

Accessibility Statement

Effective Date: June 14, 2025

Practice Name: Journey Inward

Practitioner: Shawna Fanning, LMHC, LADC-I

Location: 310 Court St, Suite 103, Plymouth, MA 02360

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Email: shawnafanning@journeyinwardhealing.com

Website: journeyinwardhealing.com

Commitment to Accessibility

Journey Inward is committed to providing an inclusive and accessible experience for all clients, visitors, and website users. We strive to ensure that individuals with disabilities have full and equal access to the services we offer, in compliance with the Americans with Disabilities Act (ADA), Section 504 of the Rehabilitation Act, the Massachusetts Public Accommodation Law (M.G.L. c. 272, § 98), and all other applicable federal and state accessibility standards.

Physical Accessibility

Our physical office location at 310 Court Street, Suite 103, Plymouth, MA 02360 is **fully wheelchair accessible**:

- Accessible entry with ground-level access
- Reserved accessible parking available on-site
- Wheelchair-accessible doorways and hallways
- Barrier-free interior design
- Accessible restrooms that meet ADA standards

If you have any additional accommodation needs prior to your visit, please contact us at **339-526-2109** or **shawnafanning@journeyinwardhealing.com** so we can best support your comfort and access.

Communication Accessibility

We are committed to effective communication with all clients. Reasonable accommodations can be provided to support individuals with communication-related disabilities, including:

- Alternative formats of printed materials (large print, digital)

- Use of assistive technology for telehealth sessions
- Written communication as an alternative to voice calls when requested

For telehealth services, we use HIPAA-compliant platforms that are compatible with screen readers and other assistive devices.

Website Accessibility

We are actively working to ensure that our website, journeyinwardhealing.com, is accessible to individuals with disabilities and aligns with best practices and standards defined by the **Web Content Accessibility Guidelines (WCAG) 2.1, Level AA**.

If you encounter any content, feature, or functionality on the website that is not fully accessible to you, please contact us so that we can provide an alternative means of access or address the issue promptly.

Requesting Accommodations

If you require a specific accommodation or have questions about the accessibility of our practice, please contact:

Shawna Fanning, LMHC, LADC-I

Email: shawnafanning@journeyinwardhealing.com

Phone: **339-526-2109**

We will do our best to respond to all accessibility inquiries and requests in a timely and respectful manner.

Feedback and Improvements

We welcome and encourage feedback on how we can improve accessibility for all clients and visitors. Please let us know if there are ways we can make your experience more accessible or inclusive.