



Timothy P. McKeown
President
Board of Directors

Lauren Frary, M.A.
Executive Director

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.

THE ARC OF SOMERSET COUNTY ADA COMMITMENT AND COMPLIANCE

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

THE ARC OF SOMERSET COUNTY management, and all supervisors and employees share direct responsibility for carrying out THE ARC OF SOMERSET COUNTY QUALITY DEPARTMENT ensures accountability in this commitment, and supports all parts of the organization in meeting their respective ADA obligations. The QUALITY DEPARTMENT coordinates internally with all appropriate offices in the investigation of complaints of discrimination, and takes a lead role in responding to request for information about THE ARC OF SOMERSET COUNTY's civil rights obligations and operations.

ADA Complaints

If you wish to file an ADA complaint of discrimination with THE ARC OF SOMERSET COUNTY, please contact THE ARC OF SOMERSET via 908-725-8544 or address below, or use our online form (if applicable).

What Happens to my ADA Complaint of Discrimination to THE ARC OF SOMERSET COUNTY?

All ADA complaints of discrimination received by THE ARC OF SOMERSET COUNTY 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. THE ARC OF SOMERSET COUNTY 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.

Achieve with us.

*141 South Main Street • Manville, NJ 08835 • P: 908.725.8544 • F: 908.704.0850
www.thearcofsomerset.org • A private nonprofit organization • Fed. ID # 22-1968555*

For people with intellectual and developmental disabilities.



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THE ARC OF SOMERSET COUNTY aims to complete investigation 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. THE ARC OF SOMERSET COUNTY has a zero tolerance policy on discrimination and will take appropriate corrective measures in all instances where a violation of THE ARC OF SOMERSET COUNTY 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 THE ARC OF SOMERSET administrative office during regular business hours to request an update on the status of their complaint.

Filing a Complaint Directly to the Federal Transit Administration:

A complainant may choose to file a Title VI complaint with the Federal Transit Administration by contacting the Administration at:

Federal Transit Administration

Office of Civil Rights

Attention: Complaint Team

East Building, 5th Floor – TCR

1200 New Jersey Avenue, SE

Washington, DC 20590

Further questions about THE ARC OF SOMERSET COUNTY ADA OBLIGATIONS

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For additional information on THE ARC OF SOMERSET COUNTY non-discrimination obligations and other responsibilities related to ADA, please call 908-725-8544 or write to:

THE ARC OF SOMERSET COUNTY

141 S MAIN STREET

MANVILLE, NJ 08835

If information is needed in another language or format, please contact our Director of Human Resources at 908-725-8544 x616.

*Si necesita información en otro idioma, comuníquese al (908) 725-8544 x616.

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