

Anthracite Region Center for Independent Living

ARCIL

General ADA Policy

Title II of the Americans with Disabilities Act of 1990 prohibits discrimination against qualified individuals with disabilities on the basis of disability in its services, programs or activities. ARCIL does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under Title I of the ADA.

ARCIL will make all reasonable modifications to policies and programs to ensure that consumers with disabilities have an equal opportunity to enjoy all of ARCIL programs, services, and activities. A consumer who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in an ARCIL program, service, or activity, should contact ARCIL's Program Director, by phone at (570) 455-9800 Extension 1006, or by email at grodriguez@anthracitecil.org as soon as possible but no later than 48 hours before the scheduled event.

All complaints should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant, location, date, and description of the alleged discrimination. A complaint form can also be requested by calling ARCIL, requesting by mail, or downloaded from our website at anthracitecil.org. The complaint should be submitted no later than 60 days after the alleged violation to the Executive Director, 8 W. Broad Street, Suite 228, Hazleton, PA 18201, by phone at (570) 455-9800 Extension 1003, or by email at dcorcoran@anthracitecil.org.

Within 15 calendar days after receipt of the complaint the Executive Director or their designee will meet with the complainant to discuss the complaint and the possible resolution. Within 15 calendar days of the meeting the Executive Director or their 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 ARCIL's position and offer options for substantive resolution of the complaint.

If ARCIL's response does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision within 15 calendar days after receipt of the response to the Pennsylvania Department of Transportation for transportation complaints and Office of Vocational Rehabilitation (OVR) for all other complaints. All written complaints received by the Executive Director or their designee, appeals to PennDOT or OVR, and responses from these two offices will be retained by Community ARCIL for at least three years.