

ACCESSIBILITY NOTICE

Wilmington Mental Health is committed to ensuring digital accessibility for people with disabilities. We are continually improving the user experience for everyone and applying the relevant accessibility standards.

MEASURES TO SUPPORT ACCESSIBILITY

Wilmington Mental Health takes the following measures to ensure accessibility of Accessibility Notice:

- Include accessibility as part of our mission statement.
- Include accessibility throughout our internal policies.
- Assign clear accessibility targets and responsibilities.
- Navigation of menus is consistent throughout the site
- Text is presented with image links and alternative access
- Site structure is logically arranged to assist screen readers
- Site dynamically adjust to fit any screen size
- Compatibility with commonly used browsers, including Internet Explorer/Edge, Firefox, Safari, and Google Chrome.

CONFORMANCE STATUS

The [Web Content Accessibility Guidelines \(WCAG\)](#) and [Americans with Disabilities Act \(ADA\)](#) define requirements for designers and developers to improve accessibility for people with disabilities. It defines three levels of conformance: Level A, Level AA, and Level AAA. Accessibility Notice is fully conformant with WCAG 2.1 level AA. Fully conformant means that the content fully conforms to the accessibility standard without any exceptions.

ADDITIONAL ACCESSIBILITY CONSIDERATIONS

Although our goal is WCAG 2.1 Level AA conformance, we have also applied some Level AAA Success Criteria: Images of text are only used for decorative purposes. Re-authentication after a session expires does not cause loss of data. Some videos have sign language interpretation.

TECHNICAL SPECIFICATIONS

Accessibility of Accessibility Notice relies on the following technologies to work with the web browser and any assistive technologies or plugins installed on your computer:

- HTML
- CSS

These technologies are relied upon for conformance with the accessibility standards used.

SELF-EVALUATION - ACCESSIBILITY FOR PEOPLE OF ALL ABILITIES AND DISABILITIES

Please contact us at (910) 777-55 if you use assistive technology and the format of this website interferes with your ability to access information. We may ask about the preferred format in which you wish to receive the material and your contact information. You can also contact us by phone through the Federal Information Relay Service at 1-800-877-8339 for TTY/Voice communication.

Wilmington Mental Health *adopts and implements procedures to ensure that persons with impaired vision or hearing can obtain information as to the existence and location of services, activities, and facilities that are accessible to and usable by disabled persons* (45 C.F.R. §84.22(f)).

Wilmington Mental Health and all of its programs and activities are accessible to and useable by disabled persons, including persons who are deaf, hard of hearing, or blind, or who have other sensory impairments. Access features include:

- Convenient off-street parking designated specifically for disabled persons.
- Curb cuts and ramps between parking areas and buildings.
- Level access into first floor level.
- Fully accessible offices, meeting rooms, bathrooms, public waiting areas, including patient treatment areas.
- A full range of assistive and communication aids provided to persons who are deaf, hard of hearing, or blind, or with other sensory impairments. There is no additional charge for such aids. Some of these aids include:
 - A twenty-four hour (24) telecommunication device (TTY/TDD) which can connect the caller to all extensions within the facility and/or portable (TTY/TDD) units, for use by persons who are deaf, hard of hearing, or speech impaired.
 - Large print materials for the visually impaired.
 - Flash cards, alphabet boards and other communication boards.
 - Assistive devices for persons with impaired manual skills.

If you require any of the aids listed above, please us know.

FEEDBACK

We welcome your feedback on the accessibility of Accessibility Notice. Please let us know if you encounter accessibility barriers on Accessibility Notice:

Phone: 910-777-5575

E-mail: info@wmhwc.com

Office Address: 3825 Market St, Ste 4,
Wilmington, NC 28403

We try to respond to feedback within 48 hours!