



Policy Name: Americans with Disabilities Act (ADA)

Effective Date: May 2023

Revision Date:

The Arc of Rensselaer County Policy on Americans with Disabilities Act (ADA)

The American with Disabilities Act (ADA)

The Americans with Disabilities Act of 1990 (ADA) is landmark federal legislation that opens up services and employment opportunities to the millions of Americans with disabilities. The ADA prohibits discrimination on the basis of disability in employment, State and local government, public accommodations, commercial facilities, transportation, and telecommunications. To be protected by the ADA, a person must have a disability or have a relationship or association with an individual with a disability.

ADA Commitment and Compliance

The Arc of Rensselaer County is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis on their disability as provided by the Americans with Disabilities Act. All employees of The Arc of Rensselaer County share direct responsibility for carrying out the agency commitment to the ADA. The office of Human Resources at The Arc of Rensselaer County coordinates internally with all appropriate offices in the investigation of complaints of discrimination, and takes a lead role in responding to requests for information about The Arc of Rensselaer County civil rights obligations and operations.

ADA Complaints

If you wish to file an ADA complaint of discrimination with The Arc of Rensselaer County, please contact:

Chief Human Resource Officer
The Arc of Rensselaer County
79 102nd St.
Troy, NY 12180
Phone: (518)274-3110

What Happens to my ADA Complaint of Discrimination to The Arc of Rensselaer County?

All ADA complaints of discrimination received by The Arc of Rensselaer County are submitted for prompt investigation and resolution. All complaints received will be investigated, so long as the complaint is received within 180 days from the date of the alleged discrimination. The Arc of Rensselaer County will provide appropriate assistance to complainants who are limited in their ability to communicate in English or require accommodation. Complainants will be requested to leave contact information for follow-up about their complaints.

The Arc of Rensselaer County aims to complete investigations into all complaints received, within 90 days of receipt. In instances where additional information is needed to complete an investigation, the investigator will contact the complainant using the contact information provided. Failure of the complainant to provide contact information or any requested additional information may result in a delay in resolution, or the administrative closure of the complaint. The Arc of Rensselaer County has a zero tolerance policy on discrimination and will take appropriate corrective measures in all instances where a violation of The Arc of Rensselaer County non-discrimination policy has been established. Once a complaint investigation is complete, complainants will receive a notice of finding via their preferred/available mode of contact (phone, E-mail, U.S. postal delivery, etc.). If no contact information is provided, a note regarding the outcome of the investigation will be saved on file for a minimum of three years. Complainants can contact The Arc of Rensselaer County administrative office at any time to check on the status of their complaint.

Filing a Complaint Directly to the Federal Transit Administration:

A complainant may choose to file a Title VI complaint with the Federal Transit Administration by contacting the

Administration at:

Federal Transit Administration

Office of Civil Rights

Attention: Complaint Team

East Building, 5th Floor – TCR

1200 New Jersey Avenue, SE

Washington, DC 20590

The Arc of Rensselaer County ADA Complaint Form

The Arc of Rensselaer County is committed to ensuring that no person is denied access to its services, programs, or activities on the basis of their disabilities, as provided by title II of the Americans with Disabilities Act of 1990 (“ADA”).

ADA complaints must be filed within 180 days from the date of the alleged incident.

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, or if you would like to make a verbal complaint, please contact:

Alisa Hobb, Chief Human Resource Officer
The Arc of Rensselaer County
79 102nd St.
Troy, NY 12180
Phone: (518)274-3110 ext 3027

Person Preparing Complaint (if different from Complainant):

Address:

Date of Incident: _____

Please describe the alleged discriminatory incident, including the location(s), if applicable. Provide the names and titles of The Arc of Rensselaer County employees involved, if available.

Description of incident:

Have you filed a complaint with any other federal, state, or local agencies? Yes/No

If so, list agency/agencies and contact information below:

Agency Contact Name:

Street Address, City, State, Zip Code Phone:

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below:

Signature

Date

Printed name