



Personnel Department
County Office Building
197 Main Street
Cooperstown, New York 13326-1129
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OTSEGO COUNTY POLICY 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 Otsego will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities. Retaliation against anyone acting in good faith who has made a complaint under the Otsego County Policy Notice under the Americans with Disabilities Act, or has reported, witnessed or responded to such complaint will not be tolerated.

Employment: Otsego 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 ADA.

Effective Communication: Otsego County will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in Otsego 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 and Procedures: Otsego County 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 harnessed, leashed or tethered service animals are welcomed in Otsego 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 program, service, or activity of Otsego County should contact the *Personnel Office at 607.547.4239* as soon as possible but no later than 48 hours before the scheduled event.

The ADA does not require Otsego County 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 program, service, or activity of Otsego County is not accessible to persons with disabilities should be directed to *Penney S. Gentile, Personnel Officer at 607.547.4238*.

Otsego 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.

Otsego County

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 County of Otsego. The County's Personnel Policy governs employment-related complaints of disability discrimination.

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. 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 sixty (60) calendar days after the alleged violation to:

Penney S. Gentile, Personnel Officer
ADA Coordinator
197 Main Street
Cooperstown, NY 13326

Within fifteen (15) calendar days after receipt of the complaint, *Penney S. Gentile* or *her* designee will meet with the complainant to discuss the complaint and the possible resolutions. Within fifteen (15) calendar days of the meeting, *Penney S. Gentile* 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 County of Otsego and offer options for substantive resolution of the complaint.

If the response by *Penney S. Gentile* or *her* designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within fifteen (15) calendar days after receipt of the response to the Otsego County Attorney or *his/her* designee.

Within fifteen (15) calendar days after receipt of the appeal, the Otsego County Attorney or *his/her* designee will meet with the complainant to discuss the complaint and possible resolutions. Within fifteen (15) calendar days after the meeting, Otsego County Attorney 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 *Penney S. Gentile* or *her* designee, appeals to the Otsego County Attorney or *his/her* designee, and responses from these two offices will be retained by the County of Otsego for at least three (3) years.

06/28/2000
01/13/2015