



AMERICANS WITH DISABILITIES ACT NOTICE

The Town of Blandford does not discriminate on the basis of disability in its services, programs, or activities.

The Town of Blandford does not discriminate on the basis of disability in its hiring or employment practices and complies with the ADA title I employment regulations.

The Town of Blandford will, upon request, provide auxiliary aids and services leading to effective communication for people with disabilities, including qualified sign language interpreters, assistive listening devices, documents in Braille, and other ways of making communications accessible to people who have speech, hearing, or vision impairments.

The Town of Blandford will make reasonable modifications to policies and procedures to ensure that people with disabilities have an equal opportunity to enjoy programs, services, and activities. For example, people with service animals are welcomed in The Town of Blandford offices, even where pets and other animals are prohibited.

To request an auxiliary aid or service for effective communication, or a modification of policies or procedures contact the Town Administrator as soon as possible, preferably 15 calendar days before the activity or event.

Send complaints to:

Town Administrator
(413) 848-4279 ex. 502
1 Russell Stage Road
Blandford, MA 01008
administrator@townofblandford.com

GRIEVANCE PROCEDURE

This grievance procedure is established to meet the requirements of the 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 Town of Blandford.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number, email address 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 as soon as possible, preferably within sixty (60) calendar days of the alleged violation to:

Town Administrator
(413) 848-4279 ex. 502
1 Russell Stage Road
Blandford, MA 01008
administrator@townofblandford.com

Within fifteen (15) calendar days after receipt of the complaint, the Town Administrator will meet with the complainant to discuss the complaint and the possible resolutions. Within fifteen (15) calendar days of the meeting, the Town Administrator will respond in writing, and where appropriate, in format that is accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the Town of Blandford and offer options for substantive resolution of the complaint.

If the response by the Town Administrator does not satisfactorily resolve the issue, the complainant may appeal the decision within fifteen (15) calendar days after receipt of the response to the Select Board Chair or designee.

Within fifteen (15) calendar days after receipt of the appeal, the Chair of the Select Board or designee will meet with the complainant to discuss the complaint and possible resolutions. Within fifteen (15) calendar days after the meeting, the Chair of the Select Board or designee will respond in writing, and, where appropriate, in a format that is accessible to the complainant, with a final resolution of the complaint.

EFFECTIVE DATE

This policy was adopted on August 21, 2023