

Accessibility Statement

Version 1.0

Commitment to Accessibility

The **Virgin Islands Housing Finance Authority (VIHFA)** is committed to ensuring that our programs, services, and digital resources are accessible to all individuals, including people with disabilities. We believe in equal access and usability and strive to meet or exceed recognized accessibility standards across our online platforms.

Accessibility Standards and Compliance

VIHFA aims to conform to the **Web Content Accessibility Guidelines (WCAG) 2.1 Level AA** and the **Section 508 Standards** of the Rehabilitation Act of 1973, as amended.

These standards define how to make web content more accessible to people with a wide range of disabilities, including visual, auditory, physical, speech, cognitive, and neurological disabilities.

To ensure accessibility, VIHFA:

- Incorporates accessibility considerations in the design and maintenance of our website.
- Conducts periodic audits using automated tools and manual testing.
- Trains staff and web developers on digital inclusion and accessible communication practices; and
- Collaborate with external partners to maintain compliance.

Known Limitations

We acknowledge that some content on **vihfa.gov** may not yet be fully accessible. Areas we are actively working to improve include:

- **PDF Documents:** Some older files may not contain proper tagging for screen readers.
- **Multimedia Content:** Certain videos may lack captions or transcripts.
- **Third-Party Content:** Linked or embedded external platforms may not fully meet accessibility standards.

If you encounter an accessibility barrier, please contact us so we can provide the information or assistance you need.

Feedback and Assistance

We welcome your feedback on the accessibility of our website and digital resources.

If you experience any difficulty accessing information on **vihfa.gov**, please reach out using the following contact methods:

Email: it@vihfa.gov

Phone: (340)772-4432

TTY/Relay Service: Dial 711 or the appropriate relay service for your area

Mailing Address:

Virgin Islands Housing Finance Authority
100 Lagoon Complex, Suite 4
St. Croix, VI 00840

We aim to respond to feedback or accommodation requests within **five (5) business days**.

Ongoing Efforts

VIHFA is committed to continuous improvement in digital accessibility.

Our ongoing initiatives include:

- Regular accessibility testing and remediation.
- Collaboration with technology partners to maintain compliance.
- Integration of accessibility requirements into all new web projects; and
- Periodic staff training to promote inclusive design and communication.

Compatibility and Supported Technologies

Our website is designed to be compatible with the latest versions of major browsers and assistive technologies, including:

- Chrome, Edge, Firefox, and Safari
- Screen readers such as JAWS, NVDA, and Voiceover
- Keyboard-only navigation and magnification tools

If you use different assistive technology and encounter difficulties, please let us know.

Statement Scope

This accessibility statement applies only to digital content on www.vihfa.gov and associated subdomains managed by the Virgin Islands Housing Finance Authority.

It does not apply to third-party applications, linked websites, or services not directly controlled by VIHFA.