



### **Americans with Disabilities Policy Statement**

In accordance with the Americans with Disabilities Act (ADA), Valley Program for Aging Services (VPAS) strives to provide reasonable accommodations and services for persons who require special assistance to participate in our programs and services. Services for persons with hearing or speech loss are available through the Virginia Relay System at 7-1-1, 1-866-894-4116 (voice) or 1-866-246-9300 (TTY).

VPAS' Compliance Officer, Jenn Chestnut, in coordination with the Virginia Board for People with Disabilities, will provide assistance with the Virginia Relay System and services for persons with a physical, visual, or reading disability. Ms. Chestnut may be contacted at (540) 949-7141 or [jenn@vpas.info](mailto:jenn@vpas.info).

### **NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT**

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

**Employment:** VPAS 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:** VPAS will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in VPAS 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:** VPAS will make all reasonable modifications to policies and procedures to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services and activities.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a VPAS program, service or activity, should contact VPAS as soon as possible but no later than 48 hours before the scheduled event.

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

Complaints that a VPAS program, service or activity is not accessible to persons with disabilities should be directed to VPAS' Compliance Officer for review, investigation, and resolution.

VPAS 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.



## **Complaint Procedure Under the Americans with Disabilities Act**

This Complaint 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 Valley Program for Aging Services (VPAS). VPAS' Employee Handbook policy governs employment-related complaints of disability discrimination.

The complaint should be in writing and should contain information about the alleged discrimination such as name, address, phone number of complainant; and location, date and description of the alleged discrimination. Alternative means of filing complaints, such as personal interviews or tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the complainant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to VPAS' Compliance Officer: Jenn Chestnut, [jenn@vpas.info](mailto:jenn@vpas.info) or 325 Pine Avenue, P.O. Box 817, Waynesboro, VA 22980, or 540.949.7141

Within 15 calendar days after receipt of the complaint, VPAS' Compliance Officer or her designee will meet with the complainant to discuss the complaint and the possible resolution. Within 15 calendar days of the meeting, the Compliance Officer 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 VPAS' position and offer options for substantive resolution of the complaint.

If VPAS' response 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 Department of Rail and Public Transportation or its designee.

Within 15 calendar days after receipt of the appeal, the Department of Rail and Public Transportation or its designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Department of Rail and Public Transportation or its 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 VPAS' Compliance Officer or her designee, appeals to the Department of Rail and Public Transportation or its designee, and responses from these two offices will be retained by VPAS for at least three years.