THE CHALLENGE

Documents prepared for healthcare clients by a **translation company** were noncompliant with a key federal regulation- ADA of the Rehabilitation Act, which mandates that all electronic and information technology be accessible to users with visual, hearing, speech, and mobility disabilities. To avoid penalties for noncompliance, the company needed new and complex charts, tables, and forms accessible for both disabled and abled users in various languages.

APTARA'S SOLUTION

Meeting ADA compliance regulations requires a specific content tagging taxonomy for creating structured content, the context of which can be interpreted by computers. Aptara's content technologists and compliance experts designed and implemented a seven-step workflow for efficiently creating multilingual ADA compliant documents.

The solution was engineered and integrated with minimal impact on the company's existing content production workflows.

Step 1: Conduct a preflight review process for each new set of documents to understand the client specific ADA regulations.

Step 2: Process the PDF as a form (if needed); add accessible form fields.

Step 3: Tag the PDF Alt tags, long descriptions, and tab orders; format tables and text; create long descriptions for flow charts, graphs, and other complex graphics.

Step 4: Evaluate the document for reading order problems, tagging errors, and accessibility errors; repair as needed.

Step 5: Include document settings such as tab order and document language, bookmarks, and accessible links.

Step 6: Edit the documents' tag tree, such as fixing tables and complex reading order to prepare the documents for delivery.

Step 7: Perform quality control using the Adobe Accessibility Checker software, which evaluates technical requirements for accessibility and then tests the functional accessibility of each document with the same tools and devices that readers will use.

THE RESULT

Aptara's industry and regulation specific automated content workflows met the company's immediate needs. After the initial analysis and workflow design, Aptara converted more than 45,000 pages of legacy content to multiple languages in a mere four weeks. The initial engagement was so successful that Aptara was given all future 508-Compliant document production.