



TOWN OF NORTHFIELD

www.northfieldma.gov
69 MAIN STREET
NORTHFIELD, MASSACHUSETTS 01360-1017

PUBLIC NOTICE

In accordance with the requirements of title II of the Americans with Disabilities Act of 1990 ("ADA"), the Town of Northfield will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs or activities.

Employment: The Town of Northfield does not discriminate on the basis of disability in its hiring or employment practices and complies with all the regulations promulgated by the U.S. Equal Employment Opportunity Commission under title I of the ADA.

Effective Communication: The town of Northfield will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the Town of Northfield'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: The Town of Northfield 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. For example, individuals with service animals are welcomed in the Town of Northfield offices, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of the Town of Northfield, should contact the office of the Town Administrator as soon as possible but no later than 48 hours before the scheduled event.

The ADA does not require the Town of Northfield to take any action that would fundamentally alter the nature of its programs, services, or impose an undue financial or administrative burden. Complaints that a program, service, or activity of the Town of Northfield is not accessible to persons with disabilities should be directed to the Town Administrator.

The Town of Northfield 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, such as retrieving items from locations that are open to the public but are not accessible to persons in wheelchairs.



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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"). This 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 Town of Northfield.

The Town of Northfield's 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 problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible, but no later than 60 calendar days after the alleged violation to: The Town Administrator, Northfield Town Hall, 69 Main Street, Northfield, MA 01360.

Within 15 calendar days after receipt of the complaint, the Town Administrator or the Town Administrator's designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the Town Administrator or the Town Administrator's 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 the position of the Town of Northfield and offer options for substantive resolution of the complaint.

If the response by the Town Administrator or the Town Administrator's designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after the receipt of the response to the Selectboard or the Selectboard's designee.

Within 15 calendar days after receipt of the appeal, the Selectboard, or the Selectboard's designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Selectboard or the Town Selectboard's designee



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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 the Town Administrator or the Town Administrator's designee, appeals to the Selectboard or the Selectboard's designee, and responses from these town offices will be retained by the Town of Northfield for at least three years.