

Accessibility Statement

Last reviewed: 19 August 2026 | aternawellness.com/accessibility

Commitment

Aterna Wellness is committed to ensuring digital accessibility for people with disabilities. We continually improve the user experience for everyone and apply the relevant accessibility standards. Accessibility is an ongoing programme, not a one-time project.

Conformance status

This website is designed and tested to conform with **WCAG 2.1 Level AA**. We consider the site substantially conformant: most content meets the standard, and any exceptions identified are documented and remediated on a rolling basis.

Standards we apply

- **ADA** — Americans with Disabilities Act (Titles II & III) — this website is treated as a place of public accommodation.
- **WCAG 2.1 Level AA** — Target conformance level across perceivable, operable, understandable and robust criteria; WCAG 2.2 AA criteria adopted where implemented.
- **Section 508** — Rehabilitation Act §508 (36 CFR 1194), which incorporates WCAG 2.0/2.1 Level AA by reference.
- **EN 301 549** — European ICT accessibility standard, Chapter 9 web clauses, met via the same WCAG 2.1 AA baseline.
- **AODA** — Integrated Accessibility Standards Regulation for web content; accessible formats supplied on request.
- **EAA (Directive 2019/882)** — Service information, booking pathways and contact details provided in accessible formats.
- **ATAG 2.0** — Any authoring surface we operate produces accessible markup by default.
- **CVAA** — Published video and audio carry captions, plus audio description or a text alternative where required.
- **Unruh Civil Rights Act** — Equal access and full enjoyment of our services for all Californians.

Measures we take

- Semantic HTML landmarks, a single <main> per page, and a visible skip-to-content link.
- Full keyboard operability with visible focus indicators on every interactive element (WCAG 2.4.7).
- Accessible names and ARIA roles on icon buttons, dialogs, switches and navigation.
- Colour combinations tested to 4.5:1 for body text and 3:1 for large text and UI components.
- Tap targets of at least 44 x 44 CSS pixels on touch devices.
- Descriptive alt text on informative imagery; decorative imagery hidden from assistive technology.
- Full respect for prefers-reduced-motion plus a manual 'stop animations' control.
- Responsive layout that reflows at 320 CSS pixels and supports 200% text zoom without loss of content.
- An on-site accessibility toolbar with profiles for motor, vision, colour-blind, dyslexia, cognitive/ADHD and seizure-safe needs.
- Third-party embeds (maps, social) are click-to-load with an always-available text alternative.

Compatibility

Built to work with recent versions of Chrome, Edge, Firefox and Safari, together with NVDA, JAWS, VoiceOver and TalkBack, and with speech-input and switch-access devices.

Known limitations

Some third-party content — our online booking platform, embedded maps and social media — is outside our direct control. Where a third-party barrier prevents you completing a task, contact us and we will book your appointment or provide the information by phone, text or email at no disadvantage to you.

Alternative formats

On request, free of charge, we provide our information in large print, plain text, accessible PDF, audio read-aloud over the phone, or by email. We also welcome service animals, support persons and assistive devices at our Fontana clinic.

Feedback and enforcement

Email info@aternawellness.com | Call +1 909-347-0009 | Text +1 909-347-0003

Post: 16685 Sierra Lakes Pkwy, Suite 100, Fontana, CA 92336. We respond within 5 business days. If you are not satisfied with our response you may escalate to the U.S. Department of

Justice (ADA), the California Civil Rights Department (Unruh Act), or the Accessibility Directorate of Ontario (AODA), as applicable.