



Hempstead Adult and Community Education Program

NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

This Notice is provided to you as required by Title II of the Americans with Disabilities Act of 1990.

Program Services: The Hempstead Adult and Community Education Program does not prevent individuals on the basis of a disability admission and participation in its services, programs, or activities. The Hempstead Adult and Community Education Program will make all reasonable modifications to programs to help participation by persons with disabilities. The ADA does not require Hempstead Adult and Community Education Program to make modifications, if the nature of the program was changed or created an undue financial or administrative burden.

Employment: Hempstead Adult and Community Education Program does not discriminate on the basis of disability in its hiring or employment practices.

Communication: Hempstead Adult and Community Education Program will for most requests provide the aids and services for individuals to communicate to participate as everyone else in the programs, services, and activities. If you need help through aids or services in the area of communication to participate in programs of Hempstead Adult and Community Education Program, should contact Ana Baez-Crosswell at (516) 434-4047.

Question, concerns, complaints, or requests for more information regarding the ADA may be forwarded to Hempstead Adult and Community Education Program designated ADA Coordinator.

Name: ***Ana Baez-Crosswell***

Title: ***ADA Coordinator***

Office Address: ***Adult and Community Education Program
185 Peninsula Blvd.
Hempstead, NY 11550***

Phone Number: ***(516) 434-4047***

Webpage: ***www.hempsteadschools.org***

This Notice is available upon request in large print, audio tape and Braille formats.



Hempstead Adult and Community Education Program

THE GRIEVANCE PROCEDURE

- A grievance is a written method for making a complaint.
- If you think you have been discriminated against in an adult literacy program because of your disability, you may:
 1. Clear up your complaint by talking with the people involved;
 2. File a formal grievance with the program; and/or
 3. File your complaint directly with the U.S. Department of Education, Office of Civil Rights.
- A program cannot treat you differently or retaliate against you for filing a complaint. If you feel that the program is treating you differently or treating you badly because you have filed a complaint, report it to the U.S. Department of Education, Office of Civil Rights immediately.



Hempstead Adult and Community Education Program

GRIEVANCE PROCEDURE UNDER THE AMERICANS WITH DISABILITIES ACT

The Hempstead Adult and Community Education Program has adopted this grievance procedure for an individual to file a complaint that the program did not follow Title II of the Americans with Disabilities Act. Title II of the ADA states in part that... no otherwise qualified disabled individual shall, solely by reason of such disability, be excluded from that participation in, be denied the benefits for, or be subjected to discrimination... in programs or activities sponsored by a public entity". This procedure meets the requirements of the Americans with Disabilities Act of 1990 ("ADA").

The Hempstead Adult and Community Education Program's Personnel Policy governs employment-related complaints of disability discrimination.

- A complaint may be filed by you or someone you have asked to act on your behalf.
- The complaint should be in writing and contain:
 - Your name, address, and phone number
 - The name and location of the program that you believe discriminated against you
 - A detailed description of what happened and when it happened
 - The reason for the violation of the ADA that is, you are a person with a disability.
- Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available upon request.
- A complaint should be submitted no later than 60 calendar days after the alleged violation occurred to the person named below who has been designated to coordinate ADA compliance efforts:

Name: ***Ana Baez-Crosswell***

Office Address: ***Adult and Community Education Program
185 Peninsula Blvd.
Hempstead, NY 11550***

Phone Number: ***(516) 434-4047***

Webpage: ***www.hempsteadschools.org***

- Within 15 calendar days a complaint is received, Ana Baez-Crosswell will meet with the complainant to discuss the complaint and the possible resolutions.
- A data gathering process shall follow the filing of a complaint where all interested persons and /or their representatives, if any, have an opportunity to submit information relevant to the complaint.
- Within 15 calendar days after the meeting, Ana Baez-Crosswell 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 Hempstead Adult and Community Education Program and offer options to substantive resolution of the complaint.

- This process shall be conducted by Ana Baez-Crosswell or in her absence, any other person designated by the program or agency director.
- If the response by Ana Baez-Crosswell or her designee does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of the response to the Program Coordinator.
- The above process and time limits for handling a complaint, i.e. meet with the complainant to discuss the complaint and possible resolutions, information gathering and providing a written or appropriate alternative format response with a final resolution of the complaint shall occur at the next higher level of review.
- Ana Baez-Crosswell shall maintain the files and records of Hempstead Adult and Community Education Program all written complaints sent to the program and appeals to other offices. These records will be retained for at least three years.
- A program cannot treat you differently or retaliate against you for filing a complaint. If you feel that the program is treating you differently or treating you badly because you have filed a complaint, report it to the U.S. Department of Education, Office of Civil Rights immediately.
- Complaints to the U.S. Department of Education, Office of civil rights must be filed within 180 days of discrimination or within 60 days after the program/agency has provided communication to you regarding resolution of your complaint.

U.S. Department of Education
Office of Civil Rights
400 Maryland Avenue, S.W.
Washington, D.C. 20202-1100
1-800-421-3481
Web: <http://www.ed.gov/ocr>
E-mail: OCR@ed.gov

- To file a formal complaint with the U.S. Department of Education, Office for Civil Rights (OCR) you should submit in writing the following information:
 - Your name, address, and phone number
 - The name and location of the program that you believe discriminated against you
 - A detailed description of what happened and when it happened
 - The reason for the violation of the ADA that is, you are a person with a disability.
- Make sure enough detail is provided for the Office of Civil Rights to know what happened.