



# CITY OF HOUSTON

**Sylvester Turner**

Mayor

Gabe Cazares  
Director  
Mayor's Office for People with  
Disabilities  
901 Bagby Street, 1<sup>st</sup> Fl  
Houston, TX 77002  
T. 832.394.0814  
[www.houstontx.gov/disabilities](http://www.houstontx.gov/disabilities)

The mission of the Mayor's Office for People with Disabilities (MOPD) is to ensure that all people understand the importance of equal participation, the right to accessibility and full inclusion of all citizens, including citizens with disabilities. The MOPD has developed this guide to assist you in better serving deaf and hard of hearing customers, and other customers with disabilities who are using the drive-through service during the Coronavirus outbreak, and to comply with Title III of the Americans with Disabilities Act (ADA).

- Greet, smile and take orders from customers with disabilities just as you would any other non-disabled customer;
- Place a signage menu at the drive-through window and at interior cash registers to be given to customers upon request;
- Make pen and paper available at drive-through windows;
- Be patient, communication takes time;
- Train all employees on serving customers with disabilities: and
- Share these best practices with your employees.

For more accessibility tips and tricks, disability etiquette guidance, or general disability questions, contact the Mayor's Office for People with Disabilities (MOPD).

Email: [MOPDmail@houstontx.gov](mailto:MOPDmail@houstontx.gov) Phone: 832-394-0814.

Visit [www.houstonemergency.org/covid19](http://www.houstonemergency.org/covid19) for updated information about local risk, routine protective actions, frequently asked questions, communication resources, rumor control, emergency preparedness tips, and more.