

## **THE AMERICANS WITH DISABILITIES ACT (ADA)**

The Americans with Disabilities Act of 1990 (ADA) is landmark federal legislation that opens up services and employment opportunities to the millions of Americans with disabilities. The ADA affects access to employment; state and local government programs and services; transportation, and access to places of public accommodation such as businesses, non-profit service providers; and telecommunications.

### **LADACIN Network ADA COMMITMENT AND COMPLIANCE**

LADACIN Network is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis on their disability as provided by the Americans with Disabilities Act.

LADACIN Network management, and all supervisors and employees share direct responsibility for carrying out LADACIN's commitment to the ADA. LADACIN Network's Transportation Department ensures accountability in this commitment, and supports all parts of the organization in meeting their respective ADA obligations. The Transportation Department coordinates internally with all appropriate offices in the investigation of complaints of discrimination, and takes a lead role in responding to requests for information about LADACIN Network's civil rights obligations and operations.

### **ADA Complaints**

If you wish to file an ADA complaint of discrimination with LADACIN Network, please contact LADACIN Network via 732-493-5900 ext. 291 or 1703 Kneeley Blvd., Wanamassa, NJ 07712, or use our online form.

### **What Happens to my ADA Complaint of Discrimination to LADACIN Network?**

All ADA complaints of discrimination received by LADACIN Network are routed to local area management for prompt investigation and resolution. All complaints received will be investigated, so long as the complaint is received within 180 days from the date of the alleged discrimination. LADACIN Network will provide appropriate assistance (online and otherwise) to complainants who are limited in their ability to communicate in English or require accommodation. Complainants will be requested to leave contact information for follow-up about their complaints.

LADACIN Network aims to complete investigations into all complaints received, within 90 days of receipt. In instances where additional information is needed to complete an investigation, the investigator will contact the complainant using the contact information provided. Failure of the complainant to provide contact information or any requested additional information may result in a delay in resolution, or the administrative closure of the complaint. LADACIN Network has a zero tolerance policy on discrimination and will take appropriate corrective measures in all instances where a violation of LADACIN's non-discrimination policy has been established.

Once a complaint investigation is complete, complainants will receive a notice of finding via their preferred/available mode of contact (phone, E-mail, U.S. post, etc.). If no contact information is provided, a note regarding the outcome of the investigation will be saved on file for a minimum of three years.

Complainants can contact LADACIN Network's Transportation department at any time to check on the status of their complaint.