

**To: All Touchmark at Fairway Village Personnel and Residents**

**Date: June 30, 2026**

**Policy Statement on Effective Communication and Auxiliary Aids & Services  
for Residents/Companions with a Hearing, Vision, or Speech Disability**

Touchmark at Fairway Village has adopted an Auxiliary Aids & Services Policy to help ensure effective communication with residents and companions who have a hearing, vision, or speech disability, in accordance with federal and state disability laws. A complete copy of the policy, including details on the types of aids and services available and how to request them, is attached and is available from the ADA Communication Services Designee (see name and contact info below) and at the front desk.

**Resident Rights:**

To ensure effective communication with Residents and their Companions with hearing, vision, and or speech disabilities, we provide appropriate auxiliary aids and services free of charge to the Resident or Companion, including qualified sign language and interpreters, video remote interpreting services, and real-time captioning services. We will not require a Resident or Companion to rely on or provide their own interpreter if required for effective communication.

We do not discriminate or retaliate against any individuals for requesting or auxiliary aids or services.

**Personnel Responsibilities:**

Any personnel who recognize or have any reason to believe that a Resident or Companion of a Resident has a hearing, vision, or speech disability, must advise the person that appropriate auxiliary aids and services will be provided free of charge to the Resident or Companion. Personnel must ensure that such aids and services are furnished when appropriate for all services, programs, or activities they are providing. All other personnel should direct a person inquiring about auxiliary aids or services to the ADA Communication Services Designee.

**Complaint Process:**

We have also established an Effective Communication Complaint Resolution Policy to address and resolve internal complaints regarding effective communication with Residents and Companions. Complaints may be submitted orally or in writing to the ADA Communication Services Designee. The ADA Communication Services Designee will promptly review the complaint, conduct or facilitate an investigation, and ensure that appropriate actions are taken in response and that written response is provided to the complainant within 14 days.

**Questions/Contact Info:**

Touchmark at Fairway Village's ADA Communication Services Designee is:

**Name: Heidi Nuce**

**Title: Resident Services Director**

**Phone: 360-254-2866**

**Email: Heidi.Nuce@Touchmark.com**

**Name: Kristal MacNiel**

**Title: Executive Director**

**Phone: 360-254-2866**

**Email: Kristal.MacNeil@Touchmark.com**

Personnel, residents, and companions may direct all requests for auxiliary aids or services, questions or complaints about this policy to the ADA Communication Services Designee.