

COMPANY ADA COMPLIANCE COMMITMENT



As a business dedicated to providing exceptional service to all members of our community, we recognize the importance of complying with the Americans with Disabilities Act (ADA) to ensure equal access and inclusion for individuals with disabilities.

The ADA mandates that businesses like ours take proactive measures to accommodate individuals with disabilities, including those who are Deaf or hard-of-hearing. We are fully committed to upholding these regulations and strive to create an environment that is welcoming, inclusive, and accessible to all.

To ensure ADA compliance for our Deaf and hard-of-hearing customers, we have implemented the following measures:

1. **Effective Communication:** Our staff members are trained to communicate effectively with Deaf or hard-of-hearing customers. We understand the importance of clear communication and are equipped to use alternative methods such as on-site and remote ASL interpreters and assistive technology devices to facilitate interactions.
2. **Signage and Information:** We have installed clear signage throughout our premises to provide important information and directions in accessible formats. This includes signage indicating the location of accessible entrances, restrooms, and other facilities.
3. **Assistive Technology:** We have invested in assistive technology devices to enhance communication and accessibility for our Deaf and hard-of-hearing customers. This may include hearing loop systems, video remote interpreting, or other communication aids to facilitate real-time communication between staff and customers.
4. **Accessible Online Resources:** We have ensured that our website and online platforms are accessible to individuals with disabilities, including those who are Deaf or hard-of-hearing. This includes providing captioning for videos, text alternatives for images, and ensuring compatibility with screen reader software.
5. **Staff Training and Awareness:** Our staff members undergo regular training on disability awareness, ADA compliance, and Deaf Culture Training. This training includes instruction on effective communication strategies, recognizing and addressing the needs of Deaf and hard-of-hearing customers, and providing appropriate accommodations.

We are dedicated to maintaining an environment that is accessible and welcoming to all customers, and we welcome feedback on how we can further improve our accessibility initiatives. If you have any questions or require additional assistance, please do not hesitate to contact us.