



Date 10/7/2019

Best Care

Website Accessibility Policy

Whereas, the Americans with Disabilities Act (ADA) generally requires that companies who provide products and services to the public and who use a website to communicate the substance of those products and services, provide individuals with disabilities equal access to those products and services by means of their company website, unless doing so would fundamentally alter the nature of their programs, services, or activities or would impose an undue burden.

Therefore, it is the policy of the company to make proactive efforts to insure that the company's website has accessible features for people with disabilities.

The board has appointed Marc Spector ESQ. President of Best Care, as the company's Accessible Web Site Manager (AWSM.) The AWSM shall report to the company's President.

The duties of the appointed AWSM are as follows:

1. Become fully knowledgeable on the regulatory compliance guidance which have been published by the Department of Labor.
2. Evaluate the above guidance relative to the company's circumstance, including bank resources, the company's customer base and certain Website Accessibility best practice guidelines.
3. Following the evaluation of the company's website accessibility circumstances, the AWSM shall:
 - a. develop a Website Accessibility procedure which will explain the specific steps that are required to achieve satisfaction compliance with website accessibility guidance.
 - b. Periodically evaluate the company's website and form a conclusion on the degree to which it complies with best practices. The AWSM shall evaluate the company's website no less than annually, however the ASWM is expected to monitor, at least quarterly, the impact of changes in the customer base, changes in the products and services offered as well as changes in regulatory guidance.
 - c. The AWSM shall create, publish and implement training for the company's marketing department, customer coordinate the evaluation and training with the company's Department of Human Resources. The ASWM shall also monitor the website's ongoing compliance as well as the results of the company's training efforts.
 - d. The AWSM shall report the results of the website evaluation to the company's board once per year. The report shall include an evaluation of the website compliance, the effectiveness of the training and inform the board regarding the strengths and weaknesses. If improvements to website accessibility are recommended by the AWSM, the presentation should cover the major steps required to achieve improved compliance.

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Website Accessibility Procedure

Background

The Americans with Disabilities Act (ADA) generally requires that companies who provide products and services to the public and who use a website to communicate the substance of those products and services, provide individuals with disabilities equal access to those products and services by means of their company website, unless doing so would fundamentally alter the nature of their programs, services, or activities or would impose an undue burden.

Therefore, it is the policy of the company to make proactive efforts to insure that the company's website has accessible features for people with disabilities. This procedure is prepared to assist the company's board of directors to achieve their policy goals.

Importance of the company's Website

Best Care's website provides information about the company in a dynamic and interactive way. The company's website is used to

1. provide information about the company's services;
2. provide information about the company's fees and charges;
3. provide the ability to apply online for certain services;
4. provide a description of the features and benefits of the company's services;
5. provide information concerning the community and markets served by the company;
6. provide opportunities to apply for caregivers to contract with the company's clients;

Providing information on the company's website is important because it serves to:

1. increase convenience and speed in obtaining information about services;
2. reduce costs in providing programs and information about services;
3. increase convenience by reducing the amount of paperwork; and
4. expand the possibilities of reaching new sectors of the community or offering new programs.

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Procedure Guidelines

The accessibility review shall be done semi-annually. The purpose of the review is to ensure that all new and modified web pages and content are accessible by considering not just the website compliance, but feedback from customers and members of the community who require a fully accessible website.

Feedback from users invited

To maximize the return on the company's efforts to make the website accessible to all, the Website Accessibility Procedure states the following:

- We encourage input on improvements, including which pages should be given high priority for change.
- We will ensure that in-house staff and contractors responsible for web page and content development are properly trained.
- To provide a way for visitors to request accessible information or services, please send us a telephone number or E-mail address on contact page.

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