

General Administrative Actions

ADA Coordinator:

The Town will name a Coordinator responsible for overseeing all ADA related compliance activities, for ensuring that continued self-evaluation and plan development are done on a regular basis and for receiving and resolving grievances.

It is also the responsibility of the ADA Coordinator to evaluate at least yearly the need for training of town staff, volunteers and officials in policies and procedures regarding Title II obligations and for ensuring that training be provided **as** needed.

PUBLIC NOTICE: The Town had adopted but will now distribute regularly **a Public Notice of ADA Compliance** based on the following model:

Americans With Disabilities Act:

The Town of Harvard does not discriminate **on** the basis of disability and **is** committed to the full participation of persons with disabilities in all programs, services, and activities and in our workforce.

The person named below is responsible for coordinating the Town's compliance with the Americans with Disabilities Act. Inquiries, complaints, requests for communication aids, and other accommodations and assistance should be directed to:

Coordinator (Name and Title)
Town of Harvard, Town Hall
13 Ayer Road, Harvard MA 01451
Phone: 978-456-4100

Copies of this notice are available in large print, audiotape, Braille, and on computer disk. The Town's ADA grievance procedure, Self-Evaluation, and policies and procedures are also available on request.

DISTRIBUTION OF PUBLIC NOTICE:

The *Compliance Notice* will be posted in visible locations in public buildings, and will appear in a short form on the Town's website and other public information materials. It will be made available upon request in alternative formats.

Grievance Procedure:

This grievance procedure is established to meet the requirements of the *Americans with Disabilities Act*. Any person with a disability or authorized representatives who believes that they have been discriminated against on the basis of disability in employment, or the provision of services, activities, programs, or benefits, are encouraged to bring their complaints to the attention of the ADA coordinator named below. A verbal or written complaint should include a description of the alleged discriminatory incident or action, the place and date of its occurrence, and the name of any employee or representative of the Town involved. The complaint should also include the name, address, and phone number of the person bringing the complaint or his/her authorized representative. If assistance is needed to file or pursue the complaint, the ADA Coordinator upon request will provide it. The complaint should be submitted as soon as possible but no later than 60 calendar days after the alleged discriminatory incident to the ADA Coordinator.

Within fifteen calendar days of its receipt, the ADA Coordinator will meet with the complainant to clarify the facts of the incident and discuss possible resolutions. Within fifteen calendar days after the meeting, the ADA Coordinator will respond in writing, or if needed for Effective Communication, in an alternate format preferred by the complainant, such as large print, Braille, or audiotape. The response will explain the position of the Town and present options for substantive resolution of the complaint.

If the ADA Coordinator's response does not satisfactorily resolve the issue, the complainant may appeal the Coordinator's decision within fifteen calendar days of its receipt to the Board of Selectmen, or his or her designee. Within fifteen calendar days of receipt of the appeal, the Board of Selectmen, or his or her designee, will meet with the complainant to further clarify the complaint and discuss possible resolutions. Within fifteen calendar days of the meeting the Board of Selectmen, or his or her designee, will respond in writing or alternate format with a final resolution of the complaint.

Records of all complaints received by the ADA Coordinator and appeals to the Board of Selectmen will be kept on file for at least three years.

Decisions Regarding Undue Burden, Undue Hardship and Fundamental Alteration:

In any circumstance when, in the opinion of the ADA Coordinator, an accommodation, modification or other action, requested under Title II of the ADA may involve an undue financial or administrative burden or hardship, or a fundamental alteration to a program, service or activity; the Coordinator will refer the request to the Board of Selectmen for a final decision and will assist in properly documenting the reason for acceptance or denial of any such request.