

Accessibility Statement

Effective Date: March 23, 2025

Organization: NCIC Correctional Services

Commitment to Accessibility

NCIC Correctional Services is committed to ensuring that our incarcerated communications services are accessible to all users, including individuals with disabilities. We strive to meet or exceed the requirements of the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA and applicable federal and state accessibility regulations.

Scope of Services

This accessibility statement applies to all digital and telecommunication interfaces provided by NCIC Correctional Services, including:

- Web-based communication portals
- Mobile and kiosk-based interfaces used in correctional facilities
- Correctional education tablets and communication devices
- Video visitation and communication platforms
- Integration with third-party accessibility services, including Purple Communications Video Relay Services (VRS) for individuals who are deaf or hard of hearing

Accessibility Features

Visual Accessibility

- Text alternatives for non-text content (e.g., icons, images)
- Adjustable text size and responsive layouts
- Sufficient color contrast to meet WCAG 2.1 AA standards
- Compatibility with screen readers and assistive technologies

Auditory Accessibility

- Integration with Purple Communications VRS to enable real-time communication for users who are deaf or hard of hearing
- Availability of the Purple Communications VRS application on correctional education tablets, enabling direct access for incarcerated users
- Support for American Sign Language (ASL)-based communication for both incarcerated individuals and external participants using ASL (e.g., family members, legal representatives, and other visitors)
- Proprietary hearing-impaired accessibility settings available across our platforms, including tablets and visitor interfaces, designed to enhance communication usability
- Captioning support where applicable
- Visual indicators for audio alerts and notifications

Motor and Mobility Accessibility

- Full keyboard navigation for all critical functions
- Accessible touch targets and simplified interface design
- Support for assistive input devices

Cognitive Accessibility

- Clear, consistent navigation and labeling
- Plain language instructions where possible
- Error identification and guidance for correction

Third-Party Services

We partner with Purple Communications to provide Video Relay Services (VRS). While we strive to ensure seamless integration, accessibility of third-party services is also subject to the provider's compliance.

Ongoing Improvements

Accessibility is an ongoing effort. We regularly:

- Conduct accessibility audits and testing
- Engage users with disabilities for feedback
- Train staff on accessibility best practices
- Update systems to address identified issues

Limitations

Due to the secure and controlled nature of correctional environments, certain accessibility features may be constrained by facility hardware, network limitations, or security requirements.

Feedback and Support

If you encounter accessibility barriers or need assistance, please contact us:

- Email: info@ncic.com
- Phone: 800-943-2189
- Mail: PO Box 551, Longview, TX 75606

Compliance Status

NCIC Correctional Services aims to conform with WCAG 2.1 Level AA standards. While we strive for full compliance, some areas may be in the process of improvement.