

UMMA HEALTH

ummahealthca.org

Accessibility Statement

Effective Date: May 8, 2026

Remediation In Progress

UMMA Health is currently aware of accessibility barriers on this website and is actively remediating them under a formal WCAG 2.1 Level AA Remediation Plan effective May 10, 2026. This statement is published as part of our good-faith commitment to digital accessibility. We do not claim full conformance at this time. If you encounter a barrier, please contact us directly using the information below and we will respond within 3 business days.

Our Commitment

UMMA Health is committed to ensuring that our website, patient portal, digital forms, and all other online services are accessible to people with disabilities. We serve a diverse community of patients — including individuals with visual, auditory, motor, and cognitive disabilities — and we believe every patient deserves equal access to health information and services, regardless of ability.

We strive to conform to the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA, the standard required under HHS Section 504 of the Rehabilitation Act, the Americans with Disabilities Act (ADA) Title III, and ACA Section 1557. We also align with WCAG 2.2 Level AA where applicable as the evolving best practice.

Accessibility Standard

Our target standard is **WCAG 2.1 Level AA** as required by HHS Section 504 (effective May 11, 2026 for organizations with 15 or more employees receiving federal financial assistance). UMMA Health receives Medicare, Medicaid, and federal HHS funding and is subject to this requirement.

Our Ongoing Remediation Efforts

We completed an accessibility scan of ummahealthca.org in April 2026, which identified 335 active issues across 49 pages. A formal, phased remediation plan is underway beginning May 10, 2026. Our efforts include:

- Fixing critical and serious violations first — including color contrast failures, missing alt text, and unlabeled interactive elements
- Correcting structural and landmark issues that affect screen reader navigation
- Reviewing and correcting video captions on all embedded content, including Spanish and Arabic versions
- Auditing all patient-facing PDFs and forms for accessibility compliance
- Conducting a full human accessibility audit using certified testers (CPACC/WAS credentialed) beginning May 27, 2026
- Testing with industry-standard tools including axe DevTools, WAVE, and ANDI (the federal government's Trusted Tester tool)
- Incorporating accessibility requirements into our content publishing process so that all new content meets the standard at the time of publication
- Working with third-party vendors and our patient portal provider to support accessibility within tools and services we do not directly control

Third-Party Content

Some portions of our digital services may include third-party content or functionality — for example, our patient portal, appointment scheduling tools, embedded maps, or payment features — that we do not fully control. When we identify accessibility barriers in third-party tools, we will work with the provider where feasible and will offer reasonable alternatives when appropriate. We have formally notified our web vendor of UMMA Health's WCAG 2.1 Level AA requirements and expect all delivered features to conform.

Known Limitations (As of May 2026)

We are transparent about barriers currently present on our site while remediation is underway. Known issues include:

- Color contrast: Some text and UI elements do not yet meet the 4.5:1 minimum contrast ratio required by WCAG 1.4.3 (216 elements affected — remediation in progress)
- Image alternative text: Some images and icon elements are missing descriptive alt text (170 elements — remediation in progress)

- Landmark and heading structure: Some pages have structural issues affecting screen reader navigation (remediation in progress)
- Video captions: Some embedded videos rely on unreviewed auto-generated captions (remediation in progress)

We are resolving these issues systematically and expect full automated compliance by May 27, 2026, with human audit verification complete by June 27, 2026.

Need Help or Want to Report an Issue?

If you have difficulty accessing information on our website, need content in an alternative format, or want to report an accessibility barrier, please contact our Accessibility Team. To help us respond efficiently, please include the web page address (URL) where you encountered the issue and a brief description, including any assistive technology you are using. We will acknowledge your message within 3 business days and work to resolve the issue promptly.

Email:	questions@ummaclinic.org
Phone:	(323) 0789-5610
Mail:	UMMA Health — Accessibility, 6814 Pacific Blvd. Huntington Park, CA 90255
Response time:	3 business days

Complaint and Feedback Tracking

All accessibility reports received via the contact above are logged with the date received, issue description, and resolution status. Reports are acknowledged within 3 business days, assigned to an owner, and resolved or escalated within 30 days. This log is retained as part of our compliance documentation.

Updates to This Statement

We will update this Accessibility Statement as remediation phases are completed, when our conformance status changes, and at minimum annually. Any updates will be posted at ummahealthca.org/accessibility with a revised effective date. This statement will be updated to reflect full WCAG 2.1 Level AA conformance once the human audit is complete and signed off.

UMMA Health | ummahealthca.org | Los Angeles, California | This statement was published May 13, 2026 as part of UMMA Health's WCAG 2.1 Level AA remediation effort under HHS Section 504 of the Rehabilitation Act.