



Design to Comply with WCAG Standards

Section 508 of Americans with Disabilities Act

All AMN Healthcare Language Services software and applications are designed to comply with standards addressing information and communication technology (ICT) under Section 508 of the Rehabilitation Act and Section 255 of the Communications Act.

The Web Content Accessibility Guidelines (WCAG) is developed through the W3C process in cooperation with individuals and organizations around the world, with a goal of providing a single shared standard for web content accessibility that meets the needs of individuals, organizations, and governments internationally. (WCAG 2 Overview, 2023)

THE CORE PRINCIPLES THAT GUIDE WCAG INCLUDE:



PERCEIVABLE

You want users to have the ability to perceive all the information that appears on your site, like text, images, video, and more. Even if a user can't see your website's text or listen to your website's video, you need to provide an alternative.



OPERABLE

You want users to have the capability to navigate your site and use all its features. Any user, for example, should have the means to use your main navigation, as well as any site tools, like calculators.



UNDERSTANDABLE

You want users to have the means to understand your website content. That means users can understand your site's text, images, videos, and tools. For example, your site may include instructions for using a feature, like a calculator or a contact form.



ROBUST

You want users to have the ability to receive the same experience, even if using assistive technologies.

CATEGORY	RULE	ACTION ITEM
Design to Comply	Captions	For all live video, provide captions. You can add captions to your live videos using software or professional services.
Design to Comply, Where Required	Audio descriptions	Provide audio descriptions for all pre-recorded content. You can also add a link near the content that directs users to your audio description.
Design to Comply	Contrast ratio	Maintain a contrast ratio of at least 4.5:1 for text and images of text. Exceptions include large text or images of large text, logotypes, or incidental text or images of text.
Design to Comply	Text resizing	Allow users to resize site text (without any assistive technology) up to 200%. The resize must not cause a loss of content or site functionality. This ADA compliance item does not apply to captions or images of text.
Design to Comply	Images of text	Avoid using images that feature mostly text to convey your content unless users can customize the image, or the image is essential. If you want to use these kinds of images, like for pull quotes, substitute them using CSS, which can stylize text.
Design to Comply	Navigation options	Offer users more than one option for locating a page on your site, unless that page is the result or step in a process, like completing an online checkout. Adding an HTML sitemap, site search, and consistent navigation menu can help you accomplish this to-do.
Design to Comply	Headings and labels	Use headings or labels to describe the topic or purpose of content. Aim for descriptive and straightforward labels or headings. You should also label all site elements, like a pricing table or contact form.
Design to Comply	Focus visible	Anyone accessing your site with a keyboard should have the ability to see the keyboard focus indicator — or the outline that appears on a form field — on-site elements like links, form fields, and menus. Add this feature to your website with CSS.
Design to Comply, When Required	Language	For any website content that isn't in your default language, add a language attribute to the page. A site that uses English, for instance, may add a language attribute for a page with content in French.
Design to Comply	Navigation consistency	Provide a consistent navigation location and organization for users. Your navigation menu, for instance, should always appear in the same spot (like the left-hand side) and with the same menu items.
Design to Comply	Identification consistency	Site elements with the same function should have consistent identification. You can label and name these elements, for example, and use identical alt text for elements with the same purpose.
Design to Comply	Error suggestion	Offer users suggestions for fixing input errors, like the format of a phone number in a contact form. You can provide correction recommendations via text.
Not Applicable	Error prevention	Any pages that generate legal commitments or financial transactions, modify or delete user-controlled data, or submit user test responses must be reversible, checked for errors, and confirmed before submission. Create an order confirmation page, for example, or allow users to cancel orders within a specific period.