

Juware Accessibility Conformance Report

(Based on VPAT[®] Version 2.5Rev)

Name of Product/Version: RMS 6.3

Report Date: August 1, 2025

Product Description: This VPAT is based on a review of the default CORES Responder Management System (RMS) installation. CORES RMS is a web application and serves as a comprehensive responder management solution that helps organizations recruit, verify, deploy, and track volunteers and personnel before, during, and after emergencies. RMS also has the capability of sending high-volume mass notifications to multiple endpoints, including voice, text, email, fax, and application inbox. This product is highly configurable and features an organizational hierarchy to group the recipients to target the correct population for each alert and deployment.

Contact Information: Bryan Kaplan, CI&SO, Chief Information and Security Officer,
bryan.kaplan@juvare.com

Notes: Application has been tested against the latest version of Chrome. Previous versions are not guaranteed to have the same results.

Evaluation Methods Used: Desktop Browser: Chrome, Assistive Technology: NVDA, Accessibility Testing Tools: AxeDev tools, Browser Developer Tools

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 (No) Level AA (No) Level AAA (No) |
| Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018 | (Yes) |
| EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) AND EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03) | (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 criteria.

- **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 2.1 AA Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

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 2.1 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|---|
| 1.1.1 Non-text Content (Level A) | Supports | Non-text content has text alternatives, though minor improvements are planned to improve usability. |
| 1.2.1 Audio-only and Video-only (Prerecorded) (Level A) | Supports | Recorded audio does not have transcription; however, all audio and video content is client-provided and there are text-only notification options which should generally match audio content. Users can also set notifications preferences to text only. |
| 1.2.2 Captions (Prerecorded) (Level A) | Not Applicable | |
| 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) | Not Applicable | |
| 1.3.1 Info and Relationships (Level A) | Partially Supports | Most structures are marked up correctly, though minor improvements are planned to improve usability. |
| 1.3.2 Meaningful Sequence (Level A) | Partially Supports | Most content appears in meaningful sequence, though minor improvements are planned to improve usability. |
| 1.3.3 Sensory Characteristics (Level A) | Supports | |
| 1.4.1 Use of Color (Level A) | Supports | Color is not the only way used to convey content. |
| 1.4.2 Audio Control (Level A) | Supports | Recorded Voice Messages have controls to pause, stop, or adjust volume. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|--|
| 2.1.1 Keyboard (Level A) | Partially Supports | Most content is accessible for keyboard users though minor improvements are planned to improve usability. |
| 2.1.2 No Keyboard Trap (Level A) | Supports | |
| 2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2) | Not Applicable | |
| 2.2.1 Timing Adjustable (Level A) | Does Not Support | No user-controlled session expiration alert is available. Implementation of this feature is planned for a future release. |
| 2.2.2 Pause, Stop, Hide (Level A) | Not Applicable | |
| 2.3.1 Three Flashes or Below Threshold (Level A) | Not Applicable | |
| 2.4.1 Bypass Blocks (Level A) | Supports | Application provides skips to main content links to allow keyboard users to navigate to different locations. |
| 2.4.2 Page Titled (Level A) | Does Not Support | Application pages don't have unique and appropriate titles. Implementation of this feature is planned for a future release. |
| 2.4.3 Focus Order (Level A) | Partially Supports | Most of the focusable components receive focus in an order that preserves meaning and operability. There are some minor improvements planned for keyboard navigation. |
| 2.4.4 Link Purpose (In Context) (Level A) | Partially Supports | All links can be programmatically determined, however there are instances where the screen reader does not announce the link context. There are some minor improvements planned to improve this. |
| 2.5.1 Pointer Gestures (Level A 2.1 and 2.2) | Not Applicable | |
| 2.5.2 Pointer Cancellation (Level A 2.1 and 2.2) | Supports | |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|---|
| 2.5.3 Label in Name (Level A 2.1 and 2.2) | Partially Supports | Most visual labels and programmatic labels are aligned; however minor improvements are planned to improve usability. |
| 2.5.4 Motion Actuation (Level A 2.1 and 2.2) | Not Applicable | |
| 3.1.1 Language of Page (Level A) | Supports | |
| 3.2.1 On Focus (Level A) | Partially Supports | There are no known components that change the page context when they receive focus, however there are minor improvements planned to improve usability. |
| 3.2.2 On Input (Level A) | Partially Supports | There are no known issues where content input causes content to change without notifying user, however there are minor improvements planned to improve usability. |
| 3.2.6 Consistent Help (Level A 2.2 only) | Not Evaluated | |
| 3.3.1 Error Identification (Level A) | Supports | There are no known issues where generated errors are incorrectly identified to the user or not read by screen readers. |
| 3.3.2 Labels or Instructions (Level A) | Supports | |
| 3.3.7 Redundant Entry (Level A 2.2 only) | Not Evaluated | |
| 4.1.1 Parsing (Level A) | Supports | There are no notable coding issues. |
| 4.1.2 Name, Role, Value (Level A) | Partially Supports | Most elements have correct names, roles, and values however there are minor improvements planned to improve usability. |

Table 2: Success Criteria, Level AA

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|--|
| 1.2.4 Captions (Live) (Level AA) | Not Applicable | |
| 1.2.5 Audio Description (Prerecorded) (Level AA) | Not Applicable | |
| 1.3.4 Orientation (Level AA 2.1 and 2.2) | Partially Supports | Mobile, portrait and landscape orientations are supported. On most of the pages, the content of form elements and table items are readable, however there are minor improvements planned to improve usability. |
| 1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2) | Partially Supports | Some form controls do not include autocomplete attributes, improvements planned to implement. |
| 1.4.3 Contrast (Minimum) (Level AA) | Partially Supports | Most elements have sufficient color contrasts, however there are minor improvements planned to improve usability. |
| 1.4.4 Resize text (Level AA) | Supports | Text size is resizable to 200% across application. |
| 1.4.5 Images of Text (Level AA) | Supports | Application doesn't contain images of text. |
| 1.4.10 Reflow (Level AA 2.1 and 2.2) | Partially Supports | The pages reflow within the viewport, however there are minor improvements planned to improve usability. |
| 1.4.11 Non-text Contrast (Level AA 2.1 and 2.2) | Partially Supports | Non-text elements have sufficient color contrast, however there are minor improvements planned to improve usability. |
| 1.4.12 Text Spacing (Level AA 2.1 and 2.2) | Supports | Text spacing is adjustable without creating any problems in reading. |
| 1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2) | Supports | Tooltips and Dropdown Menus do not cause the user inconvenience or render anything inaccessible. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| 2.4.5 Multiple Ways (Level AA) | Supports | The application provides more than one method for locating pages including persistent sidebar navigation and search functionality for account-related content. |
| 2.4.6 Headings and Labels (Level AA) | Supports | Headings and labels are clear and descriptive, and the heading styles are in proper order. |
| 2.4.7 Focus Visible (Level AA) | Supports | Interactive elements receive focus and a visual indicator is displayed. There are minor improvements planned to improve visual indicator presentation. |
| 2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only) | Not Evaluated | |
| 2.5.7 Dragging Movements (Level AA 2.2 only) | Not Evaluated | |
| 2.5.8 Target Size (Minimum) (Level AA 2.2 only) | Not Evaluated | |
| 3.1.2 Language of Parts (Level AA) | Supports | The primary language of the site (English) is indicated in the lang attribute. |
| 3.2.3 Consistent Navigation (Level AA) | Supports | Navigation maintains consistency across all pages. |
| 3.2.4 Consistent Identification (Level AA) | Supports | Most of the links, buttons, and icons have consistent identification. Minor improvements are planned to improve consistency of the navigation. |
| 3.3.3 Error Suggestion (Level AA) | Supports | Error suggestions are provided when errors are present. |
| 3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) | Supports | Users can review notification, announcement, and other form errors. |
| 3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only) | Not Evaluated | |
| 4.1.3 Status Messages (Level AA 2.1 and 2.2) | Supports | Alert and status messages are read by the screen reader. Minor improvements are planned to improve screen reader support. |

Table 3: Success Criteria, Level AAA

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--------------------------|
| 1.2.6 Sign Language (Prerecorded) (Level AAA) | Not Evaluated | |
| 1.2.7 Extended Audio Description (Prerecorded) (Level AAA) | Not Evaluated | |
| 1.2.8 Media Alternative (Prerecorded) (Level AAA) | Not Evaluated | |
| 1.2.9 Audio-only (Live) (Level AAA) | Not Evaluated | |
| 1.3.6 Identify Purpose (Level AAA 2.1 and 2.2) | Not Evaluated | |
| 1.4.6 Contrast (Enhanced) (Level AAA) | Not Evaluated | |
| 1.4.7 Low or No Background Audio (Level AAA) | Not Evaluated | |
| 1.4.8 Visual Presentation (Level AAA) | Not Evaluated | |
| 1.4.9 Images of Text (No Exception) (Level AAA) | Not Evaluated | |
| 2.1.3 Keyboard (No Exception) (Level AAA) | Not Evaluated | |
| 2.2.3 No Timing (Level AAA) | Not Evaluated | |
| 2.2.4 Interruptions (Level AAA) | Not Evaluated | |
| 2.2.5 Re-authenticating (Level AAA) | Not Evaluated | |
| 2.2.6 Timeouts (Level AAA 2.1 and 2.2) | Not Evaluated | |
| 2.3.2 Three Flashes (Level AAA) | Not Evaluated | |
| 2.3.3 Animation from Interactions (Level AAA 2.1 and 2.2) | Not Evaluated | |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--------------------------|
| 2.4.8 Location (Level AAA) | Not Evaluated | |
| 2.4.9 Link Purpose (Link Only) (Level AAA) | Not Evaluated | |
| 2.4.10 Section Headings (Level AAA) | Not Evaluated | |
| 2.4.12 Focus Not Obscured (Enhanced) (Level AAA 2.2 only) | Not Evaluated | |
| 2.4.13 Focus Appearance (Level AAA 2.2 only) | Not Evaluated | |
| 2.5.5 Target Size (Level AAA 2.1 and 2.2) | Not Evaluated | |
| 2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 and 2.2) | Not Evaluated | |
| 3.1.3 Unusual Words (Level AAA) | Not Evaluated | |
| 3.1.4 Abbreviations (Level AAA) | Not Evaluated | |
| 3.1.5 Reading Level (Level AAA) | Not Evaluated | |
| 3.1.6 Pronunciation (Level AAA) | Not Evaluated | |
| 3.2.5 Change on Request (Level AAA) | Not Evaluated | |
| 3.3.5 Help (Level AAA) | Not Evaluated | |
| 3.3.6 Error Prevention (All) (Level AAA) | Not Evaluated | |
| 3.3.9 Accessible Authentication (Enhanced) (Level AAA 2.2 only) | Not Evaluated | |

Revised Section 508 Report

Notes:

Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|--------------------------|
| 302.1 Without Vision | Partially Supports | See WCAG 2.1 section. |
| 302.2 With Limited Vision | Partially Supports | See WCAG 2.1 section. |
| 302.3 Without Perception of Color | Supports | See WCAG 2.1 section. |
| 302.4 Without Hearing | Supports | See WCAG 2.1 section. |
| 302.5 With Limited Hearing | Supports | See WCAG 2.1 section. |
| 302.6 Without Speech | Supports | See WCAG 2.1 section. |
| 302.7 With Limited Manipulation | Partially Supports | See WCAG 2.1 section. |
| 302.8 With Limited Reach and Strength | Partially Supports | See WCAG 2.1 section. |
| 302.9 With Limited Language, Cognitive, and Learning Abilities | Partially Supports | See WCAG 2.1 section. |

Chapter 4: [Hardware](#)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------------------------|-------------------------------------|
| 402 Closed Functionality | Heading cell – no response required | Heading cell – no response required |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------------------------|-------------------------------------|
| 402.1 General | Heading cell – no response required | Heading cell – no response required |
| 402.2 Speech-Output Enabled | Heading cell – no response required | Heading cell – no response required |
| 402.2.1 Information Displayed On-Screen | Not Applicable | |
| 402.2.2 Transactional Outputs | Not Applicable | |
| 402.2.3 Speech Delivery Type and Coordination | Not Applicable | |
| 402.2.4 User Control | Not Applicable | |
| 402.2.5 Braille Instructions | Not Applicable | |
| 402.3 Volume | Heading cell – no response required | Heading cell – no response required |
| 402.3.1 Private Listening | Not Applicable | |
| 402.3.2 Non-private Listening | Not Applicable | |
| 402.4 Characters on Display Screens | Not Applicable | |
| 402.5 Characters on Variable Message Signs | Not Applicable | |
| <u>403 Biometrics</u> | Heading cell – no response required | Heading cell – no response required |
| 403.1 General | Not Applicable | |
| <u>404 Preservation of Information Provided for Accessibility</u> | Heading cell – no response required | Heading cell – no response required |
| 404.1 General | Not Applicable | |
| <u>405 Privacy</u> | Heading cell – no response required | Heading cell – no response required |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------------------------|-------------------------------------|
| 405.1 General | Not Applicable | |
| <u>406 Standard Connections</u> | Heading cell – no response required | Heading cell – no response required |
| 406.1 General | Not Applicable | |
| <u>407 Operable Parts</u> | Heading cell – no response required | Heading cell – no response required |
| 407.2 Contrast | Not Applicable | |
| <i>407.3 Input Controls</i> | Heading cell – no response required | Heading cell – no response required |
| 407.3.1 Tactilely Discernible | Not Applicable | |
| 407.3.2 Alphabetic Keys | Not Applicable | |
| 407.3.3 Numeric Keys | Not Applicable | |
| 407.4 Key Repeat | Not Applicable | |
| 407.5 Timed Response | Not Applicable | |
| 407.6 Operation | Not Applicable | |
| 407.7 Tickets, Fare Cards, and Keycards | Not Applicable | |
| <i>407.8 Reach Height and Depth</i> | Heading cell – no response required | Heading cell – no response required |
| 407.8.1 Vertical Reference Plane | Not Applicable | |
| 407.8.1.1 Vertical Plane for Side Reach | Not Applicable | |
| 407.8.1.2 Vertical Plane for Forward Reach | Not Applicable | |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------------------------|-------------------------------------|
| 407.8.2 Side Reach | Not Applicable | |
| 407.8.2.1 Unobstructed Side Reach | Not Applicable | |
| 407.8.2.2 Obstructed Side Reach | Not Applicable | |
| 407.8.3 Forward Reach | Not Applicable | |
| 407.8.3.1 Unobstructed Forward Reach | Not Applicable | |
| 407.8.3.2 Obstructed Forward Reach | Not Applicable | |
| 407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach | Not Applicable | |
| 407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach | Not Applicable | |
| <u>408 Display Screens</u> | Heading cell – no response required | Heading cell – no response required |
| 408.2 Visibility | Not Applicable | |
| 408.3 Flashing | Not Applicable | |
| <u>409 Status Indicators</u> | Heading cell – no response required | Heading cell – no response required |
| 409.1 General | Not Applicable | |
| <u>410 Color Coding</u> | Heading cell – no response required | Heading cell – no response required |
| 410.1 General | Not Applicable | |
| <u>411 Audible Signals</u> | Heading cell – no response required | Heading cell – no response required |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------------------|-------------------------------------|
| 411.1 General | Not Applicable | |
| <u>412 ICT with Two-Way Voice Communication</u> | Heading cell – no response required | Heading cell – no response required |
| 412.2 Volume Gain | Heading cell – no response required | Heading cell – no response required |
| 412.2.1 Volume Gain for Wireline Telephones | Not Applicable | |
| 412.2.2 Volume Gain for Non-Wireline ICT | Not Applicable | |
| 412.3 Interference Reduction and Magnetic Coupling | Heading cell – no response required | Heading cell – no response required |
| 412.3.1 Wireless Handsets | Not Applicable | |
| 412.3.2 Wireline Handsets | Not Applicable | |
| 412.4 Digital Encoding of Speech | Not Applicable | |
| 412.5 Real-Time Text Functionality | Reserved for future | Reserved for future |
| 412.6 Caller ID | Not Applicable | |
| 412.7 Video Communication | Not Applicable | |
| 412.8 Legacy TTY Support | Heading cell – no response required | Heading cell – no response required |
| 412.8.1 TTY Connectability | Not Applicable | |
| 412.8.2 Voice and Hearing Carry Over | Not Applicable | |
| 412.8.3 Signal Compatibility | Not Applicable | |
| 412.8.4 Voice Mail and Other Messaging Systems | Not Applicable | |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------------------|-------------------------------------|
| <u>413 Closed Caption Processing Technologies</u> | Heading cell – no response required | Heading cell – no response required |
| 413.1.1 Decoding and Display of Closed Captions | Not Applicable | |
| 413.1.2 Pass-Through of Closed Caption Data | Not Applicable | |
| <u>414 Audio Description Processing Technologies</u> | Heading cell – no response required | Heading cell – no response required |
| 414.1.1 Digital Television Tuners | Not Applicable | |
| 414.1.2 Other ICT | Not Applicable | |
| <u>415 User Controls for Captions and Audio Descriptions</u> | Heading cell – no response required | Heading cell – no response required |
| 415.1.1 Caption Controls | Not Applicable | |
| 415.1.2 Audio Description Controls | Not Applicable | |

Chapter 5: [Software](#)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------------------------|-------------------------------------|
| 501.1 Scope – Incorporation of WCAG 2.0 AA | See WCAG 2.1 section | See information in WCAG 2.0 section |
| <u>502 Interoperability with Assistive Technology</u> | Heading cell – no response required | Heading cell – no response required |
| 502.2.1 User Control of Accessibility Features | Not Applicable | |
| 502.2.2 No Disruption of Accessibility Features | Not Applicable | |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------------------------|-------------------------------------|
| 502.3 Accessibility Services | Heading cell – no response required | Heading cell – no response required |
| 502.3.1 Object Information | Not Applicable | |
| 502.3.2 Modification of Object Information | Not Applicable | |
| 502.3.3 Row, Column, and Headers | Not Applicable | |
| 502.3.4 Values | Not Applicable | |
| 502.3.5 Modification of Values | Not Applicable | |
| 502.3.6 Label Relationships | Not Applicable | |
| 502.3.7 Hierarchical Relationships | Not Applicable | |
| 502.3.8 Text | Not Applicable | |
| 502.3.9 Modification of Text | Not Applicable | |
| 502.3.10 List of Actions | Not Applicable | |
| 502.3.11 Actions on Objects | Not Applicable | |
| 502.3.12 Focus Cursor | Not Applicable | |
| 502.3.13 Modification of Focus Cursor | Not Applicable | |
| 502.3.14 Event Notification | Not Applicable | |
| 502.4 Platform Accessibility Features | Not Applicable | |
| <u>503 Applications</u> | Heading cell – no response required | Heading cell – no response required |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------------------|-------------------------------------|
| 503.2 User Preferences | Not Applicable | |
| 503.3 Alternative User Interfaces | Not Applicable | |
| <i>503.4 User Controls for Captions and Audio Description</i> | Heading cell – no response required | Heading cell – no response required |
| 503.4.1 Caption Controls | Not Applicable | |
| 503.4.2 Audio Description Controls | Not Applicable | |
| <u>504 Authoring Tools</u> | Heading cell – no response required | Heading cell – no response required |
| 504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”) | Not Applicable | |
| 504.2.1 Preservation of Information Provided for Accessibility in Format Conversion | Not Applicable | |
| 504.2.2 PDF Export | Not Applicable | |
| 504.3 Prompts | Not Applicable | |
| 504.4 Templates | Not Applicable | |

Chapter 6: [Support Documentation and Services](#)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------------------------|-------------------------------------|
| 601.1 Scope | Heading cell – no response required | Heading cell – no response required |
| 602 Support Documentation | Heading cell – no response required | Heading cell – no response required |
| 602.2 Accessibility and Compatibility Features | Not Evaluated | |
| 602.3 Electronic Support Documentation | Not Evaluated | |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Not Evaluated | |
| 603 Support Services | Heading cell – no response required | Heading cell – no response required |
| 603.2 Information on Accessibility and Compatibility Features | Not Evaluated | |
| 603.3 Accommodation of Communication Needs | Not Evaluated | |

Legal Disclaimer Juvare

This document includes data and information that is confidential and proprietary of Juvare, LLC or its affiliates and subsidiaries, and shall not be disclosed to any third party. If you do not have authorization to view this document, please return all copies to Juvare, LLC.