

CLIENT SERVICES

The American Foundation for the Blind (AFB), a national 501(c)(3) non-profit established in 1921, is dedicated to creating equal opportunities and expanding possibilities for individuals who are blind or have low vision through advocacy, thought leadership, and strategic partnerships.

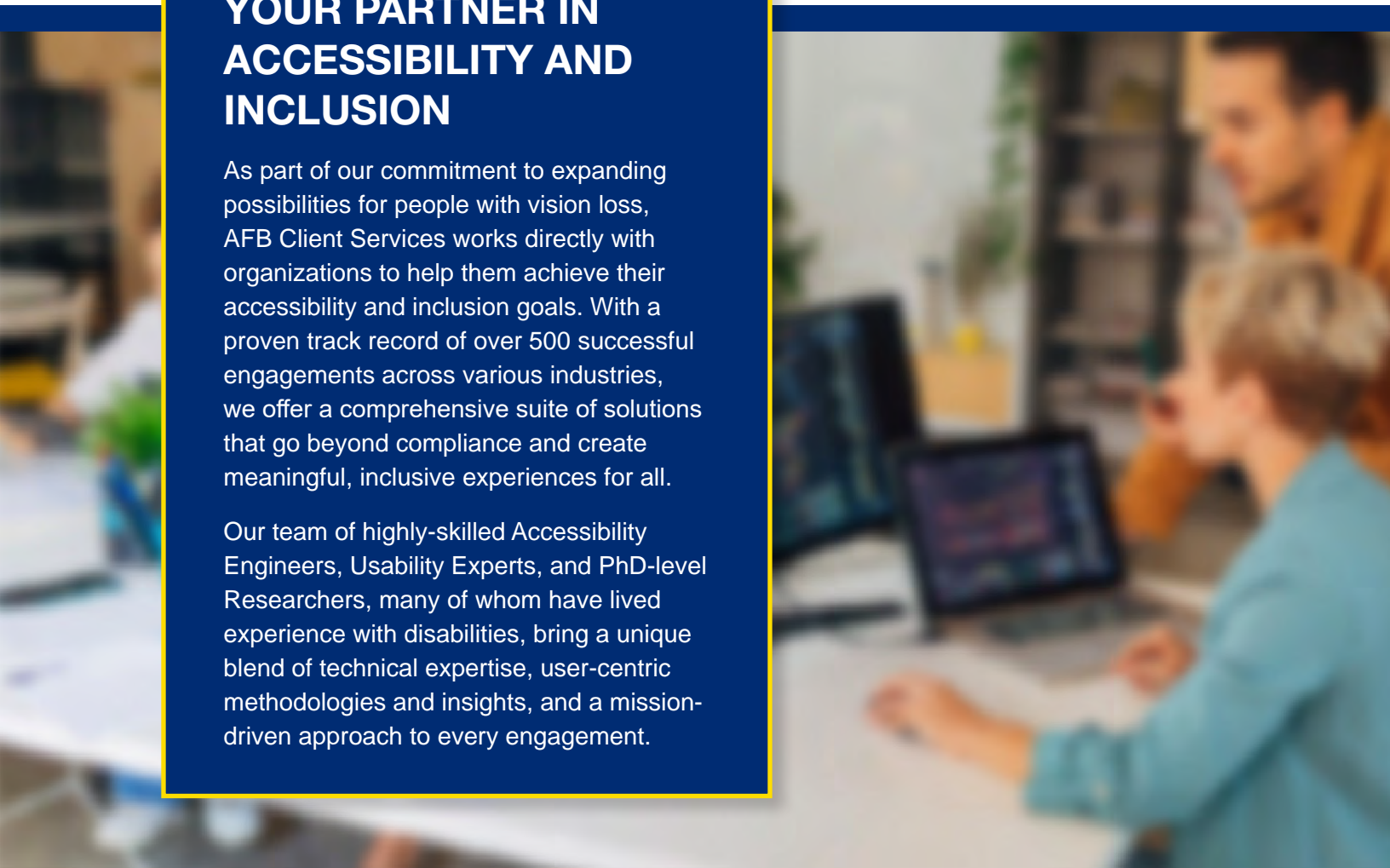
For over 100 years, AFB has been a leader in addressing the most pressing needs of people with vision loss and their families, breaking down societal barriers, and promoting broad systemic change.

We achieve this by conducting groundbreaking research that drives policy change, developing innovative solutions that enhance accessibility, and fostering strategic alliances that amplify our impact. Our commitment to evidence-based advocacy and our deep understanding of the needs of the community set us apart as a thought leader in the field.

YOUR PARTNER IN ACCESSIBILITY AND INCLUSION

As part of our commitment to expanding possibilities for people with vision loss, AFB Client Services works directly with organizations to help them achieve their accessibility and inclusion goals. With a proven track record of over 500 successful engagements across various industries, we offer a comprehensive suite of solutions that go beyond compliance and create meaningful, inclusive experiences for all.

Our team of highly-skilled Accessibility Engineers, Usability Experts, and PhD-level Researchers, many of whom have lived experience with disabilities, bring a unique blend of technical expertise, user-centric methodologies and insights, and a mission-driven approach to every engagement.



DIGITAL ACCESSIBILITY SERVICES

Our Digital Accessibility Services help you ensure your digital products and platforms are accessible, usable, and compliant with industry standards and regulations such as WCAG 2.1 Level A, AA, and Section 508. Our lifecycle approach encompasses:

ACCESSIBILITY & USABILITY AUDITS

Our experienced Accessibility Engineers and Usability Experts, including those with lived experience of disabilities, conduct thorough manual assessments of your digital assets. Using various assistive technologies and following a user-centric testing methodology, we identify accessibility barriers, usability issues, and areas for improvement. We provide detailed reports with prioritized recommendations for remediation, ensuring that your digital properties are not only compliant but also intuitive and easy to use for all users.

REMEDiation & IMPLEMENTATION SUPPORT

Our team works directly with your designers, developers, and content creators to guide them through the remediation process. We provide technical guidance, best practices, and code examples to help your team efficiently implement accessibility fixes. Through ongoing support and collaborative workshops, we help embed accessibility into your design and development processes, ensuring that accessibility is considered at every stage of the digital product lifecycle.

VALIDATION OF REMEDIATION & ACCESSIBILITY CONFORMANCE REPORT

Once remediation is complete, our team conducts a thorough validation process to ensure that your digital assets meet the required accessibility standards and provide an optimal user experience for people with disabilities. Upon successful validation, we can provide an Accessibility Conformance Report (ACR), an industry standard document demonstrating compliance and your commitment to digital inclusion that can be shared externally with customers, partners, and vendors.

ONGOING MONITORING & MAINTENANCE

Accessibility is an ongoing commitment as your digital products evolve, and our team is here to support you every step of the way. Our phased approach ensures that your digital properties remain accessible as new content and features are built. We can also provide regular accessibility audits and strategic guidance to help you stay ahead of evolving standards and best practices.



You can expect the below Deliverables from us for an end-to-end Digital Accessibility engagement:

1

Test Plan Report:

This document defines the scope of the accessibility testing, including the specific digital assets to be tested, the testing methodologies to be used, and the success criteria against which the assets will be evaluated. It serves as a roadmap for the testing process and ensures all stakeholders are aligned on goals and expectations.

2

Manual Assessment & Audit:

We then conduct a thorough manual assessment of your digital assets, evaluating them against the latest WCAG and Section 508 standards, as well as industry best practices for inclusive design.

3

Audit Report & Delivery Walkthrough:

Based on our findings, we prepare a detailed Audit Report that documents all accessibility issues found, along with prioritized recommendations for remediation. The report includes clear descriptions of each issue, its impact on users with disabilities, and step-by-step guidance on how to fix it. We also conduct a Delivery Walkthrough meeting with your team to review the report findings, answer any questions, and discuss the next steps for remediation.

4

Retesting & Validation:

After your team has implemented the recommended remediation fixes, we conduct a thorough round of retesting to validate that the issues identified in the Audit Report have been resolved. Our team manually retests each fixed issue to ensure that it meets the required accessibility standards and provides an optimal user experience. If any issues remain unresolved or new issues are discovered, we provide detailed feedback and guidance on further remediation.

5


Accessibility Conformance Report (ACR):

Upon completion of the retesting and validation phase, we prepare an Accessibility Conformance Report (ACR). The ACR is a formal document that attests to the accessibility compliance of your digital assets based on the WCAG and Section 508 standards. It provides a detailed overview of the testing methodology, the specific success criteria met, and any known limitations or exceptions. The ACR can serve as evidence of your organization's commitment to digital accessibility and can be shared with stakeholders, customers, and regulatory bodies as needed.

In addition to the core services above, we also offer **Subject Matter Expert (SME) Hours**. To support your team during a design, development, or remediation process, we offer direct support that can be used flexibly to access the expertise of our Accessibility Engineers and Usability Experts on an as-needed basis. Whether you need technical guidance on a specific remediation task, help with prioritizing fixes, or advice on best practices for inclusive design, our SMEs are available to provide timely and actionable support.

PARTNER WITH US

With over 500 successful engagements, AFB has established itself as a trusted partner to organizations seeking to enhance their accessibility and inclusion initiatives. From technical product evaluations to tailored training and research, we have driven results for a wide range of partners and industries, including renowned brands such as Google, Sony, AT&T, Verizon, Samsung, and Marriott International.



We welcome the opportunity to further discuss our capabilities and collaboratively scope an engagement that aligns with your goals and budget. To schedule a consultation, please contact us at BD@afb.org.

We look forward to the possibility of partnering with you. Thank you for supporting AFB's mission of expanding possibilities for people with vision loss.