

## Accessibility Statement

We want every parent who needs lactation care to be able to use this Site. This page describes what we're doing about accessibility, where we know there's room to improve, and how to reach us if something is in your way.

### Our commitment

Bayou City Breastfeeding is committed to making bayoucitybreastfeeding.com (the "Site") usable by as many people as possible, including people who use assistive technology such as screen readers, screen magnifiers, voice control, switch devices, or keyboard-only navigation, and people with cognitive, mobility, visual, or hearing differences.

### Standard we're working toward

The Site is being built with the goal of substantially conforming to the Web Content Accessibility Guidelines (WCAG) 2.1, Level AA, published by the World Wide Web Consortium (W3C). WCAG 2.1 AA is widely used as a benchmark for accessible web content in healthcare settings.

### What that looks like in practice

- structured headings and landmarks so screen-reader users can navigate the page;
- descriptive alternative text on informative images, and empty alt text on purely decorative images;
- color contrast ratios that meet WCAG 2.1 AA minimums for body text and interactive components;
- keyboard access to all interactive controls, with a visible focus indicator;
- form fields with associated labels and error messages;
- "skip to content" links on each page so keyboard users can bypass the navigation;
- responsive layouts that work at 200% browser zoom without horizontal scrolling.

### Known limitations

We are aware of the following areas where the Site does not yet meet our target standard. We are actively working to address each.

- Embedded third-party content. Maps, video players, reviews widgets, and the appointment-booking system are hosted by third parties whose accessibility we do not fully control. We choose vendors with strong accessibility track records and provide a phone alternative for booking.
- Legacy PDFs and documents. Some downloadable documents on the Site were produced before our current accessibility process. We are remediating these on a rolling basis. If you need a specific document in an accessible format, please contact us and we will provide it.
- Older photographs. Some legacy photos may have generic alternative text. We are reviewing image alt text across the Site.

### Booking and care without using the website

You do not have to use the website to become a client. If anything on the Site is difficult to use, you can:

- Call us at (281) 305-0411 to ask questions, verify insurance, or schedule a consult.
- Email [admin@bayoucitybreastfeeding.com](mailto:admin@bayoucitybreastfeeding.com) and we will respond by your preferred method.

- Ask for a home visit. Home visits are available across the Houston metro and remove the need to travel to an office.

## How we test

Our accessibility review process includes:

- automated checks during page builds (axe, Lighthouse, or equivalent);
- keyboard-only navigation review of every new template;
- screen-reader spot-checks on the templates most used by prospective clients (Home, Services Hub, individual service pages, Insurance & Payment, Locations, and class pages);
- annual review of this statement and the list of known limitations.

We have not yet commissioned a formal third-party accessibility audit. We expect to do so during the year following the launch of the v3 site.

## Tell us about a barrier

If you encounter anything on the Site that is difficult or impossible to use, please tell us. Your feedback is the most useful information we receive about accessibility on the Site.

When you contact us, it helps if you can share:

- the page where you encountered the problem (the URL or the page title);
- what you were trying to do;
- what happened, or what was in your way;
- the device, browser, and assistive technology (if any) you were using.

You do not have to include any of this for us to respond. A short note is fine. We will acknowledge your message and tell you what we plan to do.

## Accessibility feedback

Suzanne Juel, IBCLC, Owner  
admin@bayoucitybreastfeeding.com

(281) 305-0411

Bayou City Breastfeeding, LLC, 3007 Woodland Hills Dr., #205, Kingwood, TX 77339

## Formal complaints

If you would prefer to file a formal complaint with a federal regulator, you may contact the U.S. Department of Health and Human Services Office for Civil Rights, which enforces Section 504 of the Rehabilitation Act and Section 1557 of the Affordable Care Act in healthcare settings.

## Changes to this statement

We will review and update this Accessibility Statement at least once each year, and sooner if there is a significant change to the Site or to the accessibility status of a major template. The Effective Date at the top of this document will be updated when the statement changes.