

## 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 Henrico Area Mental Health and Developmental Services will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs or activities.

**Employment:** Henrico 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:** Henrico Mental Health and Developmental Services will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in DRPT'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:** Henrico Area Mental Health and Developmental Services 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.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a Henrico MH/DS program, service or activity, should contact Henrico's ADA Coordinator (Yvonne Russell, (804) 727-8514 as soon as possible but no later than 48 hours before the scheduled event.

The ADA does not require Henrico MH/DS 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 Henrico MH/DS program, service or activity is not accessible to persons with disabilities should be directed to Yvonne Russell, Compliance Officer at (804) 727-8514; 10299 Woodman Rd., Glen Allen, VA 23060.

Henrico Area MH/DS 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.

**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 (Agency Name). (Agency Name) 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 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:

(your agency coordinator's name)  
ADA Coordinator  
Your agency's name, address, and phone number

TTY/TDD (for the deaf or hard-of-hearing),  
1-800-828-1120, or 711

Within 15 calendar days after receipt of the complaint, (Your agency coordinator) or his/her designee will meet with the complainant to discuss the complaint and the possible resolution. Within 15 calendar days of the meeting, (your agency coordinator) or his/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 DRPT's position and offer options for substantive resolution of the complaint.

If (your agency name) 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 his/her designee.

Within 15 calendar days after receipt of the appeal, the Department of Rail and Public Transportation or his/her 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 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 (your agency coordinator) or his/her designee, appeals to the Department of Rail and Public Transportation or his/her designee, and responses from these two offices will be retained by (your agency) for at least three years.