

# WEBSITE ACCESSIBILITY STATEMENT

## WEBSITE ACCESSIBILITY:

The Town of Lady Lake is committed to ensuring that all visitors and residents, including visitors and residents with disabilities, are able to access and use all of our programs, services, and activities. We recognize that many visitors and residents are increasingly using our website to access information about what we offer, and to take advantage of the website to obtain services.

We also recognize that users of the website who have disabilities may use the website with the assistance of technology, including screen readers, as well as with captioning, transcripts, and the use of other auxiliary aids and services. As outlined below, we want to provide users of our website with information about what we offer, ways to inform us of any difficulties encountered, alternative ways we can offer the services, the time frame for doing so, who to contact, and information about our ADA Grievance Procedure, as discussed below.

Our website offers a wide range of information and services, and we recognize that for users with disabilities, some material on our site may pose challenges. We are interested in hearing from users with disabilities, we want to know about your experiences, and want to address the challenges you identify.

## WHAT TO DO IF YOU ENCOUNTER A PROBLEM USING OUR WEBSITE:

Web accessibility concerns, or any other accessibility concerns, should be brought to the attention of our ADA Officer. We will respond within one business day.

Email: [ada@ladylake.org](mailto:ada@ladylake.org)

Direct Phone Number: 352-751-1505

Mail: Attn: ADA Officer, Town Hall, 409 Fennell Blvd. Lady Lake, Florida, 32159

Please provide the following information:

Your name.

Your phone number.

Your email address.

The date and time you encountered a problem using our website.

The web page or web address on which the problem occurred.

What occurred. What were you unable to do?

Any error messages you received.

We strive to ensure that our website will comply with WCAG 2.0 AA, but recognize that alternatives to using the website should be available in the event that a user with a disability encounters a problem using our website. Should you encounter such a problem, we urge you to contact our ADA Coordinator, who will provide an alternative way to quickly obtain the information you are seeking to obtain through the website. In addition, should you wish to file an ADA Grievance to alert us to any problems you may be experiencing, you may file an ADA Grievance with us.

#### **ONGOING WEBSITE ACCESSIBILITY EFFORTS:**

We are continuously working to identify and address areas needing improvement. We welcome your comments and insights.

The Town has designated an ADA and 504 Officer. We have also developed and published an ADA Grievance Procedure. We are in the process of completing a comprehensive review of our policies and practices for ADA compliance, and are working to enhance our services to the disability community. We have also developed and published an ADA Grievance Procedure by which the Town can be informed of and respond to any ADA or Section 504 concerns.

We are in the process of assessing our website's accessibility. We will be engaging in efforts to identify and correct issues, and developing a schedule for this effort.

#### **POLICY AND TIME FRAME FOR RESPONSES TO REQUESTS FOR ACCOMMODATION:**

Requests for printed material in alternative formats, sign language interpreters, and CART services should be made to the ADA Coordinator no later than five days before the event. You may also wish to share your concerns with us through our ADA Grievance Procedure.

We welcome you to our website and we look forward to assisting you with any concerns.

The Town of Lady Lake is committed to ensuring that all visitors and residents with disabilities, are able to access and use our programs, services, and activities. Our website offers a wide range of information and services. We are interested in hearing from users with disabilities, we want to know about your experiences, and want to address the challenges you identify. Please contact [ada@ladylake.org](mailto:ada@ladylake.org) to provide input or to request information be provided to you in an alternative format.