
Accessibility Partners

Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product:

Accessibility Partners website (<https://accessibilitypartners.ca/>)

Report Date:

June 08th, 2026

Product Description:

Accessibility Partners is an accessibility consulting firm that supports organizations in creating inclusive digital experiences for people with disabilities. The company provides accessibility audits, testing, training, and consulting services aligned with recognized standards such as WCAG, Section 508, and ADA.

Contact information:

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Evaluation Methods Used:

Accessibility testing as per WCAG 2.2 AA guidelines.

The evaluation was performed using below tools/ tests:

- Screen readers:
 - NVDA on Win11/ Chrome
 - VoiceOver on iPhone/ Safari
- WAVE automated tool
- Color contrast testing using Color Contrast Analyzer
- Browser zoom
- Keyboard-only

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- Text-spacing testing using bookmarklets

Notes:

The VPAT has been prepared based on the accessibility evaluation of the following pages/ flows:

<https://accessibilitypartners.ca/>

<https://accessibilitypartners.ca/our-services/>

<https://accessibilitypartners.ca/who-we-are/>

<https://accessibilitypartners.ca/resources/>

<https://accessibilitypartners.ca/courses/>

<https://accessibilitypartners.ca/contact-us/>

<https://accessibilitypartners.ca/login>

<https://accessibilitypartners.ca/vpat-report-service/>

<https://accessibilitypartners.ca/accessibility-audit-report/>

<https://accessibilitypartners.ca/compliance-consulting-and-risk-mitigation/>

<https://accessibilitypartners.ca/document-accessibility-remediation/>

<https://accessibilitypartners.ca/website-accessibility-audits/>

<https://accessibilitypartners.ca/policies-and-plans/>

<https://accessibilitypartners.ca/accessibility-gap-analysis/>

<https://accessibilitypartners.ca/website-accessibility-remediation/>

<https://accessibilitypartners.ca/web-accessibility-training-courses/>

<https://accessibilitypartners.ca/document-accessibility-training-courses/>

<https://accessibilitypartners.ca/adobe-indesign-accessibility-training/>

<https://accessibilitypartners.ca/mobile-accessibility-training-courses/>

<https://accessibilitypartners.ca/ama-compliance-training-course/>

<https://accessibilitypartners.ca/aca-compliance-training-course/>

<https://accessibilitypartners.ca/aoda-compliance-training-course/>

<https://accessibilitypartners.ca/mastering-bc-accessibility-compliance/>

<https://accessibilitypartners.ca/aca-compliance-consultants/>

<https://accessibilitypartners.ca/accessibility-certification-services/>

https://accessibilitypartners.ca/accessibility-compliance-training-for-newfoundland-and-labrador/
https://accessibilitypartners.ca/accessibility-consultants-ottawa/
https://accessibilitypartners.ca/accessibility-consultants-nunavut/
https://accessibilitypartners.ca/accessibility-consultants-quebec/
https://accessibilitypartners.ca/accessibility-consultants-vancouver/
https://accessibilitypartners.ca/accessibility-consultants-vaughan/
https://accessibilitypartners.ca/accessibility-consultants-winnipeg/
https://accessibilitypartners.ca/accessibility-services-for-financial-banks/
https://accessibilitypartners.ca/web-accessibility-testing-services/
https://accessibilitypartners.ca/accessibility-training/
https://accessibilitypartners.ca/accessible-pdf-conversion-services/
https://accessibilitypartners.ca/accessible-web-design-services-toronto/
https://accessibilitypartners.ca/aoda-compliance-testing-services/
https://accessibilitypartners.ca/aoda-training/
https://accessibilitypartners.ca/apc-rform/
https://accessibilitypartners.ca/audits-and-certification/
https://accessibilitypartners.ca/blogs/
https://accessibilitypartners.ca/built-environment-accessibility-audit/
https://accessibilitypartners.ca/compliance-management/
https://accessibilitypartners.ca/compliance-management/aca-consultants-in-alberta/
https://accessibilitypartners.ca/compliance-management/aca-consultants-in-british-columbia/
https://accessibilitypartners.ca/compliance-management/aca-consultants-in-manitoba/
https://accessibilitypartners.ca/compliance-management/aoda-consultants-in-windsor/
https://accessibilitypartners.ca/compliance-management/locations/
https://accessibilitypartners.ca/accessibility-compliance-training-for-bc-accessibility-legislation/
https://accessibilitypartners.ca/accessibility-compliance-training-for-manitoba/
https://accessibilitypartners.ca/accessibility-compliance-training-for-new-brunswick/
https://accessibilitypartners.ca/accessibility-compliance-training-for-nova-scotia/

https://accessibilitypartners.ca/accessibility-compliance-training-for-saskatchewan/
https://accessibilitypartners.ca/document-quote-form/
https://accessibilitypartners.ca/aoda-consultant-ontario/
https://accessibilitypartners.ca/building-accessibility-consultant/
https://accessibilitypartners.ca/lv-prasad-eye-institute/
https://accessibilitypartners.ca/microsoft-documents-accessibility-training/
https://accessibilitypartners.ca/our-services/government-services/
https://accessibilitypartners.ca/our-services/government-services/government-of-canada-standing-offer/
https://accessibilitypartners.ca/our-services/government-services/ontario-vor-document-remediation/
https://accessibilitypartners.ca/pdf-accessibility-training/
https://accessibilitypartners.ca/lp-privacy-policy/
https://accessibilitypartners.ca/sitemap/
https://accessibilitypartners.ca/terms-conditions/
https://accessibilitypartners.ca/test-summaries/
https://accessibilitypartners.ca/vpat-and-audit-assessment-reports/
https://accessibilitypartners.ca/vpat-compliance-testing-services/
https://accessibilitypartners.ca/wcag-audit/
https://accessibilitypartners.ca/wcag-compliance-consultants/
https://accessibilitypartners.ca/web-accessibility-audit-toronto/
https://accessibilitypartners.ca/web-accessibility-consultants-calgary/
https://accessibilitypartners.ca/web-accessibility-consultants-in-nova-scotia/
https://accessibilitypartners.ca/web-accessibility-consultants-in-portage-la-prairie/
https://accessibilitypartners.ca/web-accessibility-consultants-in-thompson/
https://accessibilitypartners.ca/web-accessibility-consultants-in-winkler/
https://accessibilitypartners.ca/web-accessibility-services-toronto/
https://accessibilitypartners.ca/website-accessibility-consultant/
https://accessibilitypartners.ca/wp-drq-form/
https://accessibilitypartners.ca/case-studies/
https://accessibilitypartners.ca/case-studies/canadian-international-airports/

https://accessibilitypartners.ca/case-studies/urban-public-library
https://accessibilitypartners.ca/case-studies/municipality-water-division
https://accessibilitypartners.ca/case-studies/ontario-municipality
https://accessibilitypartners.ca/case-studies/federal-crown-corporation
https://accessibilitypartners.ca/case-studies/federal-port-authority
https://accessibilitypartners.ca/case-studies/national-museum
https://accessibilitypartners.ca/case-studies/federal-veterans-agency
https://accessibilitypartners.ca/case-studies/university-student-residence
https://accessibilitypartners.ca/case-studies/tier-1-bank
https://accessibilitypartners.ca/case-studies/municipal-digital-audit
https://accessibilitypartners.ca/case-studies/municipal-document-assessment
https://accessibilitypartners.ca/case-studies/municipal-policy-analysis
https://accessibilitypartners.ca/case-studies/municipal-training-roadmap
https://accessibilitypartners.ca/case-studies/school-board-compliance
https://accessibilitypartners.ca/case-studies/provincial-facility-audit

Applicable Standards/Guidelines

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

Standard/Guideline	Included in Report
Web Content Accessibility Guidelines 2.2 at https://www.w3.org/TR/WCAG22/	Level A (Yes) Level AA (Yes) Level AAA (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.

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

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A)</p>	<p>Partially Supports</p>	<p>Images and non-text content include appropriate alternative text, conveying equivalent information to assistive technologies.</p> <p>Exception Below:</p> <ol style="list-style-type: none"> 1. The screen reader announces the alternative text for the 'Hi' icon in 'Chatbot', even though it is a decorative. 2. The screen reader does not announce the alternative text "Accessibility Partners Canada Logo" for the website logo in the chatbot. [Third-Party: tidio chat]
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p>	<p>Not Applicable</p>	<p>No audio-only or video-only prerecorded content is available on the website.</p>
<p>1.2.2 Captions (Prerecorded) (Level A)</p>	<p>Supports</p>	<p>Pre-recorded videos provide closed captions for audio content, supporting accessibility for users who are deaf or hard of hearing.</p>
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p>	<p>Partially Supports</p>	<p>The website includes pre-recorded video content where essential visual information is conveyed through existing audio narration.</p> <p>Exception Below:</p> <ol style="list-style-type: none"> 1. Media alternatives are not provided for the videos featured in the "YouTube Videos – Accessibility Resources" section. [Third-Party: YouTube]
<p>1.3.1 Info and Relationships (Level A)</p>	<p>Partially Supports</p>	<p>The website provides consistent headings, lists, and structure, allowing screen readers to identify content and relationships effectively.</p>

		<p>Exception Below:</p> <p>1. The screen reader does not announce the required status for fields such as "Username or Email", "Password", "Email Address", "Username", and "Confirm Password". <i>[Third-Party: learn press courses]</i></p>
1.3.2 Meaningful Sequence (Level A)	Supports	The content on the website is presented in a meaningful sequence that does not affect users' understanding of the information.
1.3.3 Sensory Characteristics (Level A)	Supports	No instructions or information on the website rely solely on sensory characteristics such as shape, size, visual location, orientation, or sound.
1.4.1 Use of Color (Level A)	Supports	Color is not used as the only visual means of conveying information, indicating actions, prompting responses, or distinguishing visual elements.
1.4.2 Audio Control (Level A)	Not Applicable	No audio content is present on the website that plays automatically for more than 3 seconds.
2.1.1 Keyboard (Level A)	Supports	Elements of the website support standard keyboard navigation and input functions (including screen reader gestures such as swiping between elements and double-tapping to activate controls).
2.1.2 No Keyboard Trap (Level A)	Supports	Keyboard focus moves sequentially throughout the website without becoming trapped in any section.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Not Applicable	No functionalities are dependent on or controlled by character key shortcuts.
2.2.1 Timing Adjustable (Level A)	Not Applicable	The website does not contain time-limited activities requiring users to adjust or extend time limits.

2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	The website does not include any auto-moving, blinking, or scrolling content that requires a mechanism to pause, stop, or hide.
2.3.1 Three Flashes or Below Threshold (Level A)	Not Applicable	There is no flashing content present on the website.
2.4.1 Bypass Blocks (Level A)	Supports	A mechanism is available to bypass repeated content, allowing users to quickly navigate to the main content section.
2.4.2 Page Titled (Level A)	Supports	Descriptive and accurate page titles are present for all pages on the website.
2.4.3 Focus Order (Level A)	Partially Supports	Focus order is logical and meaningful across the website, allowing users to navigate content in a predictable sequence. Exception Below: <ol style="list-style-type: none"> 1. Focus moves to the top of the page instead of the chat content after activating the "Chat with us" button. [Third-Party: tidio chat] 2. Focus moves to hidden elements after interacting with the video component. [Third-Party: YouTube] 3. Focus moves twice to the "Open in maps" link during keyboard navigation. [Third-Party: Google Map]
2.4.4 Link Purpose (In Context) (Level A)	Supports	All links provide descriptive and meaningful text, allowing users to understand their purpose from the link text alone or in context.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Supports	The website functionality can be operated using simple pointer interactions. No multipoint or path-based gestures, such as pinch, swipe, or drag gestures, are required to access or operate any functionality.

2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	No down-event of the pointer is used in the website to execute any part of the action.
2.5.3 Label in Name (Level A 2.1 and 2.2)	Supports	Labels on the website include text and the same text is defined in the code as well to assist speech recognition technologies.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Not Applicable	No functionality is present on the website that is operable only by device motion.
3.1.1 Language of Page (Level A)	Supports	The language attribute is correctly defined for the webpages.
3.2.1 On Focus (Level A)	Supports	No interactive element is triggered automatically on receiving the focus.
3.2.2 On Input (Level A)	Supports	Change of context does not happen when the user changes the setting of any input controls.
3.2.6 Consistent Help (Level A 2.2 only)	Supports	Help mechanisms, such as Contact Us link, are consistently available across the website.
3.3.1 Error Identification (Level A)	Partially Supports	The website provides error messages when required form fields are left empty or invalid data is entered. Exception Below: 1. Error not identified for the 'Prove your humanity:' edit field. [Third-Party: learn press courses]
3.3.2 Labels or Instructions (Level A)	Partially Supports	Form fields and interactive controls on the website include appropriate labels and instructions to help users understand the expected input and functionality. Exception Below: 1. The visible label is not provided for the 'Sort By' combo box. 2. The meaning of the asterisk symbol (*) is not explained for the required form fields.

		<p>3. There are no visual indications available for the 'Prove your humanity:' required field. <i>[Third-Party: learn press courses]</i></p>
<p>3.3.7 Redundant Entry (Level A 2.2 only)</p>	Not Applicable	No such user input is required on the website.
<p>4.1.2 Name, Role, Value (Level A)</p>	Partially Supports	<p>Website elements expose appropriate name, role, and value information to assistive technologies.</p> <p>Exception Below:</p> <ol style="list-style-type: none"> 1. The screen reader does not announce the selected state for the “Home” button in the chatbot. 2. The screen reader announces the label for the "Attach file" button as "Attach file button." 3. The screen reader announces an incorrect label for the “Send” button as “Send Shortcut.” <i>[Third-Party: tidio chat]</i> 4. The screen reader does not announce the label “Prove your humanity” for the related edit field. <i>[Third-Party: learn press courses]</i>

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	No live multimedia content is present on the website.
1.2.5 Audio Description (Pre-recorded) (Level AA)	Partially Supports	The website provides a pre-recorded video where all essential visual information is conveyed through the existing audio narration, and no additional audio description is required for that specific video. Exception Below: 1. Audio description is not provided for the videos featured in the “YouTube Videos – Accessibility Resources” section. <i>[Third-Party: YouTube]</i>
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	The website does not restrict its view and operation to a single display orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Supports	Input fields on the website are designed to support identification of user information and improve form usability for assistive technologies.
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	Text and visual elements on the website meet the minimum color contrast requirements. Exception Below: 1. The placeholder text 'Enter your message...' fails the color contrast ratio. <i>[Third-Party: tidio chat]</i>
1.4.4 Resize text (Level AA)	Partially Supports	The website is fully responsive. At a zoom of 200%, no loss of content or functionality is observed. Exception Below: 1. The 'Chat with us' modal truncates when zooming the

		browser up to 200%. [Third-Party: tidio chat]
1.4.5 Images of Text (Level AA)	Supports	No information is conveyed through images of text.
1.4.10 Reflow (Level AA 2.1 and 2.2)	Partially Supports	The website does not require scrolling in two dimensions to present content without loss of information in 400% zoom. Exception Below: 1. The page content is not clearly visible due to the sticky icon on the 400% enlarged view of 1280 x 1024. 2. The entire 'Chat with us' overlay truncates on the 400% enlarged view of 1280 x 1024. [Third-Party: tidio chat]
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Partially Supports	The website user interface components have a contrast ratio of at least 3:1 against adjacent color(s). Exception Below: 1. The focus indicator on the 'Play' button fails the color contrast ratio due to irregular background. [Third-Party: YouTube]
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	The website supports WCAG text spacing requirements.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Partially Supports	The website provides content that appears on hover or focus, and in most instances, this content is dismissible, hoverable, and persistent as required by WCAG. Exception Below: 1. The hoverable tooltip contents such as “Go back” is not dismissible using the 'Esc' key. [Third-Party: tidio chat]

2.4.5 Multiple Ways (Level AA)	Supports	Pages on the website can be accessed through the main navigation and sitemap, providing multiple ways for users to locate content.
2.4.6 Headings and Labels (Level AA)	Supports	Headings and labels on the website provide sufficient detail of the content they are describing.
2.4.7 Focus Visible (Level AA)	Partially Supports	Interactive elements present on the website have focus visibility. Exception Below: 1. Focus indicators are not visible on multiple controls within the "Chat with us" overlay, including the More, Home, Chat, and Chat with us buttons. <i>[Third-Party: tidio chat]</i>
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	All elements that receive keyboard focus are at least partially visible upon receiving the focus.
2.5.7 Dragging Movements (Level AA 2.2 only)	Not Applicable	The website does not include functionality that requires dragging movements.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Supports	Interactive pointer targets are at least 24 by 24 CSS pixels or have sufficient spacing around them.
3.1.2 Language of Parts (Level AA)	Not Applicable	There are no phrases or sentences in another language that require separate language identification.
3.2.3 Consistent Navigation (Level AA)	Supports	Navigational mechanisms that are repeated across the website occur in a consistent relative order, providing users with predictable and consistent navigation throughout the website.
3.2.4 Consistent Identification (Level AA)	Supports	Components that provide the same functionality throughout the website can be easily identified by the user.

<p><u>3.3.3 Error Suggestion</u> (Level AA)</p>	<p>Partially Supports</p>	<p>The website provides descriptive error messages and suggestions to help users identify and correct invalid or incomplete form input.</p> <p>Exception Below:</p> <ol style="list-style-type: none"> 1. An insufficient error message 'Please enter a valid email address' is provided for the 'Email Address' edit field. [Third-Party: learn press courses]
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p>	<p>Not Applicable</p>	<p>No legal, financial, or irreversible data submission processes were identified where enhanced error prevention is required.</p>
<p><u>3.3.8 Accessible Authentication (Minimum)</u> (Level AA 2.2 only)</p>	<p>Supports</p>	<p>The website supports accessible authentication by allowing users to authenticate using standard username/email and password credentials without requiring users to complete complex cognitive function tests.</p>
<p><u>4.1.3 Status Messages</u> (Level AA 2.1 and 2.2)</p>	<p>Partially Supports</p>	<p>Updated content and status messages are programmatically conveyed, allowing screen reader users to be notified of changes without requiring focus movement.</p> <p>Exception Below:</p> <ol style="list-style-type: none"> 1. The screen reader doesn't announce the error message like 'Error: A username is required' when it appears on the screen. 2. The screen reader doesn't announce the status message such as 'You are logged in as tester12345. Log out?' when it appears on the screen. [Third-Party: learn press courses]