

Last Updated: April 1, 2025

SleepEz 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.

**Need assistance?** If you experience any difficulty in accessing any part of this website, please contact us at [accessibility@sleepezcare.com](mailto:accessibility@sleepezcare.com) or call us at (555) 123-4567. We will work with you to provide the information or service you seek through an alternate communication method that is accessible for you.

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## 1. Our Commitment to Accessibility

SleepEz is committed to making our website and services accessible to all users, including those with disabilities. We believe that everyone should have equal access to healthcare information and services, regardless of their abilities or the methods they use to access the internet.

Our accessibility efforts consider the diverse needs of our user community, including those with:

- Visual impairments
- Hearing impairments
- Motor limitations
- Cognitive disabilities
- Age-related limitations

We strive to ensure that our website and digital services comply with the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA standards and Section 508 of the Rehabilitation Act.

## 2. Conformance Status

The Web Content Accessibility Guidelines (WCAG) 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.

The SleepEz website is partially conformant with WCAG 2.1 level AA. Partially conformant means that some parts of the content do not fully conform to the accessibility standard.

We are actively working to increase the accessibility and usability of our website and to meet and exceed WCAG 2.1 Level AA standards.

## 3. Measures to Support Accessibility

SleepEz takes the following measures to ensure accessibility of our website and services:

- Include accessibility as part of our mission statement
- Integrate accessibility into our procurement practices
- Appoint an accessibility officer and/or team for the website
- Provide accessibility training for our staff
- Include people with disabilities in our user experience research
- Employ formal accessibility quality assurance methods

### Specific Accessibility Features

Our website includes the following accessibility features:

- Semantic HTML structure with proper heading hierarchy
- ARIA landmarks and roles to identify regions of the page
- Alt text for all informative images
- Keyboard accessibility for all interactive elements
- Sufficient color contrast for text and important graphics
- Resizable text without loss of content or functionality
- Form labels and error messages that are programmatically associated with inputs
- Skip navigation links
- Consistent and predictable navigation
- Captions for video content
- Transcripts for audio content

## 4. Compatible Technologies

The SleepEz website is designed to be compatible with the following assistive technologies:

- Screen readers (including JAWS, NVDA, VoiceOver, and TalkBack)
- Screen magnification software
- Speech recognition software
- Keyboard-only navigation
- Switch access technology

Our website is designed to be compatible with the following browsers and operating systems:

- Google Chrome (latest two versions)
- Mozilla Firefox (latest two versions)
- Apple Safari (latest two versions)
- Microsoft Edge (latest two versions)
- Windows (10 and later)
- macOS (10.14 Mojave and later)
- iOS (13 and later)
- Android (9.0 and later)

## 5. Assessment Approach

SleepEz assesses the accessibility of our website through the following methods:

- Self-evaluation using automated testing tools
- Manual testing with assistive technologies
- User testing with people who have disabilities
- Third-party accessibility evaluations

We conduct accessibility testing throughout our development process, including:

- During the design phase
- During development
- Before release
- After significant updates
- On a regular schedule for existing content

## 6. Known Limitations

Despite our best efforts to ensure accessibility of the SleepEz website, there may be some limitations. Below is a description of known limitations, and potential solutions. Please contact us if you observe an issue not listed below.

### Known Limitations:

- **PDF Documents:** Some older PDF documents may not be fully accessible. We are working to remediate these documents or provide alternative formats upon request.
- **Third-Party Content:** Some third-party content or functionality on our website may not be fully accessible. We are working with our vendors to improve the accessibility of these components.
- **Interactive Tools:** Some of our interactive tools, such as the sleep assessment quiz, may have limited accessibility. We are actively working to improve these features.

We are working to address these issues and are committed to making all content on our website accessible to all users. If you encounter any accessibility barriers on our website, please contact us.

## 7. Feedback Process

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

- Phone: (555) 123-4567
- Email: [accessibility@sleepezcare.com](mailto:accessibility@sleepezcare.com)
- Contact form: [Contact Us](#)

We try to respond to feedback within 2 business days.

## Accommodation Requests

If you need information on this website in a different format, please contact us using the methods above. We will consider your request and provide you with the information in an alternative format, such as:

- Large print
- Plain text
- Audio description

- Braille
- Other formats upon request

## 8. Contact Information

For questions or concerns regarding the accessibility of our website, please contact:

### **SleepEz Accessibility Team**

123 Sleep Way

Restful City, CA 90000

Email: [accessibility@sleepezcare.com](mailto:accessibility@sleepezcare.com)

Phone: (555) 123-4567

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