

# ADA Non-Discrimination Notice / Grievance

The Division of Human & Special Services offers Americans with Disabilities Act (ADA) advocacy, barrier-free information, and consumer education as a service to county residents, businesses, governmental and non-governmental agencies and municipalities.

ADA Non-Discrimination and Grievance Compliance Procedures were adopted by the Board of Chosen Commissioners on November 25, 2008.

The County of Gloucester complies with all state and federal rules and regulations and does not discriminate on the basis of race, religion, color, national or ethnic origin, sexual orientation, age, marital status or disability in admission to, access to, or operations of its programs, services, or activities. In addition, Gloucester County encourages the participation of people with disabilities in its programs and activities and offers special services to all County residents 60 years of age and older.

The ADA Coordinator for Gloucester County is Lisa Cerny. Inquiries regarding compliance may be emailed to the Division of Human and Disability Services, sent in by calling 856-384-6842/New Jersey Relay Service 711.

## ADA Compliance & Grievance Procedures

NON-DISCRIMINATION NOTICE AND GRIEVANCE PROCEDURES UNDER "THE AMERICANS WITH DISABILITIES ACT OF 1990." (ADA)

Grievance procedures must be established by the County to allow prompt and equitable resolution of disability discrimination complaints and must include ADA Coordinator contact information, and an appeals process.

Non-Discrimination Notice procedures must also be established by the County to inform residents that reasonable modifications will be made to allow people with disabilities to receive services and to ensure participation in County programs, services, activities, and employment.

[County of Gloucester Non-Discrimination and Grievance Procedures \(PDF\)](#)

## Notice Under the Americans with Disabilities Act

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 with disabilities 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 generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in County programs, services, and activities, including 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 & 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. For example, individuals with service animals are welcomed in County offices, even where pets are generally prohibited.

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 [email Lisa Cerny](#), Director, Division of Human and Disability Services, or call 856-384-6842/New Jersey Relay Service 711, as soon as possible but no later than 48 hours before the scheduled event.

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.

Complaints that a County program, service, or activity is not accessible to persons with disabilities should be [emailed to Lisa Cerny](#), Director, Division of Human and Disability Services or 856-384-6842.

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.

## **U.S. Department of Justice ADA Information Line**

For general ADA information, answers to specific technical questions, free ADA materials, or information about filing a complaint call 800-514-0302 (voice) or 800-5124-0383 (TTY). You may also [visit the ADA website](#) for more information.

## COUNTY OF GLOUCESTER

### NON DISCRIMINATION NOTICE AND GRIEVANCE PROCEDURES

Grievance procedures have been established by the County to allow prompt and equitable resolution of disability discrimination complaints, and include ADA Coordinator contact information, and an appeals process.

Non Discrimination Notice procedures have also been established by the County to inform residents that reasonable modifications will be made to allow people with disabilities to receive services and to ensure participation in County programs, activities and employment.

Additional information concerning the ADA may be obtained by contacting the U.S. Department of Justice (DOJ) through a toll-free information line at (800) 514-0301 (Voice) or (800) 514-0383 (TTY). Resources are also available on the website at [www.ada.gov](http://www.ada.gov).

### NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

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 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 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 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; or, welcoming individuals with service animals into County facilities, where pets are prohibited.

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.

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. Complaints that a

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

The County 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.

## **ADA GRIEVANCE PROCEDURE**

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the County of Gloucester. The County'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, New Jersey 08096

Within 15 calendar days after receipt of the complaint, the ADA Coordinator, or designee, will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days of the meeting, the ADA Coordinator will respond in writing, in a format accessible to the complainant, such as large print, Braille, or audio tape, where appropriate. 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, in a format accessible to the complainant, where appropriate, 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.