

# Town of Waterford

## NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

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

**Employment:** Town of Waterford 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 ADA.

**Effective Communication:** Town of Waterford will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the Town of Waterford's 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 and Procedures:** The Town of Waterford will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. For example, individuals with service animals are welcomed in The Town of Waterford offices, even where pets are generally prohibited.

**Any person who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of Town of Waterford, should contact the office of:**

Please contact the ADA Coordinator as soon as possible but no later than 48 hours before the scheduled event.

The ADA does not require Town of Waterford to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

Questions, concerns, requests for additional information regarding the ADA or Complaints that a program, service, or activity of Town of Waterford is not accessible to persons with disabilities should be directed to:

## **Dani Gorman, ADA Coordinator**

In person: Senior Services Department  
24 Rope Ferry Rd. Waterford, CT

Phone or Email 860-444-5839 dgorman@waterfordct.org

By mail: 15 Rope Ferry Rd. Waterford, CT 06385

Town of Waterford 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.

# Town of Waterford

## GRIEVANCE PROCEDURE UNDER THE AMERICANS WITH DISABILITIES ACT

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 in the provision of services, activities, programs, or benefits by the Town of Waterford.

The Town's Personnel Policy governs employment-related complaints of disability discrimination. Contact the Human Resources Director for any employment related complaints.

Human Resources Director  
Town of Waterford  
15 Rope Ferry Road  
Waterford, CT 06385

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. A complaint form can be obtained on the Town of Waterford's website or by requesting a form from:

Dani Gorman, ADA Coordinator  
15 Rope Ferry Road Waterford, CT 06385  
860-444-5839

Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for 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:

Dani Gorman, ADA Coordinator 15 Rope Ferry Road Waterford, CT 06385

Within 15 calendar days after receipt of the complaint, Dani Gorman or her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Dani Gorman or her designee 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 Town of Waterford and offer options for substantive resolution of the complaint.

If the response by Dani Gorman or her designee 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 First Selectman or his/her designee

Within 15 calendar days after receipt of the appeal, the First Selectman or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the First Selectman or his/her designee 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 Dani Gorman or her designee, or the First Selectman or his/her designee and appeals to them and responses from these two offices will be retained by the Town of Waterford for at least three years.

Complaints may also be filed with the Federal Department of Justice. Send a letter to the

Department of Justice, at the address below, including the following information:

- Your full name, address, and telephone number, and the name of the party discriminated against;
- The name of the business, organization, or institution that you believe has discriminated;
- A description of the act or acts of discrimination, the date or dates of the discriminatory acts, and the name or names of the individuals who you believe discriminated; and
- Other information that you believe necessary to support your complaint. Please send copies of relevant documents. Do **not** send original documents. (Retain them.)

Sign and send the letter to the address below:

U.S. Department of Justice  
950 Pennsylvania Avenue, NW  
Civil Rights Division  
Disability Rights - NYAVE  
Washington, D.C. 20530

To File a complaint by Fax: (202) 307-1197

To File a complaint by email: ADA.complaint@usdoj.gov

The Disability Rights Section will consider your complaint and inform you of its action. The office will investigate the complaint and determine whether to begin litigation. We will not necessarily make a determination on each complaint about whether or not there is an ADA violation. If we believe there is a pattern or practice of discrimination or the complaint raises an issue of general public importance, we may attempt to negotiate a settlement of the matter or we may bring an action in U.S. District Court. Any such action would be taken on behalf of the United States. We do not act as an attorney for, or representative of, the complainant.

You also have the option of filing your own case in U.S. District Court.

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First Selectman

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Date