

Town of East Longmeadow ADA Policy

Purpose

The Americans with Disabilities Act of 1990 (ADA), as amended, is a federal law that prohibits discrimination against individuals with disabilities in employment and ensures equal access to programs, services, and activities. This policy outlines the Town of East Longmeadow's commitment to compliance with the ADA and provides procedures for reporting and addressing concerns related to accessibility and discrimination.

Policy Statement

The Town of East Longmeadow is committed to fostering an inclusive and accessible environment for all employees, residents, and visitors. We will not discriminate against any qualified individual based on disability in any aspect of employment, including hiring, promotion, discharge, pay, job training, fringe benefits, classification, referral, and other terms or conditions of employment.

Reasonable accommodations will be made to support employees or applicants with documented disabilities unless such accommodations would impose an undue hardship or burden on the department or the Town.

Definition of Disability

Under the ADA, a person is considered to have a disability if they:

1. Have a physical or mental impairment that substantially limits one or more major life activities.
2. Have a history or record of such an impairment.
3. Are perceived by others as having such an impairment.

Responsibilities

- The **Human Resources Director** will collaborate with supervisors and individuals who have documented disabilities to facilitate reasonable accommodations that enable them to fulfill their job responsibilities effectively. This may include steps such as obtaining a medical certification from a treating physician and an interactive process with the employee as necessary, depending upon the circumstances.
- The **ADA Coordinator** for the Town of East Longmeadow will oversee compliance with ADA regulations and address complaints regarding accessibility or discrimination.

Reporting Procedures

Individuals who believe they have experienced discrimination, require accommodations, or have concerns about accessibility should follow these reporting procedures:

1. **Contact the East Longmeadow ADA Coordinator**

- Submit a written or verbal request to the ADA Coordinator at:
Director of Human Resources
Mailing: 60 Center Square, East Longmeadow, MA 01028
Physical: 382 North Main Street, Suite 208, East Longmeadow, MA 01028
(413) 525-5400 ext. 1125
 - The ADA Coordinator will acknowledge receipt of the complaint or request within five (5) business days and conduct an investigation as appropriate.
2. **Escalation to the Massachusetts Commission Against Discrimination (MCAD)**
- If the issue is not resolved satisfactorily or if the individual prefers to file directly with a state agency, complaints can be submitted to the Massachusetts Commission Against Discrimination (MCAD):
MCAD Boston Office
One Ashburton Place, Room 601
Boston, MA 02108
Phone: (617) 994-6000
TTY: (617) 994-6196
Website:
<https://www.mass.gov/orgs/massachusetts-commission-against-discrimination>
3. Complaints to MCAD must be filed within 300 days of the alleged discriminatory act.
4. **Follow-Up and Resolution**
- The ADA Coordinator will provide a written determination regarding the complaint or request within 30 days of receiving it.
 - If further action is required, the matter may be referred to the appropriate department or external agency, including MCAD.

Non-Retaliation

The Town of East Longmeadow strictly prohibits retaliation against any individual who reports a disability-related concern, requests an accommodation, or participates in an investigation conducted under this policy.

Training and Awareness

The Town will provide access to regular training for all employees on ADA compliance to promote understanding and adherence to this policy.

Policy Review

This policy will be reviewed and updated periodically to ensure alignment with federal and state laws.

For further information, please contact the ADA Coordinator/Human Resources Director.