Accessibility Statement

Resilient Roots Therapeutic Services, PLLC Last updated: November 2026

At Resilient Roots, we believe everyone deserves access to care, and that starts with being able to find, read and use the information on our website. We are committed to making our website and our services accessible to people of all abilities, including people who use assistive technology.

Our Standard

We aim to meet the Web Content Accessibility Guidelines (WCAG) 2.2, Level AA. These internationally recognized guidelines help make websites easier to use for people with visual, hearing, motor, cognitive and other disabilities. Accessibility is ongoing work, and we review our website regularly as we add new content.

Steps We Take

- Clear page headings and a simple, consistent layout.
- Text descriptions (alt text) for meaningful images.
- Color contrast and font sizes chosen for readability.
- Pages that can be navigated using a keyboard.
- Plain, welcoming language wherever possible.
- Captions or transcripts for videos we create.
- Our policies offered in alternative formats on request.

Known Limitations

Some parts of our online experience are provided by other companies, such as our online booking system and client portal, our telehealth platform, embedded maps, and social media. We choose vendors with accessibility in mind, but we do not control every part of their platforms. Some older documents may also not be fully accessible yet. If you have trouble with any of these, please contact us and we will help you another way.

Alternative Formats

If any information on our website is hard for you to access, we are happy to provide it in another format, such as large print, plain text by email, or by reading it with you over the phone. Intake forms and paperwork can also be completed with support from our team.

Accessibility in Our Services

If you need a reasonable accommodation to take part in services, please let us know before your appointment. This may include communication assistance, captioning or other supports during telehealth, extra time, help with forms, or accommodations for in person sessions. We will work with you to find what works best.

Feedback and Contact

Your feedback helps us improve. If you run into an accessibility barrier, have a suggestion, or need help accessing anything on our website, please contact us. Let us know the page or feature and the problem you experienced, and we will respond as soon as possible, generally within two business days.

Email: contact@resilientrootsmh.com

Phone: (336) 863-3558

Mail: Resilient Roots Therapeutic Services, PLLC, 31 S. Talbert Blvd #123, Lexington, NC 27292

Please also review our Privacy Policy, Office Policies, and Website Disclaimer, available on our website.