

# NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT (ADA)

In accordance with the requirements of title II of the Americans with Disabilities Act of 1990 ("ADA"), the County of Gloucester will not discriminate against qualified individuals on the basis of disability in its services, programs, or activities.

**Employment:** The County of Gloucester does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under title I of the Americans with Disabilities Act (ADA).

**Effective Communication:** The County of Gloucester will, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities to allow equal participation in County programs, services, and activities. Such aids may include qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

**Modifications to Policies and Procedures:** The County of Gloucester will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all County programs, services, and activities. Examples may include relocation of a specific program, service or activity to a more accessible location; the welcoming of service animals or, when possible, extending special courtesies to elderly or disabled individuals upon request.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a County program, service, or activity, should contact the County's ADA Coordinator, through the Division of Human and Disability Services at (856) 384-6842/ New Jersey Relay Service 711, as soon as possible but no later than 48 hours before the scheduled event.

While the ADA does not require the County of Gloucester to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden, the County will make every reasonable effort to accommodate its citizens with disabilities.

Complaints that a County program, service, or activity is not accessible to persons with disabilities should be directed to the ADA Coordinator.

The County of Gloucester will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

# **County of Gloucester**

## **Grievance Procedure Under**

### **The Americans with Disabilities Act (ADA)**

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 (“ADA”). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability by the County of Gloucester in the provision of services, activities, programs, or benefits. The County of Gloucester’s Personnel Policy governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain specifics regarding the alleged discrimination. Complainant must state his/her name, address, phone number and the date and description of the discriminatory action(s). Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available to persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Ms. Lisa Cerny, ADA Coordinator  
Director, Division of Human & Disability Services  
115 Budd Blvd.  
West Deptford, NJ 08096

Within 15 calendar days after receipt of the complaint, the ADA Coordinator, or designee, will meet with the complainant to discuss possible resolutions. Within 15 calendar days of that meeting, the ADA Coordinator will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the County of Gloucester and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the County’s Director of Human Resources.

Within 15 calendar days after receipt of the appeal, the Director of Human Resources, or designee, will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Director of Human Resources will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the ADA Coordinator, appeals to the Director of Human Resources, and responses from these two offices will be retained by the County of Gloucester for at least three years.