

**National Federation of the Blind of Ohio (NFB-O)**

**75th annual convention**

**BACK TO THE BASICS AND ENGAGING THE FUTURE**

Join us as we celebrate the National Federation of the Blind of Ohio’s annual convention and expand our circle of participation, connecting blind Ohioans from across the state for what we expect to be the largest gathering of blind people in the history of Ohio.

Considering the ongoing impact and wide-ranging effects of the COVID-19 pandemic, the 2021 state convention will be held virtually.

We encourage you to begin preparing to attend this outstanding event during the weekend of November 5 and 6 of 2021. This Convention will offer blind people an opportunity to learn about accessible technology at our Tech Fair and living with blindness by attending many educational seminars.

**Code of Conduct:**

We welcome all attendees to our convention and embrace diversity, inclusion, and mutual respect. Although we are meeting using Zoom, these concepts are still relevant. To that end please keep the following expectations in mind when you join us:

Through advocacy, public awareness, and mentoring, the National Federation of the Blind provides support to members and advocates for our rights to live the lives we want. As a member or guest at our convention, you represent not only yourself but also our organization. We want you to enjoy your time with us, make new friends, and renew old acquaintances. Although we encourage members to socialize and have fun, the convention also provides an important opportunity to come together to continue the work of our organization, to learn about the important initiatives that we are involved with on a local and national level, and to plan our work for the future.

Please remember these guidelines:

1. Welcome new attendees: Although you will undoubtedly enjoy time with your friends, please reach out to those who have never joined us before and help them to be comfortable. We welcome people from all walks of life and with diverse needs and experiences.
2. Attend and participate in sessions.
3. Harassment will not be tolerated under any circumstances. If your behavior could possibly make anyone uncomfortable, even if you would not be upset by it yourself, do not do or say anything that could be considered inappropriate by others.

**About the NFB-O:**

The National Federation of the Blind of Ohio is a 501(c)3 non-profit organization and a founding affiliate of the National Federation of the Blind. We are proud to be an integral part of the oldest and largest organization of the blind in the United States. We are a diverse group of people dedicated to changing what it means to be blind. Our members work tirelessly to break down the legal, social, and personal barriers to living the lives we want.

The mission of the National Federation of the Blind is to achieve widespread emotional acceptance and intellectual understanding that the real problem of blindness is not the loss of eyesight but the misconceptions and lack of information which exist. We do this by bringing blind people together to share successes, to support each other in times of failure, and to create imaginative solutions.

The National Federation of the Blind knows that blindness is not the characteristic that defines you or your future. Every day we raise the expectations of blind people because low expectations create obstacles between blind people and our dreams. You can live the life you want; blindness is not what holds you back.

The NFB Pledge

I pledge to participate actively in the effort of the National Federation of the Blind to achieve equality, opportunity, and security for the blind; to support the policies and programs of the Federation; and to abide by its constitution.

Membership

The NFB-O is Ohio’s oldest organization comprised of blind and sighted people working together to change what it means to be blind. The 2021 convention will inspire, empower, and celebrate our accomplishments. The NFB of Ohio also provides encouragement, training, and support to families with blind children and to veterans and people who are losing vision or have become blind later in life.

If you would like to join the Ohio affiliate, you may contact William Turner, Membership Coordinator, at (330) 328-9860, and he will refer you to a local chapter in your area.

**National Federation of the Blind of Ohio**

**Proposed 2021 Convention Principles of Voting**

These principles of voting are proposed for consideration by the National Federation of the Blind of Ohio Board of Directors, for recommendation to the Convention.

Nothing in these principles of voting is intended to change Article III, Section A of the National Federation of the Blind of Ohio’s constitution. The Convention remains “the supreme authority of the Federation. It is the legislature of the Federation. As such, it has final authority with respect to all issues of policy, and members in attendance may participate in all convention discussions as a matter of right. Any member of the Federation may make or second motions and propose nominations.” These procedures simply implement the method for following the constitution in an electronic convention.

The below principles and procedures are intended to provide clarity and advanced notice on how the convention will be managed in 2021. This document will be read at the NFB of Ohio board meeting on November 5 and then a second time after the roll call of chapters that afternoon. We will then ask the convention to vote on the proposed policy. Those eligible to vote on this proposal will be any enrolled voters present and voting at the session on November 5 as described below.

An ad hoc committee shall deal with all questions and concerns related to voting. The ad hoc committee will include Eric Duffy, Springfield Chapter; Jordy Stringer, Capitol Chapter; and Patricia McPherson, Greater Akron Chapter. Jordy Stringer shall chair the ad hoc committee.

Voting:

1. All members who are registered for the convention and who opt into the voter enrollment system by the specified time will constitute the pool of convention voters.
2. All votes will first be conducted by voice. If the president is unable to determine the outcome of any vote, he will then call for an electronic vote. On any vote any individual member who is registered for the convention and who has opted into the voter enrollment system by the specified date may also call for an electronic vote.
3. All electronic voting will be done via SMS (text message) or by phone.
4. Any matter must receive 51 percent support of the votes cast by the convention voters present and voting in order to be affirmed.
5. Present and voting means the subset of convention voters who actually cast a vote on a given question. Thus, voters who are indifferent to a matter cannot block its consideration by the Convention by choosing not to cast a vote.
6. All electronic votes will be allocated three minutes for vote time.
7. If voting indicates 75 percent support for or against a question prior to the three-minute period elapsing, the chair may elect to move to the next order of business.
8. An opportunity to practice voting will be offered in the convention on a question that has no impact on the policy of the organization.

**Door Prizes and Registration:**

Registration is now open and free.

Pre-registering for the Ohio convention by October 27, 2021, makes attendees eligible for door prizes. Door prizes will be drawn during pre-convention festivities, general sessions, and the banquet. Registration is required, and you must be present to win. When your name is called, please virtually raise your hand or email ohioprize@gmail.com within two minutes, which is the designated window of time to claim your prize. Also, if you would like to donate a door prize, please alert Ohio’s door prize facilitator, Annette Lutz, at the email address above.

**Resolutions:**

All resolutions must be submitted to the Resolutions Committee Chair, Barbara Pierce, no later than October 24. Resolutions will be considered at the general session on Saturday, November 6, 2021. For questions, email Barbara Pierce at Barbara.pierce9366@gmail.com.

**National Representative:**

The Ohio affiliate is pleased to have Everette Bacon as our National Representative for 2021. We extend a warm welcome to Everette, who is a national leader in the National Federation of the Blind.

Everette Bacon was born in Huntington Beach, California. At the age of five he was diagnosed with cone-rod dystrophy, a condition which had run in his family on his mother’s side for thirteen generations, causing rapid-onset blindness primarily in female family members. Despite the diagnosis, Everette’s family took the advice of teachers and medical experts, believing (or, more accurately, hoping) that since Everette was male and his vision was not deteriorating rapidly like that of other family members, he was unlikely to go blind. As a result Everette did not learn Braille or other alternative techniques during his school years. Looking back, Everette says that his mother and other family members wish that they had encouraged him to learn Braille and other blindness skills.

When Everette was around eighteen his entire family moved to Texas. Everette pursued a degree in church music at Dallas Baptist University. He jokes that he was pushed toward music because “you know, blind people sing.” His first job was teaching a seventh-grade choir, but he found it not to his liking. Searching for other employment in order to earn money to help his wife through medical school, Everette ultimately accepted a management position with Blockbuster Video in 1997. He was very successful in this position, winning several awards and steady promotions. By 2004 he was managing ten stores in the Houston area.

Everette’s eye condition began to worsen, and, instead of giving up, he adapted by using alternative techniques. “I started carrying a cane, mainly for identification, but I was using it when I felt I needed it.” “I was never embarrassed or ashamed about becoming blind, because I grew up around blind people; adapting was something you just became accustomed to doing.” However, when he asked for reasonable accommodations from his employer, instead of granting these accommodations, Blockbuster terminated his employment despite his outstanding record. The company even went so far as to describe Everette’s conduct as “fraudulent,” implying that he had deceived the company about his capabilities, even though he had previously been praised and awarded for his work.

This experience traumatized Everette and his family. His wife, mother, and other family members sent angry emails to everyone they could, urging readers to avoid shopping at Blockbuster based on discrimination against the blind. One of these emails found its way to Scott LaBarre, the president of the National Federation of the Blind of Colorado and a successful disability rights attorney. Scott took Everette’s case, and ultimately Everette received a settlement from Blockbuster. More important, though, he learned about the National Federation of the Blind and the many battles the organization has fought in the effort to advance and protect the civil rights of blind people. “I had heard of the Federation and been told that they were militant,” Everette says, “but my experience taught me the importance of our advocacy.” There are so many reasons to be proud of who we are as blind people, and the Federation has paved the way for our climb to the top of the mountain of civil rights!

In 2004 Everette and his wife, Dr. Angela Peters, moved to Salt Lake City, Utah. Everette became involved in the Utah affiliate and developed what he describes as life-changing relationships with dedicated Federationists like Nick Schmitroth, Karl Smith, and Deja Powell. These friends helped Everette improve his blindness skills and grow in the movement. Everette was also looking for new employment opportunities in Utah and heard about a job opening as a Blindness Skills Teacher at the Utah Division of Services for the Blind and Visually Impaired. Everette remembers speaking with Ray Martin about the fact that he knew nothing about teaching blind people. Martin told him that being blind was the most important qualification. The agency supported Everette in his pursuit of a master’s degree in rehabilitation. He went from teaching technology to supervising the technology staff and now serves as the agency’s field services coordinator, overseeing all of the agency’s technology and employment services, supervising a staff of nine.

Everette began advocating for Utah’s blind residents with an effort to encourage a prominent local cinema chain to incorporate audio description technology into its theaters so that blind people who wanted to experience movies with audio description could do so. An avid movie fan with an extensive collection dating from his Blockbuster days, he believes that audio description can enable blind people to connect more easily with their sighted peers when discussing entertainment. “One of the most valuable lessons I have learned from the NFB is the understanding that blending into society is an important skill. Being able to relate to our sighted colleagues about movies, television, politics, and sports is an excellent path to opportunities that help change common misconceptions about blindness.”

In 2012 Everette was elected President of the National Federation of the Blind of Utah. He is proud of the affiliate’s successful advocacy for a state mini-508 law requiring accessibility of new state websites and procurement of accessible electronic and information technology, subject to fines when agencies fail to comply. His advocacy for accessibility made him an outstanding candidate to serve as the Federation’s representative on the Disability Advisory Committee to the Federal Communications Commission (FCC). He was nominated for appointment to this committee by President Riccobono and duly appointed to serve by the FCC in 2015. Everette is chair of the Utah Library Advisory Board. He also sits on the Utah Assistive Technology Council and the Library of Congress National Library Service for the Blind’s Audio Equipment Advisory Committee (Western Region). He was unanimously elected to the Board of Directors of the National Federation of the Blind at the organization’s 2015 convention. He and Angela and their two dogs live in Salt Lake City, but Everette still roots for his beloved Dallas Cowboys.

**General Zoom Information:**

All events will be held on the Zoom platform, and all times are Eastern Standard Time (EST).

Helpful Zoom Commands

Phone command to mute and unmute: \*6

Phone command to raise and lower hand: \*9

PC shortcut to mute and unmute: Alt a, Mac command: command shift A

PC shortcut to raise and lower hand: Alt Y, Mac command: option Y

**Zoom Meeting Etiquette**

Keep in mind that, upon joining convention, you will be placed on mute. If you wish to speak and are not on the agenda, you may raise your hand. A host will get to you as soon as possible; do not unmute yourself until you are prompted to do so. If you are on the agenda, the host will unmute you as we approach your presentation. Stay on mute if you are not speaking to the group. If on video, please do not eat or move about in any way that could be a distraction to others watching. We recommend that you not activate your video unless you are presenting.

**Zoom Meeting Connection Information**

This year the convention will use a total of four Zoom rooms for the weekend’s events. The main meeting room will be used for the board Meeting, general sessions, and the banquet. Closed Captioning will be available in these sessions.

A link for each meeting appears after the meeting description. There is only one meeting, the Friday, November 5, 2021, 7:30 meeting of the Resolutions Committee, that will require a Passcode. The Passcode for the Resolutions Committee Meeting is 1212. All meetings, including the Resolutions Committee meeting, should be accessible simply by copying the link into a web browser or entering the meeting ID into the Zoom application.

Those who wish to access Zoom by telephone can use one of the below dial-in numbers.

Dial by your location

 +1 646 558 8656 US (New York)

 +1 301 715 8592 US (Washington DC)

 +1 312 626 6799 US (Chicago)

 +1 669 900 9128 US (San Jose)

 +1 253 215 8782 US (Tacoma)

 +1 346 248 7799 US (Houston)

If you have difficulty accessing a meeting, please contact the NFB of Ohio Tech Team for assistance. Please try to access meetings in advance because the Tech Team may not be available once meetings have started.

**National Federation of the Blind of Ohio**

**75th Annual Convention Agenda**

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| **Wednesday, November 3, 2021** |
| 6:30 PM | Rookie Roundup: Introducing the Ohio affiliate, door prizes, and more | <https://zoom.us/j/4081850851>Meeting ID: 4081850851 |
| **Thursday, November 4, 2021** |
| 3:00 PM | Exhibit Seminar: Lab Computers, Inc., Ohio Dept. of Insurance, Vispero, Vanda Pharmaceuticals, and more | <https://zoom.us/j/4081850851>Meeting ID: 4081850851 |
| 7:00 PM | Happy Hour: Music, BYOB, door prizes, and more | <https://zoom.us/j/4081850851>Meeting ID: 4081850851 |
| **Friday, November 5, 2021** |
| 9:00 to 10:15 AM | Hospitality Room will be open for an opportunity to mix and mingle. | <https://zoom.us/j/4081850851>Meeting ID: 4081850851 |
| 10:30 AM to noon | Board of Directors Meeting (open to all) | <https://zoom.us/j/4081850851>Meeting ID: 4081850851 |
| 12:15 to 1:30 PM | Meet and Greet: Come fellowship and network with Federationists and organizational leaders. | <https://zoom.us/j/4081850851>Meeting ID: 4081850851 |
| 2:00--5:00 PM | GENERAL SESSION | <https://zoom.us/j/4081850851> Meeting ID: 4081850851 |
| 2:00 PM Opening Ceremonies: Call to Order, Richard Payne, President, NFB of Ohio 2:05 PM Invocation: Robert Pierce, U.S. veteran and member, NFB of Lorain County2:10 PM National Anthem: Sadie M. McFarland, Member, Ohio Association of Blind students (OASB) 2:15 PM Remarks: State Senator Bob Hackett: Senate sponsor of SB 202, 10th Senate District2:35 PM Roll Call of Chapters: Eric Duffy, Secretary, NFB-Ohio2:40 PM Welcome from the Host Chapter: Annette Lutz, Capital Chapter President, Member, NFBO Board of Directors2:45 PM National Report: Seeking Ideas on Outreach and Visibility: Everette Bacon, national representative, Member NFB Board of Directors3:15 PM How the Pandemic Created a Vehicle for Consumer-Oriented Approach: A Conversation with Opportunities for Ohioans with Disabilities, the Independent Living Network, and Disability Rights Ohio. Presenters: Director Kevin Miller, Opportunities for Ohioans with Disabilities; Greg Dormer, Deputy Director of Bureau of Services for the Visually Impaired (BSVI; Jeremy Morris, Executive Director, Statewide Independent Living Council; and Kerstin Sjoberg, Executive Director, Disability Rights OhioModerator: Jordy Stringer, Executive Director, Southeastern Ohio Center for Independent Living3:55 PM Breaking Stereotypes through Active Advocacy: Kinshuk Tella, President, OABS and Member, NFB-O Board of Directors and Emily Kiehl, Vice President, OABS 4:15 PM If Only Healthcare Staff Had a Better Understanding of the Blind: Chris Sabine, Secretary, Cincinnati Chapter and Deborah Kendrick, author of Navigating Health Care When All they Can See is That You Can’t and member, NFBO Cincinnati Chapter 4:35 PM The Responsibilities of the ADA Coordinator for DAS: James Clinkscale, ADA Coordinator, Manager of Disability Inclusion Enterprise Initiatives & Programs Diversity, Equity, and Inclusion Professional, Office of Diversity, Equity, & Inclusion, State Human Resources Division5 :00 PM Recess |
| 5:30--6:30 PM | Ohio Association of Blind Merchants Meeting Annette Lutz, President | <https://zoom.us/j/9210052380>Meeting ID: 9210052380 |
| 5:30--7:00 PM | Community Service Seminar Cheryl Fields, Chair | <https://zoom.us/j/4081850851>Meeting ID: 4081850851 |
| 7:00--8:00 PM | At-Large Chapter Meeting Colleen Roth, President | <https://zoom.us/j/4080373771>Meeting ID: 4080373771 |
| 7:00--8:00 PM | Ohio Association of Blind Students Meeting Kinshuk Tella, President | <https://zoom.us/j/9210052380>Meeting ID: 9210052380 |
| 7:00--8:30 PM | Communities of Faith Division MeetingDr. Carolyn Peters, President | <https://zoom.us/j/4081850851>Meeting ID: 4081850851 |
| 7:30--8:30 PM | Resolutions Committee Meeting Barbara Pierce, ChairWe encourage the participation of all members. Come help shape and set policies of the NFB of Ohio to advocate for positive change. | <https://us02web.zoom.us/j/4867865473?pwd=OU10YnJPVFBXMGRrNkgxUEpxaE1xQT09>Meeting ID: 4867865473 – Passcode 1212 |
| 8:40 PM | Nominating Committee Meeting Suzanne Turner, Vice President, NFB of Ohio, ChairThis is a closed meeting |  |
| **Saturday, November 6, 2021** |
| 7:30--8:45 AM | Ohio Diabetes Action Network (DAN) meeting Susan Day, President | <https://zoom.us/j/9210052380>Meeting ID: 9210052380 |
| 9:00–Noon | GENERAL SESSION | <https://zoom.us/j/4081850851> - Meeting ID: 4081850851 |
| 9:00 AM Call to Order: Suzanne Turner, Vice President, NFB of Ohio 9:05 AM Invocation: Michael Moore, Member, Greater Akron chapter 9:05 AM Your Rights under the ADA and ACA: Sharla Glass, Public Policy and Community Outreach Liaison, En-Vision America9:35 AM Living the NFB Philosophy: Andra Stover, Member, Greater Akron Chapter9:55 AM Update from the State Library of Ohio: Tracy Grimm, Head of Circulation & Special Services, State Library of Ohio10:20 AM The Evolution of Science Accessibility: Caroline Karbowski, Executive Founder ofSee3D, Inc. Printing for the Blind andBiology Major, Ohio State University College of Arts and Sciences10:45 AM Know Your Rights and Fight for Change: Suzanne Turner, Vice president of NFB of Ohio 11:15 AM Update from the Cincinnati Association for the Blind & Visually Impaired: Teri J. Shirk, President/CEO Cincinnati Association for the Blind & Visually Impaired, and Aaron Bley, CDE Vice President of Community Relations & CDO11:35 AM President’s Report: Back to the Basics and Engaging the Future: Richard Payne, President, NFB of Ohio Noon Recess |
| 12:30--1:45 PM | NFB of Ohio Senior Division MeetingBarbara Pierce, President | <https://zoom.us/j/4081850851>Meeting ID: 4081850851 |
| 12:30--1:45 PM | Ohio Association of Guide Dog Users (OAGDU) MeetingDeanna Lewis, President | <https://zoom.us/j/9210052380>Meeting ID: 9210052380 |
| 1:00--2:30 PM | Ability SeminarChris Sabine, Secretary, Cincinnati Chapter and Ryan Sima, Secretary, Cuyahoga ChapterCome and interact with blind people and understand the capabilities and competencies that enable members of our community to be successful, productive members in business and the nonprofit arena. | <https://zoom.us/j/4080373771>Meeting ID: 4080373771 |
| 2:00--3:30 PM | Introducing Amazon and What's New with Your Amazon DevicesMaggie Stringer, Member, Community Service Committee and Secretary, Capital Chapter | <https://zoom.us/j/4081850851>Meeting ID: 4081850851 |
| 4:00 - 5:30 PM | GENERAL SESSION | <https://zoom.us/j/4081850851> - Meeting ID: 4081850851 |
| 4:00 PM: Call to Order: Richard Payne, President, NFB of Ohio4:05 PM: Nominating Committee Report: Suzanne Turner, Vice President, NFB of Ohio 4:10 PM: Ohio Affiliate Elections4:40 PM: Report of Resolutions: Barbra Pierce, Chair, Resolutions Committee and Member, NFB-O Board of Directors 5:30 PM: Ajournment |
| 7:00--9:00 PM | NFB OF OHIO BANQUET | <https://zoom.us/j/4081850851>Meeting ID: 4081850851 |
| Highlights:* Master of Ceremonies, Eric Duffy, NFB of Ohio Secretary
* Invocation, Dr. Carolyn Peters, Ohio Community of Faith Division President and Member, NFB-O Board of Directors
* Keynote Speaker, National Representative, Everette Bacon, President NFB of Utah and Member NFB National Board of Directors
* Affiliate and Gavel Awards Presentations: Anette Lutz , Chair, Awards Committee; member NFB of Ohio Board of Directors; President, Capital Chapter; and President, Merchants Division
* Scholarship Awards: Jordy Stringer, Chair, Scholarship Committee
* The National Federation of the Blind of Ohio would like to extend our gratitude and thank the Norwalk Ohio Lions for generously supporting our 2021 scholarship program.
* Money for the Movement, Todd Elzey, Treasurer NFB of Ohio, and Secretary, Springfield Chapter
 |
| 9:00 PM | Adjournment |  |
| 9:00 PM | After-Party Stick around after the banquet to fellowship with your NFB-O family. | <https://zoom.us/j/4081850851>Meeting ID: 4081850851 |

**National Federation of the Blind of Ohio**

**2021 Board of Directors**

President:
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**2020-2022**

Marianne Denning, Board of Directors
513-607-6053
Marianne@Denningweb.com
835 Carini Lane, Cincinnati, Ohio 45218

**Sponsors:**

**Vanda Pharmaceuticals**



Vanda Pharmaceuticals is dedicated to raising awareness of Non-24-Hour Sleep-Wake Disorder (Non-24) and supporting the blindness community. Non-24 is a rare circadian rhythm disorder affecting up to 70% of people who are totally blind. People living with Non-24 experience excessive daytime sleepiness and nighttime sleeplessness, which leads to impaired social and occupational functioning. This is due to the misalignment between the internal master body clock and the 24-hour day. To learn more about Non-24 and Vanda Pharmaceuticals, visit us on the web at [www.non-24.com](http://www.non-24.com) or call us at 1-855-856-2424.

**Disability Rights Ohio**



Disability Rights Ohio is a non-profit corporation with a mission to advocate for the human, civil, and legal rights of people with disabilities in Ohio.

**Southeastern Ohio Center for Independent Living - Serving Fairfield and Hocking Counties**.



Founded in 2002, SOCIL is managed by a Board of Directors and staff comprised of mostly persons with various disabilities. The foundation of CIL services is the peer relationship - people with disabilities assisting other people with disabilities as role models and mentors. Each center is unique.

**Cincinnati Association for the Blind & Visually Impaired**



Cincinnati Association for the Blind and Visually Impaired (CABVI) is a private, not-for-profit organization offering comprehensive vision rehabilitation services for people of all ages who are blind or visually impaired.

CABVI is not a state or federal agency and does not directly receive tax dollars. CABVI continues to be a dynamic organization, growing and changing to meet the needs of an increasing number of people in the Greater Cincinnati area. Among the challenges that the new millennium brings will be meeting the quality service, identifying new sources of revenue to address the issues of overall operating expenses increasing at a rate greater than revenue will be required to provide for long-term sustainability. Developing new markets and new products, as well as improved production efficiency, will be required to maintain the viability of the Industries Program and Base Supply Center, as well as new Social Enterprises that are still being developed.

**En-Vision America**



Founded in 1996, the cornerstone of En-Vision America is based on one single premise: to provide those with vision impairment equal access and greater independence through technology.

**Ohio Department of Insurance – OSHIIP**



The Ohio Senior Health Insurance Information Program (OSHIIP) is funded by a federal grant and by the state of Ohio. The Ohio Department of Insurance in Columbus administers the program. OSHIIP assists those enrolled or eligible for Medicare. We will answer your questions about any of the matters listed below:

* Medicare health coverage for seniors and for people under age 65 with disabilities.
* Medicare prescription drug plans.
* Medicare Advantage Plans (example: HMOs and PPOs).
* Medicare supplemental insurance.
* Financial assistance programs for people with limited income.
* Long-term care insurance.

You can reach OSHIIP at <https://insurance.ohio.gov/wps/portal/gov/odi/about-us/divisions/oshiip> or 614-644-2673 or oshipmail@insurance.ohio.gov.

**The Spectrum Accessibility Center of Excellence**



The Spectrum Accessibility Center of Excellence exists to create empowering and inclusive experiences for our customers and employees. We go above and beyond compliance to design universal product experiences that work for everyone. You can learn more about our work at <https://corporate.charter.com/accessibility#:~:text=The%20Spectrum%20Accessibility%20Center%20of,experiences%20that%20work%20for%20everyone>.