Vendor Product Accessibility Statement and Documentation

**Purpose of Accessibility Statement**
An Accessibility Statement is an important component in an organization’s overall accessibility strategy. An effective Accessibility Statement includes several key components including:
- A clear statement of commitment to ensuring equal access for all users
- A summary of the overall level of conformance with accessible information and technology standards
- Information for users with disabilities regarding product/service accessibility features and gap
- A mechanism to allows users to provide accessibility feedback
- Links to resources (internal or external) that provide additional or related information

The **Key Components** section of this document describes each of these components in more detail and provides specific examples and recommendations that clarify the role and importance of each component.

**Key Components**

**Commitment Statement**
- Clearly convey awareness of Information Material and Technology (IMT) accessibility.
- Emphasize commitment to ensuring the accessibility of the IMT product/service.
- Note ongoing efforts to monitor for and remediate accessibility issues as they are identified.

**Compliance Status**
- Indicate the specific IMT accessibility standards that are targeted for compliance. For example, specify “Section 508”, the “Web Content Accessibility Guidelines (WCAG) 2.0, level A & AA” and or EPub3 Accessibility Guidelines (note – response to all three standards is required).
- Note any other best practices or guidelines utilized during design and development (if applicable).
- List any third-party agencies with whom you have worked to evaluate accessibility support.
- Describe any formal testing process you use to determine accessibility support.
- Indicate if you conduct user testing with persons with disabilities to verify accessibility support.
- Provide an Access Development/Remediation Plan and timeline for resolving existing product accessibility gaps.

**Product Usage Information for Users with Disabilities**
- Describe any product features that may improve accessibility for users with disabilities including:
  - Accessibility-specific features (e.g. the ability to adjust font size and color/contrast settings for text or the availability of closed captions for videos)
  - General product features that may especially benefit users with disabilities (e.g. an ‘HTML 5’ mode optimized for mobile platforms that also improves keyboard-only navigation).
- Describe any high-impact product accessibility gaps along with suggested interim workarounds that allow users to complete key tasks until the gaps are resolved. For example, if a technical support website isn’t compatible with screen readers used by persons who are blind, appropriate interim workarounds might include:
Alternative business processes that bypass the accessibility barrier (e.g. providing phone-based support until the web-based support site is accessible)

Use of a third-party product to replace or supplement inaccessible product functions (e.g. indicating that users may submit or check the status of technical support tickets via email).

- Describe accessibility features provided by your communication channels (e.g. a deaf or hard-of-hearing user may contact you via a TTY line or access support personnel familiar with telephone relay services).

**Feedback Mechanism**

- Indicate whether you have specific resources devoted to handling accessibility questions/concerns and provide the contact information for these resources.

- Provide a specific mechanism for users to contact in order to:
  - Request accessibility-related assistance
  - Report accessibility problems
  - Request information in accessible alternate formats

**Required Documentation**

- Provide documentation on
  - accessibility testing results and
  - written documentation on how the IMT product/service meets applicable technical accessibility standards (Section 508, WCAG 2.0 A&AA guidelines, EPUB3) and
  - your most recent Voluntary Product Accessibility Templates (VPATs) and
  - Include the ROCC Accessibility Conformance and Remediation Form when standards conformance is not fully achieved

- Provide links to any other internal accessibility documentation (e.g., accessibility information within general product documentation, FAQs, best practices, tutorials, case studies, or white papers).

**Implementation Recommendations**

*Ensure that the Accessibility Statement is Easily Located on Company Website.*

- Provide a hyperlink that points to the Accessibility Statement and meets the following criteria:
  - Descriptive (e.g. ‘Accessibility’ or ‘Disability Access’)
  - Prominently positioned (e.g. on the landing page, help/support page, and/or site map)
  - Easily identified (e.g. adequate text size and color/contrast, not the last link in a complex page)

*Keep the Information in the Accessibility Statement, Documentation and VPAT Current.*

- Since accessibility support changes over time due to product updates, accessibility evaluations, and remediation activities, regularly review and update the Accessibility Statement so it remains up-to-date.
- Include a revision date for the Accessibility Statement so end users know whether the info is current.