Flash AI Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5Rev)

Name of Product/Version: Flash Signal web application, release rel-20261113-d338a793 (deployed to production 13 November 2026)

Report Date: November 2026

Product Description: Flash Signal is a web application for analysts who review recorded resident calls. It covers browsing, filtering and opening call records with audio playback and time-synchronized transcripts, risk flags and alerts, resident views, bookmarks, an AI chat assistant that can analyze calls and generate reports, and a Link Analysis board for mapping relationships between entities.

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Notes: This report covers the Flash Signal web application in a desktop browser. Shared sign-in, account and settings screens are provided by the Flash authentication package and are included because they are part of the product as delivered. Downloadable documents, including exported reports and the PDF training manuals, are included in this report and conform to the criteria that apply to them.

Level AAA conformance is not claimed; the Level AAA table is marked Not Evaluated.

Recorded calls, video visits and uploaded resident files are supplied by customers and are outside the scope of this report. Flash Signal provides automatic transcripts, translations and captions for them, lists hand signs, people on screen and sensitive moments in text with their times, and presents them in an accessible player with keyboard-operable controls and searchable transcripts.

"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of the Information Technology Industry Council (ITI)

Video Search is enabled per facility and was not available on the audited facility, so it was not evaluated.

A separate report covers Flash Ops.

Evaluation Methods Used: Evaluation combined automated scanning with axe-core (WCAG 2.0, 2.1 and 2.2 Level A and AA rules) across the main screens and workflows, manual testing with assistive technology, and source review, in both the light and dark themes.

Manual testing used Google Chrome 155 with NVDA 2026.2 on Windows 11: keyboard-only operation, screen-reader output, 200% and 400% zoom, text-spacing overrides, 320 CSS pixel reflow, and contrast measurement.

Evaluated by Emily Reed between 20 October and 13 November 2026 on hosted builds. Changes made before this release were re-checked before it went to production.

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) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.2	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. 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)	Supports	Images, charts and informational icons have text alternatives, and decorative icons are hidden from assistive technology. Risk levels are written as text. The Link Analysis board has a List view that presents every entity and relationship as text, and Analytics charts have text summaries and a "View data" table.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	Flash Signal publishes no prerecorded audio-only or video-only content of its own. Recorded calls are customer-supplied and outside the scope of this report (see Notes); for them, Flash Signal provides an automatic, time-synchronized transcript that names speakers by role, can be searched, and seeks playback from the keyboard.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	Flash Signal publishes no prerecorded video with audio of its own. Video visits are customer-supplied and outside the scope of this report (see Notes); for them, Flash Signal provides automatic synchronized captions that can be turned on and their language chosen in the player.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	Flash Signal publishes no prerecorded video of its own. Video visits are customer-supplied and outside the scope of this report (see Notes); for them, Flash Signal provides a transcript and text lists of hand signs, people on screen and sensitive moments with their times.
1.3.1 Info and Relationships (Level A)	Supports	Headings, lists and data tables use native semantics, form controls and groups are associated with their labels, the call-records table is read cell by cell with column headers, sort state is exposed, and pagers mark the current page.

Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence (Level A)	Supports	Reading and navigation order follow the visual order.
1.3.3 Sensory Characteristics (Level A)	Supports	Instructions do not rely on shape, size, visual location, orientation or sound alone.
1.4.1 Use of Color (Level A)	Supports	Risk levels, flags and statuses are written as text, toggles expose their state, chart series are told apart by line pattern and point shape as well as colour, and Link Analysis nodes carry a type icon and label. On the Link Analysis graph, a relationship's type is shown by colour, and in text on hover, in the details panel and in the List view on the same toolbar.
1.4.2 Audio Control (Level A)	Supports	Call audio and video visits never play automatically. Playback starts only when the user chooses it, and the player has pause, volume and mute controls.
2.1.1 Keyboard (Level A)	Supports	Pages, tables, menus, dialogs, the media player, the alert builder, Link Analysis (through its controls and List view) and the call-records table can be operated from the keyboard, including resizing the table with the arrow keys. The audio and video seek sliders move 5 seconds per arrow key, or 30 seconds with Shift.
2.1.2 No Keyboard Trap (Level A)	Supports	Focus can always be moved away from any component. Dialogs contain focus while open and return it to the control that opened them on close.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Supports	The product defines no single-character keyboard shortcuts that act page-wide. The media player's character keys act only while the player has focus.
2.2.1 Timing Adjustable (Level A)	Partially Supports	Screens lock after a period of inactivity. Users are warned beforehand, the warning is announced to screen readers, and any key or a "Stay signed in" button continues the session. For security, sessions also end at a fixed time after sign-in; users are warned 5 minutes beforehand and can sign in again and return to the same page, but the fixed limit itself cannot be extended.

Criteria	Conformance Level	Remarks and Explanations
2.2.2 Pause, Stop, Hide (Level A)	Supports	Nothing blinks, scrolls or auto-advances. The Chat start screen animation plays once and stops within five seconds. Loading indicators run only while content loads, and new calls and notifications are offered with "N new available" and Refresh rather than inserted.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	No content flashes.
2.4.1 Bypass Blocks (Level A)	Supports	A "Skip to main content" link is the first keyboard stop on every application screen and moves focus to the single main landmark.
2.4.2 Page Titled (Level A)	Supports	Pages have descriptive titles in the form "<page> – Flash Signal", and title changes are announced.
2.4.3 Focus Order (Level A)	Supports	Focus moves into dialogs, menus and popovers and returns to the control that opened them, and busy buttons keep focus.
2.4.4 Link Purpose (In Context) (Level A)	Supports	Link text describes its destination, and call-record links carry the resident's name.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Supports	No function requires a multipoint or path-based gesture. Link Analysis pan, zoom and fit have single-pointer controls, and a media clip can be selected with Set clip start and Set clip end.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	Controls act on pointer release.
2.5.3 Label in Name (Level A 2.1 and 2.2)	Supports	Accessible names start with the visible label text, which a template check enforces.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Not Applicable	No functionality is operated by device motion.
3.1.1 Language of Page (Level A)	Supports	Every page declares lang="en".
3.2.1 On Focus (Level A)	Supports	Moving focus to a control never changes context.
3.2.2 On Input (Level A)	Supports	Changing a setting or filter updates results in place and never navigates without warning.
3.2.6 Consistent Help (Level A 2.2 only)	Supports	Support is offered from the Help group of the navigation sidebar and the account menu, in the same place on every page.

Criteria	Conformance Level	Remarks and Explanations
3.3.1 Error Identification (Level A)	Supports	Failed loads and actions report themselves in text and are announced, and a transcript or caption that fails to load offers Retry.
3.3.2 Labels or Instructions (Level A)	Supports	Form fields have visible labels or names, and the sign-in, reset, MFA, profile and security forms state their requirements.
3.3.7 Redundant Entry (Level A 2.2 only)	Supports	Multi-step flows do not ask again for information already given: the alert builder keeps its draft across steps and can be prefilled from call filters.
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	Controls expose their names, roles and states, including selects, tabs, switches, toggle buttons, menus, date pickers, pagers, the alert builder steps and the media player, and dialogs are named by their titles.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	The product presents no live audio or video.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	Flash Signal publishes no prerecorded video of its own. Video visits are customer-supplied and outside the scope of this report (see Notes).
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	Nothing restricts the display to one orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Supports	Fields that collect the user's own information declare their purpose: sign-in, password, one-time code, profile name and email, and SMS telephone number.

Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (Level AA)	Supports	Body text, badges, status colours and notifications meet 4.5:1 in the light and dark themes.
1.4.4 Resize text (Level AA)	Supports	Content and functionality are preserved at 200% zoom.
1.4.5 Images of Text (Level AA)	Supports	Text is rendered as real text; images of text are limited to the product wordmark.
1.4.10 Reflow (Level AA 2.1 and 2.2)	Supports	Content reflows to 320 CSS pixels with no horizontal scrolling and no loss of function on every screen checked; data tables, graphs and charts fall under the two-dimensional exception.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Supports	Focus indicators, field, checkbox, radio and switch borders, selected states, chart lines, the media seek bars and the risk slider meet 3:1 in the light and dark themes.
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	Content adapts to the WCAG text-spacing values without loss on every screen checked.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Supports	Tooltips can be hovered, can be dismissed with Escape, and stay visible until dismissed.
2.4.5 Multiple Ways (Level AA)	Supports	Pages can be reached through persistent navigation and through call, resident and chat search.
2.4.6 Headings and Labels (Level AA)	Supports	Headings and labels describe their topic or purpose.
2.4.7 Focus Visible (Level AA)	Supports	A visible focus indicator is shown on interactive elements in both themes.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	Focused controls are not hidden by sticky headers, bulk action bars or toasts; toasts appear briefly at the top centre and can be closed.
2.5.7 Dragging Movements (Level AA 2.2 only)	Supports	Dragging has single-pointer alternatives: Add and move controls in Link Analysis, Set clip start and end in the player, and Browse buttons beside drop zones, and Narrower and Wider buttons for the Call Records table.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Supports	Controls meet the 24 by 24 CSS pixel minimum or its spacing exception.

Criteria	Conformance Level	Remarks and Explanations
3.1.2 Language of Parts (Level AA)	Supports	Transcripts are marked with the language spoken, and translated transcripts with their language, so screen readers switch pronunciation.
3.2.3 Consistent Navigation (Level AA)	Supports	Navigation appears in the same relative order on every page.
3.2.4 Consistent Identification (Level AA)	Supports	The same function is labelled the same way throughout.
3.3.3 Error Suggestion (Level AA)	Supports	Where an error can be corrected, the message says how.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	Account deletion and deletions ask for confirmation and can be cancelled.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports	Sign-in uses a password and a one-time code or passkey, with no cognitive test, and the fields accept paste and autofill.
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Supports	Status messages are announced without moving focus: result counts, new-call and notification banners, loading states, action outcomes, transcript search results and session warnings.

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA)	Not Evaluated	Level AAA conformance is not claimed in this report.
1.2.7 Extended Audio Description (Prerecorded) (Level AAA)	Not Evaluated	Level AAA conformance is not claimed in this report.
1.2.8 Media Alternative (Prerecorded) (Level AAA)	Not Evaluated	Level AAA conformance is not claimed in this report.
1.2.9 Audio-only (Live) (Level AAA)	Not Evaluated	Level AAA conformance is not claimed in this report.
1.3.6 Identify Purpose (Level AAA 2.1 and 2.2)	Not Evaluated	Level AAA conformance is not claimed in this report.
1.4.6 Contrast (Enhanced) (Level AAA)	Not Evaluated	Level AAA conformance is not claimed in this report.
1.4.7 Low or No Background Audio (Level AAA)	Not Evaluated	Level AAA conformance is not claimed in this report.

Criteria	Conformance Level	Remarks and Explanations
1.4.8 Visual Presentation (Level AAA)	Not Evaluated	Level AAA conformance is not claimed in this report.
1.4.9 Images of Text (No Exception) (Level AAA)	Not Evaluated	Level AAA conformance is not claimed in this report.
2.1.3 Keyboard (No Exception) (Level AAA)	Not Evaluated	Level AAA conformance is not claimed in this report.
2.2.3 No Timing (Level AAA)	Not Evaluated	Level AAA conformance is not claimed in this report.
2.2.4 Interruptions (Level AAA)	Not Evaluated	Level AAA conformance is not claimed in this report.
2.2.5 Re-authenticating (Level AAA)	Not Evaluated	Level AAA conformance is not claimed in this report.
2.2.6 Timeouts (Level AAA 2.1 and 2.2)	Not Evaluated	Level AAA conformance is not claimed in this report.
2.3.2 Three Flashes (Level AAA)	Not Evaluated	Level AAA conformance is not claimed in this report.
2.3.3 Animation from Interactions (Level AAA 2.1 and 2.2)	Not Evaluated	Level AAA conformance is not claimed in this report.
2.4.8 Location (Level AAA)	Not Evaluated	Level AAA conformance is not claimed in this report.
2.4.9 Link Purpose (Link Only) (Level AAA)	Not Evaluated	Level AAA conformance is not claimed in this report.
2.4.10 Section Headings (Level AAA)	Not Evaluated	Level AAA conformance is not claimed in this report.
2.4.12 Focus Not Obscured (Enhanced) (Level AAA 2.2 only)	Not Evaluated	Level AAA conformance is not claimed in this report.
2.4.13 Focus Appearance (Level AAA 2.2 only)	Not Evaluated	Level AAA conformance is not claimed in this report.
2.5.5 Target Size (Level AAA 2.1 and 2.2)	Not Evaluated	Level AAA conformance is not claimed in this report.
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 and 2.2)	Not Evaluated	Level AAA conformance is not claimed in this report.
3.1.3 Unusual Words (Level AAA)	Not Evaluated	Level AAA conformance is not claimed in this report.
3.1.4 Abbreviations (Level AAA)	Not Evaluated	Level AAA conformance is not claimed in this report.
3.1.5 Reading Level (Level AAA)	Not Evaluated	Level AAA conformance is not claimed in this report.
3.1.6 Pronunciation (Level AAA)	Not Evaluated	Level AAA conformance is not claimed in this report.
3.2.5 Change on Request (Level AAA)	Not Evaluated	Level AAA conformance is not claimed in this report.
3.3.5 Help (Level AAA)	Not Evaluated	Level AAA conformance is not claimed in this report.
3.3.6 Error Prevention (All) (Level AAA)	Not Evaluated	Level AAA conformance is not claimed in this report.
3.3.9 Accessible Authentication (Enhanced) (Level AAA 2.2 only)	Not Evaluated	Level AAA conformance is not claimed in this report.

Legal Disclaimer (Flash AI)

Include your company legal disclaimer here, if needed.