



Oak View Group Secures KultureCity Certification at the Grand River Center

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(DUBUQUE, IA – September 13, 2024) Oak View Group, operators of the Grand River Center, are partnering with KultureCity, a nonprofit organization dedicated to promoting inclusivity and accessibility for individuals with sensory needs. This significant milestone underscores our commitment to fostering inclusivity and accessibility for all guests.

KultureCity's Sensory Inclusive program has gained widespread acceptance among venues, stadiums, cultural institutions, and nationwide. The initiative aims to create welcoming environments for individuals with sensory sensitivities by providing comprehensive training to staff, equipping venues with sensory tools, and offering resources to support guests with sensory needs.

"Oak View Group's goal, along with our partners at the City of Dubuque, have always aimed to make guests feel welcome at the Grand River Center. We are proud to partner with KultureCity to receive specialized training and resources, enhancing our ability to accommodate guests with special sensitivities." Said Oak View Group's Ryan Bonifas, General Manager of the Grand River Center.

The Grand River Center's entire team has successfully completed the certification process. This achievement reflects our ongoing dedication to enhancing the guest experience by ensuring our venue is accessible to all individuals, regardless of their sensory needs. Our team has undergone extensive training to recognize and assist guests with sensory sensitivities, and we have incorporated sensory tools and resources throughout our facility. Our sensory bags include noise-canceling headphones, sunglasses, fidget tools, verbal cue cards, and weighted lap pads, all designed to support guests who might feel overwhelmed by their surroundings.

"Congratulations to the Grand River Center staff and OVG for achieving this certification," said Dubuque Mayor Brad Cavanagh. "The City is proud to partner with an organization committed to being inclusive and accessible to all and grateful they have made this investment in training to be a welcoming venue."

Before visiting the Grand River Center, families can download the free KultureCity App to explore the sensory features and their locations. The app also provides a social story to preview what to expect during their visit. With this app, everyone can stay informed and prepared, ensuring a smooth and enjoyable experience for all.

About Oak View Group

Oak View Group (OVG) is the global leader in live experience venue development, management, premium hospitality services, and 360-degree solutions for a collection of world-class-owned venues and a client roster of arenas, stadiums, convention centers, music festivals, performing arts centers, and cultural institutions. Founded by Tim Leiweke and Irving Azoff in 2015, OVG is the leading developer of major new venues either open or under development across four continents. Visit OakViewGroup.com, and follow OVG on [Facebook](#), [Instagram](#), [LinkedIn](#), and [X](#).

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