arranged in a meaningful sequence on Patient. However, a rating of Supports with Exceptions has been given for the following reason: <ul style="list-style-type: none"> • Some menus are not rendered inline with the controls that activate them.
<p><u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Instructions that rely solely on sensory characteristics are not present on Patient.





Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.1 Use of Color</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports with Exceptions	<p>Web: A rating of Supports with Exceptions has been given for the following reasons:</p> <ul style="list-style-type: none"> • Some controls use color alone to indicate selection. • Errors sometimes use color as the only indication an error occurs.
<p><u>1.4.2 Audio Control</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: No audio content that plays automatically is present on Patient.
<p><u>2.1.1 Keyboard</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports with Exceptions	<p>Web: A rating of Supports with Exceptions has been given for the following reason:</p> <ul style="list-style-type: none"> • Some interactive elements are not in the tab order and as a result, cannot be used with a keyboard.
<p><u>2.1.2 No Keyboard Trap</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: No keyboard traps are present in Patient.
<p><u>2.2.1 Timing Adjustable</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: User sessions are longer than 20 hours in Patient.





Criteria	Conformance Level	Remarks and Explanations
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: No moving, blinking, scrolling, or auto-updating content is present on Patient.
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: There is no flashing content on Patient.
<p><u>2.4.1 Bypass Blocks</u> (Level A) Also applies to: 2017 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 	Web: Does Not Support	Web: Patient does not provide users the ability to skip past repetitive content.
<p><u>2.4.2 Page Titled</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports with Exceptions	<p>Web: A rating of Supports with Exceptions has been given for the following reason:</p> <ul style="list-style-type: none"> • Some pages provide an empty <code>title</code> element for affected pages.
<p><u>2.4.3 Focus Order</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Web: Supports with Exceptions	<p>Web: A rating of Supports with Exceptions has been given for the follow reasons:</p> <ul style="list-style-type: none"> • Focus does not move to some menus when opened.





Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		<ul style="list-style-type: none"> Dialogs often do not receive focus when opened, retain focus while open, or return focus to an appropriate location when closed. On rare occasions, the focus order of interactive elements is not logical.
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports with Exceptions	<p>Web: The majority of links provide a clear purpose through link text or within the context of content in Patient. However, a rating of Supports with Exceptions has been given for the following reason:</p> <ul style="list-style-type: none"> On rare occasions, image links do not provide a meaningful description.
<p><u>3.1.1 Language of Page</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports with Exceptions	<p>Web: The human language of Patient's pages can be programmatically determined. In most cases. However, a rating of Supports with Exceptions has been given for the following reason:</p> <ul style="list-style-type: none"> The document of the language is not set when another language option is selected.
<p><u>3.2.1 On Focus</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: No component in Patient activates or changes content when a user places focus on that component.
<p><u>3.2.2 On Input</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	Web: Supports	Web: No component in Patient changes content on input.





Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p><u>3.3.1 Error Identification</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports with Exceptions	<p>Web: A rating of Supports with Exceptions has been given for the following reason:</p> <ul style="list-style-type: none"> Some forms do not provide a clear indication of fields in error for information that is submitted.
<p><u>3.3.2 Labels or Instructions</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports with Exceptions	<p>Web: The majority of Patient's pages provide labels and instructions when content requires user input. However, a rating of Supports with Exceptions has been given for the following reason:</p> <ul style="list-style-type: none"> Forms sometimes have fields that indicate invalid data on loss of focus rather than on submission.
<p><u>4.1.1 Parsing</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports with Exceptions	<p>Web: A rating of Supports with Exceptions has been given for the following reason:</p> <ul style="list-style-type: none"> Several elements have IDs that are not unique.
<p><u>4.1.2 Name, Role, Value</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports with Exceptions	<p>Web: A rating of Supports with Exceptions has been given for the following reasons:</p> <ul style="list-style-type: none"> Some image buttons do not provide a meaningful description. Forms sometimes have fields that indicate invalid data on loss of focus rather than on submission.





Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> Custom controls sometimes do not provide name, role, or value information.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.4 Captions (Live)</u> (Level AA) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: No audio content is present in Patient.
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: No audio content is present in Patient.
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: The visual presentation of text and images of text has a contrast ratio of at least 4.5:1 in Patient.
<p><u>1.4.4 Resize text</u> (Level AA) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	Web: Supports	Web: Text resizing is not restricted or disabled on Patient.





Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: Patient does not make use of static images of text.
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to: 2017 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 	Web: Supports	Web: Patient utilizes more than one way to access web pages throughout the application.
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: Headings and labels describe their topic or purpose throughout Patient.
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: User components in Patient provide a visible indication of keyboard focus.
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to: 2017 Section 508</p>	Web: Supports with Exceptions	Web: A rating of Supports with Exceptions has been given for the following reason:





Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		<ul style="list-style-type: none"> Where the presented language of page content can be changed, changes in natural language are not identified inline.
<p><u>3.2.3 Consistent Navigation</u> (Level AA) Also applies to: 2017 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 	Web: Supports	Web: Navigation is consistent throughout Patient.
<p><u>3.2.4 Consistent Identification</u> (Level AA) Also applies to: 2017 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 	Web: Supports	Web: Controls and interfaces throughout Patient are consistent.
<p><u>3.3.3 Error Suggestion</u> (Level AA) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: Error messages throughout Patient provide suggestions for fixing errors where appropriate.
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 	Web: Supports	Web: Users have the opportunity to change information before submission in Patient.





Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		

2017 Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does Not Support	<p>The issues that most impact the functional performance of the site users without vision are discussed in the above WCAG 2.0 report. A rating of Does Not Support has been given for the following reasons:</p> <ul style="list-style-type: none"> As described in 1.1.1 Non-text Content, visually hidden content is rendered to screen readers, and non-text content does not provide a meaningful description. As described in 1.3.1 Info and Relationships, headings lack proper markup, errors occur after loss of focus, and interactive elements are sometimes indistinguishable from non-actionable ones. As described in 1.3.2 Meaningful Sequence, menus are often not rendered inline with the controls that activate them. As described in 1.4.1 Use of Color, controls use color alone to indicate selection, and





Criteria	Conformance Level	Remarks and Explanations
		<p>errors sometimes use color as the sole indicator an error occurs.</p> <ul style="list-style-type: none"> • As described in 2.1.1 Keyboard, some interactive elements are not in the tab order. • As described in 2.4.1 Bypass Blocks, a mechanism for skipping past repetitive content is not provided. • As described in 2.4.2 Page Titled, some pages do not provide a descriptive title. • As described in 2.4.3 Focus Order, focus is not managed appropriately for menus and dialogs, and the order of interactive elements is not always logical. • As described in 2.4.4 Link Purpose (In Context), some image links do not provide a meaningful description. • As described in 3.1.1 Language of Page, the document language is not updated when a language other than English is selected. • As described in 3.1.2 Language of Parts, specific sections do not identify changes in natural language inline. • As described in 3.3.1 Error Identification, some forms provide errors that do not clearly identify which fields are in error. • As described in 3.3.2 Labels or Instructions, some form fields indicate invalid data on loss of focus rather than on submit. • As described in 4.1.1 Parsing, several elements have IDs that are not unique. • As described in 4.1.2 Name, Role, Value, many image buttons, custom controls, and





Criteria	Conformance Level	Remarks and Explanations
		form fields do not provide name, role, and value information.
302.2 With Limited Vision	Supports with Exceptions	<p>A rating of Supports with Exceptions has been given for the following reasons:</p> <ul style="list-style-type: none"> The issues that most impact the functional performance of the site for users with limited vision are discussed in the above WCAG 2.0 Report. For details, please refer primarily to 1.1.1 Non-text Content and 1.4.1 Use of Color.
302.3 Without Perception of Color	Supports with Exceptions	<p>A rating of Supports with Exceptions has been given for the following reasons:</p> <ul style="list-style-type: none"> The issues that most impact the functional performance of the site for users without perception of color are discussed in the above WCAG 2.0 Report. For details, please refer primarily to 1.4.1 Use of Color.
302.4 Without Hearing	Supports	Patient does not require the use of audio-only functionality.
302.5 With Limited Hearing	Supports	Patient does not require the use of audio-only functionality.
302.6 Without Speech	Supports	Patient does not require speech for access.
302.7 With Limited Manipulation	Does Not Support	<p>A rating of Does Not Support has been given for the following reasons:</p> <ul style="list-style-type: none"> The issues that most impact the functional performance of the site for users with limited manipulation are discussed in the above WCAG 2.0 Report. For details, please refer





Criteria	Conformance Level	Remarks and Explanations
		primarily to 2.1.1 Keyboard , 2.4.1 Bypass Blocks , and 2.4.3 Focus Order .
302.8 With Limited Reach and Strength	Does Not Support	<p>A rating of Does Not Support has been given for the following reasons:</p> <ul style="list-style-type: none"> The issues that most impact the functional performance of the site for users with limited reach and strength are discussed in the above WCAG 2.0 Report. For details, please refer primarily to 2.1.1 Keyboard, 2.4.1 Bypass Blocks, and 2.4.3 Focus Order.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports with Exceptions	<p>A rating of Supports with Exceptions has been given for the following reasons:</p> <ul style="list-style-type: none"> The issues that most impact the functional performance of the site for users with limited language, cognitive, and learning abilities are discussed in the above WCAG 2.0 Report. For details, please refer primarily to: 2.4.2 Page Titled, 2.4.4 Link Purpose (In Context), 3.3.1 Error Identification, and 3.3.2 Labels or Instructions.

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required





Criteria	Conformance Level	Remarks and Explanations
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Applicable – Not Tested	Applicable – Not Tested
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Applicable – Not Tested	Applicable – Not Tested
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Applicable – Not Tested	Applicable – Not Tested
603.3 Accommodation of Communication Needs	Applicable – Not Tested	Applicable – Not Tested

