

Accessibility Statement for BC Care Ltd

At BC Care Ltd, we are committed to ensuring our services and facilities are accessible to all individuals, regardless of their abilities. We strive to meet the highest accessibility standards and continuously improve our practices to provide an inclusive environment. This statement outlines our ongoing efforts and commitment to accessibility.

Website Accessibility

Our website is designed to be accessible and user-friendly for everyone. We adhere to the Web Content Accessibility Guidelines (WCAG) 2.1 to ensure our digital content is accessible to people with disabilities. This includes making our website compatible with screen readers and other assistive technologies. We regularly review and update our site to maintain and improve accessibility.

Physical Accessibility

We ensure that our facilities are designed to accommodate individuals with mobility challenges. This includes accessible entrances, restrooms, and common areas. We also provide assistive devices and support for those who need them.

Communication Accessibility

We offer information in alternative formats such as large print, Braille, and digital formats to cater to individuals with visual impairments. Additionally, we provide hearing assistance technologies and sign language interpreters upon request to support those with hearing impairments.

Feedback and Contact Information

We welcome feedback on the accessibility of our services. If you encounter any issues or have suggestions for improvement, please contact us:

- **Email:** admin@bc-care-ltd.co.uk
- **Phone:** 0113 824 1978
- **Address:** 408 Oakwood Lane, Oaktree House, Leeds, LS8 3LG

We will respond to your request within seven days.

Continuous Improvement

We are committed to continuous improvement in our accessibility efforts. We conduct regular training for our staff and review our policies to ensure they align with current accessibility standards and best practices.

Enforcement Procedure

If you are not satisfied with our response to your accessibility concerns, you can contact the Equality Advisory and Support Service (EASS) for further assistance.

BC Care Ltd is dedicated to providing accessible and inclusive healthcare services. Your accessibility is our priority, and we are committed to ensuring that everyone can access our services and facilities without barriers.