

Oakland Service Ventures LLC

Americans with Disabilities Act (ADA) & Accessibility Policy

Our Commitment

Oakland Service Ventures LLC is committed to providing equal access, equal opportunity, and respectful service to individuals with disabilities.

Oakland Service Ventures LLC does not discriminate against any qualified individual on the basis of disability in the provision of services, programs, employment opportunities, or other activities.

Equal Access to Services

Individuals with disabilities have the right to receive Oakland Service Ventures LLC services without discrimination.

Oakland Service Ventures LLC will make reasonable modifications to its policies, practices, and procedures when necessary to provide individuals with disabilities equal access to our services, unless doing so would fundamentally alter the nature of the service or create an undue burden.

Reasonable Accommodations

Clients may request reasonable accommodations or modifications necessary to access or participate in our services.

Examples may include:

- Assistance communicating service needs
- Alternative methods of communication
- Accommodations for individuals with hearing, vision, mobility, or other disabilities
- Coordination with a client's guardian, authorized representative, case manager, or care coordinator when appropriate
- Reasonable modifications to service procedures when necessary for accessibility and safety

Requests will be reviewed individually based on the person's needs and the services being provided.

Effective Communication

Oakland Service Ventures LLC will take appropriate steps to communicate effectively with individuals with disabilities.

When appropriate, reasonable auxiliary aids or services may be provided to support effective communication. Oakland Service Ventures LLC will give primary consideration to the individual's requested method of communication when required by applicable law.

Service Animals

Oakland Service Ventures LLC respects the rights of individuals who use service animals in accordance with applicable federal and state requirements.

Employees will not interfere with, distract, pet, feed, or intentionally separate a service animal from its handler while providing services.

Employment

Oakland Service Ventures LLC provides equal employment opportunities to qualified applicants and employees with disabilities.

Reasonable accommodations will be considered for qualified applicants and employees to enable them to participate in the application process, perform essential job functions, and enjoy equal employment opportunities, unless the requested accommodation would create an undue hardship.

No Retaliation

Oakland Service Ventures LLC prohibits retaliation against any individual who:

- Requests an accommodation
- Raises an accessibility concern
- Files an ADA-related complaint
- Participates in an investigation
- Exercises rights protected under applicable disability laws

ADA Complaints

Any client, employee, applicant, family member, guardian, or authorized representative who believes they have experienced disability discrimination or have been denied reasonable access may submit a complaint to Oakland Service Ventures LLC.

ADA complaints will be reviewed promptly and handled as confidentially as reasonably possible.

Filing a complaint will not result in retaliation or negatively affect a client's authorized services.

Contact Us

To request a reasonable accommodation, report an accessibility concern, or submit an ADA-related complaint, contact:

Oakland Service Ventures LLC
ADA Coordinator / Authorized Representative

Phone: _____

Email: _____

Website: _____

Oakland Service Ventures LLC will continually work to ensure that its services are provided in a manner that promotes **accessibility, dignity, independence, and equal opportunity for individuals with disabilities.**

Equal Access • Equal Opportunity • Respect for Everyone