

Harbor & Haven Home Care, LLC

1520 Belle View Blvd. Suite 5517

Alexandria, VA 22307

Telephone (202) 834-7910

Accessibility Statement

Effective date — July 30, 2026

Harbor & Haven wants people with disabilities to have meaningful access to information, communications, and services. Accessibility is treated as an ongoing responsibility, not a one-time website feature.

Our commitment

Harbor & Haven is committed to providing equal opportunity and respectful service without discrimination based on disability. We work to make our website and communications usable with common assistive technologies and to provide reasonable modifications and appropriate communication support when required by the Americans with Disabilities Act and other applicable law.

Website accessibility efforts

As a practical design goal, Harbor & Haven aims to follow the Web Content Accessibility Guidelines, WCAG 2.2 Level AA, where reasonably achievable. WCAG is used as a helpful technical benchmark; this statement does not claim that every page or third-party feature is fully conformant at all times.

Features we seek to support

Website design and review efforts should include meaningful headings, keyboard access, visible focus indicators, readable contrast, text alternatives for informative images, labels and instructions for forms, descriptive links, captions or transcripts for meaningful media, content that can be enlarged, and error messages that do not rely on color alone.

Third-party content

Some maps, scheduling tools, payment tools, social-media features, documents, or external websites may be supplied by third parties. Harbor & Haven does not control every aspect of those products, but will seek accessible alternatives, request vendor improvements, or provide the same information another reasonable way when notified of a barrier.

Requesting help or an accommodation

If a person cannot access website content, needs information in another format, or needs a reasonable modification to communicate with Harbor & Haven, the person may call or email us. Examples may include reading website content by telephone, providing a large-print or accessible electronic document, using a relay service, or arranging another effective communication method. Requests are considered individually, and Harbor & Haven may offer an effective alternative when the requested method would fundamentally alter a service or create an undue burden under applicable law.

How to report a problem

When reporting a website problem, please identify the page or document, describe the barrier, name the assistive technology and browser used if comfortable doing so, and state the preferred contact method. Disability or medical details are not required unless they are needed to understand a requested

accommodation. Harbor & Haven will acknowledge the concern and work toward a reasonable response as promptly as circumstances allow.

Ongoing review

Harbor & Haven intends to include accessibility in website updates, content creation, document preparation, procurement, staff awareness, and periodic manual and automated testing. Automated tools can help identify issues but do not replace testing by people or review with assistive technology.

No retaliation

Harbor & Haven will not retaliate against a person for requesting an accommodation, reporting an accessibility concern, or exercising rights protected by law.

Statement updates

This statement may be revised as the website, technology, services, and accessibility guidance change. The effective date above identifies the current version.

Contact information

Questions, requests, complaints, or accessibility concerns may be directed to:

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Alexandria, VA 22307

Telephone (202) 834-7910

support@harborhavencare.org

<https://www.harborhavencare.org>

Drafting references and publisher review

This section is for Harbor & Haven’s internal review. It may be removed from the public-facing version after legal and compliance approval.

- **DOJ Web Accessibility Guidance** — <https://www.ada.gov/resources/web-guidance/>

Before publishing, insert the company website and a monitored email address; confirm actual cookies, analytics, payment tools, client portals, text-messaging practices, licensing status, service area, and HIPAA covered-entity or business-associate status. Virginia counsel and a qualified privacy professional should review these drafts. Laws and agency guidance can change.