



PSNI Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: SNAP Health Center Version 5

Report Date: July 21, 2026

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 / No) Level AA (Yes / No) Level AAA (Yes / No)
Web Content Accessibility Guidelines 2.1	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)
Web Content Accessibility Guidelines 2.2	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / 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.
- **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 only be used in WCAG Level AAA criteria.

WCAG 2.x Report

Note: When reporting on conformance with the WCAG 2.x 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
1.1.1 Non-text Content (Level A)	Partially Supports	- The application doesn't use many images, and those that are included have alt text (where necessary). - We have many buttons in our application that use icons (e.g. an "X" icon to symbolize closing a modal) that may be missing corresponding labels. - There may be instances in the application where we disable an input, button, etc. by changing its color without further explanation, but controls and inputs are exempt from this guideline. - Flow charts lack text alternatives. - Dashboard charts explain their content in long form to screen reader users. Empty charts explicitly indicate that they do not have content to screen reader users as well. - Although loading spinners for specific components (i.e. data tables) may lack text, loading spinners for pages have text and politely provide an audio equivalent for screen readers.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Partially Supports	The application doesn't use videos, but it does use sound as a means of conveying significant information (e.g. when viewing a student's health record). This information is also conveyed through text, but adding in additional context through an `aria-live` for why the alert

Criteria	Conformance Level	Remarks and Explanations
		is sounding will be important for any screen reader users.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	The application does not have any audio content that would necessitate captions (i.e. the only audio content is a notification sound.)
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	The application does not have any video content.
1.3.1 Info and Relationships (Level A)	Partially Supports	- Many, but not all, of our user interface components use semantic markup. For example, most, but not all, headings are indicated using a heading element (e.g. h1, h2, etc.). Lists, as they exist, use the semantic structure of ordered/unordered lists. - We do not provide an explanation of what the asterisk in a form field means (i.e. that is a required field). - Although we use landmarks for content available on each page (e.g. navigation), page-specific content is often missing landmarks. - Some components rely solely on visual cues to indicate that something is a heading or label, rather than semantic markup. - Some italicized or bold text is not semantically indicated as such. - All headings render in a hierarchical fashion. - We have a custom component for labels and descriptions that does not use the most semantically appropriate markup, i.e. the description list element. Additionally, we have a custom component for labels inside of drawers that does not render a heading component.

Criteria	Conformance Level	Remarks and Explanations
		- The scheduler fails to group checkboxes together (e.g. when scheduling something for certain days of the week) using the `fieldset` element. - We do not use the `optgroup` element when a select list has subsections, such as when selecting a group in group processing. - We do not use the `aria-required` property for required form inputs. - Only buttons or links have associated scripts/actions.
1.3.2 Meaningful Sequence (Level A)	Partially Supports	- Data tables render content, including interactive content, in the expected order - We avoid changing content order through our CSS - Clicking a button that opens a modal/dialog will misalign the visual order and the DOM order
1.3.3 Sensory Characteristics (Level A)	Partially Supports	There are two instances in the application where we refer to some content based on its relative position (both using “below”). It may be possible for us to add additional details to identify these pieces of content.
1.4.1 Use of Color (Level A)	Partially Supports	- Toast messages show up in a red/green color scheme but are accompanied by messages and icons to indicate where they are successes/failures - Required fields have both a color change as well as a message and asterisk indicating that they are required—though the word required doesn’t appear until after some field error has

Criteria	Conformance Level	Remarks and Explanations
		been triggered. Explaining the meaning of the asterisk should be handled by 1.3.1. - Some disabled content may not have a high enough contrast ratio, but inactive content is exempt from the use of color guideline. - Disabled content has both the color indicator and is indicated as disabled in markup, so screen readers indicate can indicate this. However, disabled inputs/buttons do not an additional visual indicator.
1.4.2 Audio Control (Level A)	Supports	Alerts play for less than three seconds
2.1.1 Keyboard (Level A)	Does not support	- Some areas of the application (potentially modals) are unavailable via the keyboard - Drawers (for example, the drawer for user invitations) can be unavailable as well, including all of their scrolling content - Interactive content is keyboard-accessible in data tables
2.1.2 No Keyboard Trap (Level A)	Supports	Dialogs trap focus and have buttons for closing the dialog that users can navigate to using standard arrow/tab keys.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Supports	There are some places in the application (e.g. drawers, student search, etc.) that use the escape key to close content. Further, the enter key can typically be used to submit a form. However, the scope of this criteria relates to shortcuts that use a single character exclusive to letters, numbers, punctuation, and symbols, none of which describe either the escape or enter key.

Criteria	Conformance Level	Remarks and Explanations
		To pin an item in a dropdown menu with the keyboard, users must use a keyboard shortcut. This shortcut does not violate the criteria this rule establishes.
2.2.1 Timing Adjustable (Level A)	Supports	The application will automatically log users off after a period of inactivity. A dialog appears that offers the user 60 seconds to prevent this happening, i.e. “Extend” the time limit.
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	No areas of the application, blink, scroll, or update themselves.
2.3.1 Three Flashes or Below Threshold (Level A)	Not Applicable	No areas of the application blink or flash.
2.4.1 Bypass Blocks (Level A)	Partially Supports	- Some pages use landmarks to group content together, but all pages do not have this capability yet. - The application does not have any skip links that allow users to skip repeated blocks of content.
2.4.2 Page Titled (Level A)	Supports	The title of the webpage indicates the heading of the page the user is currently on (and subheading, if the user is within a nested section, such as a student health record) as well as the general title of the application.
2.4.3 Focus Order (Level A)	Partially Supports	This is generally true, but when a new component appears (e.g. as a modal or drawer), the order may no longer be intuitive.
2.4.4 Link Purpose (In Context) (Level A)	Supports	We have links. These links primarily lead to other areas of the application, and they are named appropriately. We do not have any links with vague descriptions (e.g. “click here.”)
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Partially Supports	The pain level for vitals in an encounter can only be controlled using a horizontal slider.

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2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	We do not use down mouse events. For example, if a user clicks on a cancel button but doesn't release the mouse, they can move the mouse elsewhere to avoid taking the cancel action.
2.5.3 Label in Name (Level A 2.1 and 2.2)	Supports	Form inputs have either explicit labels that match them with their names or implicit labels without names
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Not Applicable	The application does not include any motion activated input.
3.1.1 Language of Page (Level A)	Supports	Currently, only English-language content is available. The page language is set to English by default but could dynamically update in the future if additional languages were added.
3.2.1 On Focus (Level A)	Supports	- Although there are some instances where additional information may appear on focus (such as with the search bar), these do not change the context and can be escaped with the escape key. - New windows do not open because something receives focus (e.g. a user always has to click on something to trigger a new window.)
3.2.2 On Input (Level A)	Supports	Occasionally, additional input fields will appear based on what a user inputs elsewhere. When these fields change (such as when entering oxygen use in a vital; adjusting the schedule for a recurring task; changing the type of an order), the context of the form remains the same and only part of the form's structure changes.

Criteria	Conformance Level	Remarks and Explanations
3.2.6 Consistent Help (Level A 2.2 only)	Supports	Help is always located in the navigation bar, which remains in the same place throughout the application. The sole exceptions are the login and forgot password pages.
3.3.1 Error Identification (Level A)	Partially Supports	Supports - Errors in forms are marked both by color and by message within forms if an attempt to submit an invalid form is made - When there is an error on an encounter, users can jump to the affected service - We provide a success message (or a failure message) whenever data is submitted Does Not Support - Some error messages are generic (i.e. "This field is required") - We do not immediately focus on the errors in a form - We do not announce form errors to screen readers or use the alert role for error messages - There is an ErrorMessage component that makes a screen reader announcement, but it is not widely implemented correctly.
3.3.2 Labels or Instructions (Level A)	Supports	Labels are provided for all input fields, either with an explicit strategy or with an implicit strategy.
3.3.7 Redundant Entry (Level A 2.2 only)	Supports	We auto-populate forms with form data that has already been saved.

Criteria	Conformance Level	Remarks and Explanations
		Where appropriate, we also pre-populate information about the user (like when creating a task, the default assignee is the user).
4.1.1 Parsing (Level A) WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply	Supports	For WCAG 2.0 and 2.1, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata .
4.1.2 Name, Role, Value (Level A)	Supports	- User inputs have appropriate roles - Aria labels are used at times when visible labels are not possible

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	The application does not contain any live media for captioning.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	The application does not contain any video content, prerecorded or otherwise.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	We do not restrict a user from changing the orientation of their device or ask users to change their device orientation to use the application. (However, we have not tested the application for small screen devices, such as mini tablets or mobile phones, and understand that the application would not currently display as expected on those smaller screen sizes.)

Criteria	Conformance Level	Remarks and Explanations
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Supports	- Form inputs with commonly used types (e.g. email) typically receive their matching type. - Where appropriate (e.g. login, contact addition, faculty addition, etc.), forms support autocomplete. - Invalid form input types are never used.
1.4.3 Contrast (Minimum) (Level AA)	Supports	All foreground/background colors have been chosen specifically to adhere to at least this ratio.
1.4.4 Resize text (Level AA)	Does Not Support	- Some text, such as the headings for data tables or icons, resizes successfully. - Most text does not use relative units and therefore does not resize alone without zooming in on all the page content.
1.4.5 Images of Text (Level AA)	Supports	The application does not contain images of text, aside from the logo, which is considered essential and therefore exempt from this standard.
1.4.10 Reflow (Level AA 2.1 and 2.2)	Does Not Support	In general, it's difficult to view the application on screens smaller than large tablets (e.g. screens smaller than an iPad Pro).
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Does Not Support	- When the search is open (as a dropdown), the dropdown does not have a high enough contrast with its background - The contrast on an unchecked task is not high enough relative to its background. The contrast for checked tasks is higher but still not at a 3:1 ratio. - The contrast on active select items in dropdowns is not high enough

Criteria	Conformance Level	Remarks and Explanations
		- The yellow foreground on pinned items does not have enough contrast against its white/light gray background - Navigation menu items do not have a high enough contrast when focused on or hovered over (but do have a high enough contrast when active, accounting to the thick border on the right side of the item) - Active navigation menu items do not have a visible focus state - The focus state for buttons does not have sufficient contrast
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Partially Supports	- Some text, particularly the text for mass entries, becomes clipped and hidden from the user. - The navigation text breaks out of alignment with its background on hover/selection.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Supports	- The application uses tooltips throughout that can be dismissed, hovered over, and persist. - Additional search details appear when a user focuses on the search bar, but the user can dismiss these details with the escape key.
2.4.5 Multiple Ways (Level AA)	Supports	- The management section uses breadcrumbs - The navigation is present on each page, and aside from the management section, none refer the user to additional pages. - Health records are only accessible via search (or otherwise through an encounter) but cannot be accessed without indicating which student to access. This is exempt as it is the result of a process or task. Likewise, individual encounter

Criteria	Conformance Level	Remarks and Explanations
		pages cannot be accessed without indicating which encounter to access.
2.4.6 Headings and Labels (Level AA)	Partially Supports	Headings and labels are used throughout the application though some do not use the correct semantic markup.
2.4.7 Focus Visible (Level AA)	Partially Supports	- Focus occasionally becomes invisible due to third-party knowledge base injecting code into the application. - When a link in the navigation has been selected, it lacks a visible focus state.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	We have several sticky components (e.g. tabs), but these never obscure focus.
2.5.7 Dragging Movements (Level AA 2.2 only)	Partially Supports	The application has a pain level slider that, while navigable via keyboard, is not possible to navigate without dragging the level left or right. A user can click on any point of the slider to adjust the pain level, though this does require some guesswork as to which point on the slider will correspond to what number.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Partially Supports	Most touch points are large enough, but there are a few exceptions. For instance, the conditions label on a student's health record (when there are conditions) is too short.
3.1.2 Language of Parts (Level AA)	Not Applicable	Although some terminology specific to nursing/medicine is used (i.e. PRN), these terms are still either in English or in the respective localized language.
3.2.3 Consistent Navigation (Level AA)	Partially Supports	Navigation appears in the same order on each page

Criteria	Conformance Level	Remarks and Explanations
		- For pages in the management section, navigation breadcrumbs appear in the same order on each page - There is no skip link
3.2.4 Consistent Identification (Level AA)	Partially Supports	Although in general icons for the same purpose will use the same language (due to how we localize words), this isn't a conscious practice, so discrepancies may appear.
3.3.3 Error Suggestion (Level AA)	Supports	Required fields are identified and, if a user provides an invalid response, the reasons for why the response is invalid (i.e. the field is required; the date must not be in the future) is also included.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Does Not Support	There are three types of content that could qualify as legal commitments, as they send data to external parties: billing, letters, and referrals. There is no additional step to review/confirm this data before it is sent.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports	Users must enter a password to access the application, but password managers can supply their password, and/or the user can paste in a password.
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Partially Supports	- We indicate when no results have been found for a search. - Although we display form field errors visually, screen readers do not currently announce errors. - We use a spinner component to signal loading page content, and we announce the loading status to screen readers.

Criteria	Conformance Level	Remarks and Explanations
		We have updates for when a user submits a form to visually alert them that their submission was either a success or a failure, but there is no announcement to screen readers.

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA)	Not Applicable	The application does not have prerecorded audio content with any spoken language
1.2.7 Extended Audio Description (Prerecorded) (Level AAA)	Not Applicable	The application does not have audio that can be described
1.2.8 Media Alternative (Prerecorded) (Level AAA)	Supports	The sole instance of audio (a chiming sound for students with certain conditions/alerts) is accompanied by a visual indicator
1.2.9 Audio-only (Live) (Level AAA)	Not Applicable	The application does not have any live audio
1.3.6 Identify Purpose (Level AAA 2.1 and 2.2)	Partially Supports	Landmarks that appear on every page have been marked, but landmarks specific to certain pages (particularly, encounters) typically lack landmarks.
1.4.6 Contrast (Enhanced) (Level AAA)	Supports	The content is designed to achieve a 7:1 contrast ratio
1.4.7 Low or No Background Audio (Level AAA)	Not Applicable	No audio requiring low or no background audio is present in the application
1.4.8 Visual Presentation (Level AAA)	Does Not Support	The application does not provide any mechanism for the user to adjust the

Criteria	Conformance Level	Remarks and Explanations
		foreground and background color, other than switching between dark and light mode. • There is no mechanism in place for assuring that width never exceeds 80 glyphs. • The application does not meet related criteria at Level A/Level AA. • There is no mechanism provided to the user for increasing line/paragraph spacing. • As noted in 1.4.4 Resize Text (Level AA), resizing text up to 200% is not currently available. • However, although components may be justified, the text in components is never justified.
1.4.9 Images of Text (No Exception) (Level AAA)	Supports	• The only image of text is the logo, which is exempt from this criteria
2.1.3 Keyboard (No Exception) (Level AAA)	Does Not Support	• The application currently does not meet 2.1.1 Keyboard (Level A)
2.2.3 No Timing (Level AAA)	Does Not Support	• After a certain period of inactivity, the user will receive a prompt asking if they wish to remain logged in. They have sixty seconds to respond to this prompt to remain logged in.
2.2.4 Interruptions (Level AAA)	Partially Supports	• The application largely doesn't currently have content that automatically refreshes. However, the application does have a notification system with a bell icon that would update automatically as new notifications arrive. There is currently no way to disable the changing nature of the notifications icon.

Criteria	Conformance Level	Remarks and Explanations
2.2.5 Re-authenticating (Level AAA)	Does Not Support	Any data the user has not saved will be lost if the user is automatically logged out due to a period of inactivity
2.2.6 Timeouts (Level AAA 2.1 and 2.2)	Does Not Support	- Users with the permission to modify system settings can change the inactivity period themselves, but no warning displays if that period is set to some amount of time fewer than 20 hours. - Although we warn users when there are 60 seconds remaining until they are automatically logged out, users are not informed of the general inactivity period (e.g. 30 minutes, 2 hours, etc.) anywhere in the application unless they can access the system settings.
2.3.2 Three Flashes (Level AAA)	Supports	The application does not contain flashing content.
2.3.3 Animation from Interactions (Level AAA 2.1 and 2.2)	Does Not Support	The application doesn't typically feature animated content. However, there is an animated loading spinner that will spin regardless of if a user prefers reduced motion.
2.4.8 Location (Level AAA)	Supports	- All links in the management section have breadcrumbs indicating where the user is in the management section - Other sections do not have links inside of them, so the sidebar (and sometimes additional tabs) navigation provides the user with location information
2.4.9 Link Purpose (Link Only) (Level AAA)	Partially Supports	The application avoids using ambiguous titles for links, but some links may say things like "View All" without explicit reference what "All" is

Criteria	Conformance Level	Remarks and Explanations
2.4.10 Section Headings (Level AAA)	Supports	Most sections of the application have at least one heading. However, it is important to note that these headings may not currently be at the expected heading level (e.g. a heading level 5 may directly succeed a heading level 2).
2.4.12 Focus Not Obscured (Enhanced) (Level AAA 2.2 only)	Does Not Support	It is possible for focus to get lost behind drawers, dialogs, or other modals in the application.
2.4.13 Focus Appearance (Level AAA 2.2 only)	Does Not Support	The application does not currently support 1.4.11 Non-Text Contrast (Level AA) and in turn does not support this criteria now.
2.5.5 Target Size (Level AAA 2.1 and 2.2)	Does Not Support	The application does not currently support this at Level AA.
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 and 2.2)	Supports	User input options are not modified
3.1.3 Unusual Words (Level AAA)	Not Applicable	The userbase for the application is school nurses, and the terminology used within the application is not unusual for this userbase, so words are never used “in an unusual way.”
3.1.4 Abbreviations (Level AAA)	Does Not Support	The application does not provide explanations for acronyms.
3.1.5 Reading Level (Level AAA)	Partially Supports	- The application does not have longform content. Longer pieces of text, such as the instructions for creating a report, maintain an appropriate lower secondary education reading level. - Where there are exceptions, the increase in reading level is due to single words (i.e. “encounter” or “signature”) that are considered core features of the application (e.g. any

Criteria	Conformance Level	Remarks and Explanations
		interaction a nurse has with a student is called an encounter).
3.1.6 Pronunciation (Level AAA)	Not Applicable	Words in context are not ambiguous without pronunciations.
3.2.5 Change on Request (Level AAA)	Does Not Support	When a user has edited a form, any link they click on will open in a new window. No warning is given to indicate that the link will open in a new window.
3.3.5 Help (Level AAA)	Supports	- A link for help is available on each page - The expected format for dates is shown whenever a date is required (and matches the user's settings, or the default settings if the user has not configured their own settings)
3.3.6 Error Prevention (All) (Level AAA)	Partially Supports	- The application requires confirmation before deleting any data - The application allows users to edit essentially data they create (aside from some data referenced in 3.3.4 Error Prevention [Legal, Financial, Data]). - The data that cannot be edited (referenced above), is not currently supported under either 3.3.6 or 3.3.4.
3.3.9 Accessible Authentication (Enhanced) (Level AAA 2.2 only)	Supports	A username and password is required, but these fields have both been marked up properly and do not block password managers or other forms of auto-population of the form



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