

# **SBS Website Accessibility Statement**

The NYC Department of Small Business Services (SBS) is committed to ensuring its digital content is accessible to and usable by people with disabilities. We are continually improving the user experience for everyone and applying the relevant accessibility standards.

## **Conformance Status**

The Web Content Accessibility Guidelines (WCAG) defines requirements for designers and developers to improve accessibility for people with disabilities. It defines three levels of conformance: Level A, Level AA, and Level AAA. Our digital content is partially conformant with WCAG 2.1 level AA. Partially conformant means that some parts of the content do not fully conform to this accessibility standard.

## **Feedback**

We welcome your feedback on the accessibility of our digital content. Please let us know if you encounter accessibility issues by using the [Website Accessibility Feedback Form](#).

If you need assistance accessing a particular program or service, please reach out to Michelle Barnes-Anderson, Director of Disability Services/Disability Services Facilitator at (212) 618-6717 or [mbarnes-anderson@sbs.nyc.gov](mailto:mbarnes-anderson@sbs.nyc.gov).

## **Assessment Approach**

The NYC Department of Small Business Services assesses the accessibility of its digital content through self-evaluation.

## **Date**

This statement was created on 03/14/2023.