

CITY OF LYNN



ADA POLICY and PROCEDURES

**Revised September 2011
by the
Lynn Disability Commission**

CITY OF LYNN
ADA POLICY & PROCEDURES
(Revised September 2011)

TABLE OF CONTENTS

I. OVERVIEW.....1

II. ADA COORDINATOR & DISABILITY COMMISSION.....1

III. ADA DEFINITION OF DISABILITY..... 2

IV. GENERAL NONDISCRIMINATION.....5

V. EMPLOYMENT & REASONABLE ACCOMMODATION..... 6

VI. BUILDING ACCESSIBILITY..... 10

VII. COMMUNICATION ACCESSIBILITY.....12

VIII. SURCHARGES & FEES.....14

IX. PUBLIC NOTICE.....14

X. GRIEVANCE PROCEDURE15

APPENDIX

RESOURCES

I. OVERVIEW

This document describes the City of Lynn's policy and procedures for complying with the Americans with Disabilities Act (ADA), a Federal law enacted in 1990. It revises, updates and supercedes the document completed by the City in 1995 and reflects the state of the law as of the date of its publication.

Because the City of Lynn is an employer, its employment activities are covered under Title I of the ADA. In addition, Title II of the ADA covers state and local governments, including the City and its departments, divisions, boards, commissions, agencies and programs. As such, all activities of City departments and entities, City-sponsored public meetings, hearings and programs, City Council and School Committee meetings, etc., are covered under Title II of the ADA.

This document is intended to be used solely as a guideline and is not intended to create additional rights or remedies other than those rights and remedies that the ADA is intended to address.

II. ADA COORDINATOR & DISABILITY COMMISSION

The ADA Coordinator is the official within the City of Lynn who answers disability related questions and addresses any ADA discrimination issues or complaints from employees and citizens. The Coordinator reports directly to the Mayor and City Council on matters that directly impact the City's employees, policies, procedures, programs and services and works to foster partnerships and relationships that will result in better and more complete access for people with disabilities. Disability questions, issues or complaints should be referred to:

Personnel Director / ADA Coordinator

Room 105 - Lynn City Hall

Lynn, MA 01901

Phone:(781)598-4000 Fax:(781)477-7052

Appointed by the Mayor, the Lynn Disability Commission is comprised of up to nine members, the majority of members consisting of people with disabilities. The purpose of the Commission is to provide municipal officials, employees and the public with assistance and guidance and to make recommendations to improve any issue within the City that may negatively impact people with disabilities.

III. ADA DEFINITION OF DISABILITY

The ADA has a three part definition of "disability." An individual with a disability is someone who either:

1. Has a physical or mental **impairment** that **substantially limits** one or more **major life activities**; or
2. Has a **record** of such impairment; or
3. Is **regarded** by others as having such an impairment.

1. Physical or Mental Impairment that Substantially Limits One or More Major Life Activities

Under the ADA, an "impairment" is a physiological or mental disorder.

A "**physical impairment**" is defined as any physiological disorder or condition or anatomical loss affecting one or more of the following body systems: neurological, musculoskeletal, sensory organs, respiratory (including speech organs), cardiovascular, reproductive, digestive, genito-urinary, hemic and lymphatic, skin and endocrine.

A "**mental impairment**" is defined as a mental or psychological disorder, such as an intellectual disability (formerly termed mental retardation), organic brain syndrome, emotional or mental illness, and specific learning disabilities.

Environmental, cultural or economic disadvantages such as a lack of education or a prison record are not impairments under the ADA.

To be a disability covered under the ADA, an impairment must **substantially limit** one or more **major life activities**. These are basic activities that most people in the general population can perform with little or no difficulty, and include, but are not limited to:

walking	learning
seeing	performing manual tasks
speaking	working
hearing	caring for oneself
breathing	standing or sitting

It should be noted that under the ADA, the determination of whether an individual's impairment significantly limits a major life activity should be made **without regard** to any **"mitigating measures"**, that is, assistive devices or medications that the individual might use that help to reduce or eliminate the impairment below that of a substantial limitation.

2. Record of a Substantially Limiting Impairment

People who have a **history of an impairment** that substantially limits one or more major life activities may be protected under the ADA whether or not they currently are substantially limited. For example, people with a history of heart disease or other debilitating illness, whose illness is either cured, controlled or in remission, are covered under the ADA as are people with a history of mental illness. People who may have been misclassified or misdiagnosed as having a disability are also covered under the ADA. These individuals have a record of disability.

3. Regarded as Having a Substantially Limiting Impairment

People who are not substantially limited in a major life activity are covered under the ADA if they are subject to discriminatory treatment because they are perceived to have such a limitation. This part of the definition of disability is meant to protect people from a range of discriminatory actions based on society's "myths, fears and stereotypes" about disability, which can occur even when a person does not have a substantially limiting impairment. Examples would include a person with a prominent facial disfigurement or a person rumored to have HIV (even though he or she does not have such infection) who might be subject to discriminatory **treatment** even though he or she is not, in fact, substantially limited.

IV. GENERAL NONDISCRIMINATION

Neither the City of Lynn nor any of its Departments or entities may refuse to allow a person with a disability to participate in any program, service or activity based solely on the person having a disability. The City must provide **reasonable accommodation** (See Sect. VI Building Accessibility and Sect. VII Communication Accessibility) to a person with a disability who meets the essential eligibility requirements of the program, service or activity unless the provision of such accommodation would **fundamentally alter** the nature of the program, service or activity or cause **undue hardship** to the City.

Generally, the City must provide all programs, services and activities in an integrated setting rather than creating special programs or services just for people with disabilities and may not impose eligibility requirements for participation that either screen out or **tend** to screen out persons with disabilities unless the City can show that such requirements are **necessary** for the provision of the program, service or activity. The City may impose legitimate safety requirements necessary for the safe operation of its programs, services and activities so long as such requirements are based on **real risks** and not on speculation, stereotypes or generalizations about individuals with disabilities.

Additionally, the City must make **reasonable modifications** to all policies, practices and procedures that create barriers to equal access or opportunity for individuals with disabilities, unless such modification would **fundamentally alter** the nature of the policy, practice or procedure or cause an **undue hardship** to the City. The ADA provides for equality of **opportunity** but does not guarantee equality of **results**.

The City and its entities shall maintain policies, practices and procedures that permit the use of **service animals** by individuals with disabilities. Service animal means any dog that is **individually trained** to perform a task for the benefit of an individual with a disability, such task **directly related** to the handler's disability (for example, pulling a person's wheelchair). Dogs whose main purpose is to provide comfort, companionship or protection are not considered service animals.

V. EMPLOYMENT & REASONABLE ACCOMMODATION

"Reasonable accommodation" is a key nondiscrimination requirement of the ADA. In employment terms, it refers to any modification or adjustment in the work environment which enables a qualified person with a disability to: **1. apply for a job 2. perform essential job functions 3. enjoy the benefits and privileges of the facilities provided by the employer.**

Many people with disabilities are excluded from jobs that they are qualified to perform because of unnecessary rules/policies or barriers in the workplace and the work environment. For this reason, the ADA requires reasonable accommodation as a means of overcoming unnecessary barriers that prevent or restrict employment opportunities for otherwise **qualified individuals with disabilities**. A "qualified individual with a disability" is one who meets the skills, experience, education and other job-related requirements of a position and who, with or without reasonable accommodation, can perform the essential functions of a job.

Under the ADA, if an individual with a disability is qualified to perform the essential functions of a job except for functions that cannot be performed because of disability-related limitations and existing job barriers, the City must try to find a reasonable accommodation that would enable this person to perform these functions, **unless doing so would create an undue hardship for the City or would fundamentally alter the nature of the job**. In accordance with the provisions of the ADA, subject to the above, the City will provide reasonable accommodation to qualified municipal job applicants and to qualified employees with disabilities.

Examples of reasonable accommodations that the City may be required to provide, unless doing so would create an undue hardship or alter the nature of the job, include, but are not limited to :

- *Modifying work schedules or reallocation of nonessential tasks**
- *Obtaining or modifying equipment or devices**
- *Modifying training materials or policies**
- *Providing qualified readers or interpreters**
- *Providing reserved parking for an employee with mobility impairment**
- *Allowing an employee to provide equipment/devices that the employer is not required to provide**

Whatever method is employed, the reasonable accommodation must be an **effective** accommodation which provides an opportunity for a qualified person with a disability to achieve the same level of performance or to enjoy benefits and privileges equal to, although not necessarily exactly the same as, those of an average similarly situated nondisabled person.

The City is not required to provide an accommodation to an employee that is primarily for personal use, that is, assists a person in daily activities off the job.

The City need only provide reasonable accommodation to qualified individuals who **identify themselves as having a disability and who have requested a reasonable accommodation**. The City is not required to provide accommodation if unaware of the need. However, the City is responsible for **notifying** job applicants and employees of its obligation to provide accommodations for otherwise qualified individuals with disabilities (See Sect. **IX Public Notice**).

Undue Hardship/Fundamental Alteration of Job

An "undue hardship" is an action that requires **significant difficulty**

or expense when considered in relation to certain factors including the size of the employer, the resources available and the nature of the operations. Undue hardship on the City must always be determined on a case by case basis.

The City is not required to modify its policies, practices or procedures regarding a particular job if it can demonstrate that such modification would fundamentally alter the nature of the position.

Before a City Department Head or Supervisor denies any request for reasonable accommodation, or concludes that a particular accommodation would result in an undue hardship or fundamental alteration of a job, he or she should consult with the City's ADA Coordinator.

If it is determined that a particular accommodation would impose an undue hardship or fundamental alteration, the Department Head and ADA Coordinator still must consider whether there are alternative accommodations that would **not** impose such hardship or alteration.

Process for Providing Reasonable Accommodation

1. The qualified job applicant or employee has the responsibility of informing his/her Department Head or the Personnel Director/ADA Coordinator that some adjustment or change is requested either to assist in the application process or to perform essential functions of a job. **In all instances, the applicant/employee should be provided with a copy of the City's ADA policy.**

2. Requests for accommodation should be carefully evaluated in consultation with the applicant/employee to ensure that the accommodation is reasonable and effective. **All such requests will be treated with confidentiality.**
3. If the reasonable accommodation is relatively simple and straightforward, the Department Head can provide the accommodation without notifying the ADA Coordinator. If the accommodation request is less clear, more complex or more costly, there may need to be a discussion between the applicant/employee, the Department Head and the ADA Coordinator. In this instance, the applicant/employee should complete and sign a **Reasonable Accommodation Request Form (See Appendix).**
4. Upon receipt of such Request Form, the ADA Coordinator will make a determination as to whether additional medical documentation of the qualified applicant/employee's disability or functional limitation is necessary in determining what reasonable accommodation may be needed. If such information is needed, the ADA Coordinator will provide the applicant/employee with a **Medical Provider Authorization Form (See Appendix)** which should be completed, signed and returned within a reasonable period of time.
5. Upon receipt of the completed Medical Form and all related documentation, the ADA Coordinator, in consultation with the Department Head and applicant /employee, will make a determination **within a two week period** as to what accommodation may be reasonable and effective given the particular circumstances of the position in question and will work with the Department Head

to develop and implement a plan for providing the reasonable accommodation in a timely fashion.

6. If the process of requesting reasonable accommodation results in an unsatisfactory accommodation, or the ADA Coordinator has determined that such a request imposes undue financial or administrative burden on the City and therefore is unreasonable, a grievance procedure has been established to process, investigate and mediate complaints at the City level (**See Sect. X Grievance Procedure**).
7. Everyone involved in the reasonable accommodation process will observe strict confidentiality procedures in order to uphold the rights of the applicant/employee with a disability. **All documents from this process will be kept in a confidential file, separate from the applicant/employee's regular personnel file.**

VI. BUILDING ACCESSIBILITY

All City of Lynn business, public meetings, hearings, programs, services and activities must be held only in locations that are accessible to people with disabilities, including people who use wheelchairs. Spaces **donated** for use for such City-sponsored activities are also subject to this requirement.

Under the ADA, the City is required to operate all its programs, services and activities so that, **when viewed in their entirety**, they are readily accessible to and usable by individuals with disabilities. Consequently, individuals with disabilities cannot be excluded from City programs, services and activities because buildings are inaccessible. While providing physical access to facilities

through altering an existing facility is the preferred method, the City is not required to make each facility fully accessible, that is, the City need not remove physical barriers such as stairs in all existing buildings as long as it makes its programs, services and activities accessible to individuals who are unable to use an inaccessible existing facility.

If physical barriers are not removed, the City can provide the programs, services and activities offered in an inaccessible building to individuals with disabilities through alternative methods, such as relocating a program, service or activity to an accessible floor in an otherwise inaccessible facility, or at an alternate accessible site. When choosing between possible methods of accessibility for programs, services and activities, the City must give priority to the choices that offer such services in the **most integrated setting** possible (ie. not just for those with disabilities).

Neither is the City required to make **each part** of a City facility accessible. For example, each restroom in a building need not be made accessible so long as there is clear signage directing people with disabilities to the accessible features and spaces provided.

Consideration must be given in all City facilities to ensure that people with mobility impairments are generally able to move throughout a building as they wish. Aisles and doorways must be kept clear and be wide enough for wheelchair access. Signage must be clear and unambiguous. Braille signage should also be provided. Meeting spaces should be arranged to allow aisles wide enough to permit easy passage for wheelchairs or other mobility aids. Seating plans should allow space for people who use wheelchairs or scooters.

Maintenance of Accessibility Features in City Facilities

Under the ADA, it is the City's responsibility to maintain in good working order all equipment and features of City facilities that are required to provide ready access to individuals with disabilities. All such equipment should be tested **regularly** to ensure that it is in good working order or the City or Department Head must take immediate corrective action to repair the equipment. Equipment which falls into chronic disrepair should be evaluated for complete replacement. Isolated interruptions in the use of accessibility equipment due to servicing and repairs is not a violation of the ADA. The City's obligation to ensure that facilities are readily accessible to and usable by individuals with disabilities **would** be compromised, however, if repairs are not made promptly or if improper or inadequate maintenance causes repeated or persistent failure. All Department Heads should establish procedures to ensure that this obligation is met within their respective departments and should be familiar with all equipment in their location necessary to provide access.

VII. COMMUNICATION ACCESSIBILITY

About 10% of the working age adults in Massachusetts have disabilities that significantly interfere with their ability to communicate. The City of Lynn is committed to ensuring that its Officials, Department Heads, and employees are prepared to address a variety of communication issues generally, and are aware of the need to provide accommodation through the use of a variety of aids and services designed to promote effective communication.

Auxiliary Aids and Services for Effective Communication

For those who are **deaf or hard of hearing** such aids and services

include, but are not limited to:

- Qualified sign language interpreters**
- Computer Aided Real Time Transcription (CART)**
- Telephone handset amplifiers**
- Individual assistive listening devices**
- Open and Closed captioning**
- Telecommunication devices for the deaf (TTYs or TDDs)**

For individuals with **vision impairment**, such aids may include, but are not limited to:

- Qualified readers**
- Large print materials**
- Audio recordings**
- Screen readers**
- Braille materials**

For individuals with **speech impairments**, such aids may include, but are not limited to:

- TTYs or TTDs**
- Speech synthesizers**

In determining what type of auxiliary aid or service is necessary, the City shall give **primary consideration** to the preferences of the individual with the disability. "Primary consideration" means that the City must honor the individual's choice unless it can demonstrate that another equally effective means of communication is available, or that use of the means requested would result in a fundamental alteration in the program, service or activity or in undue financial and administrative burden to the City.

Telephone Emergency Services

Telephone emergency services employed by the City, including 911

services, shall provide **direct access** to individuals who use TTYs. Direct access means that the Emergency Service Provider can directly receive TTY calls without relying on an outside relay service or third party service and must have the appropriate equipment, and use the proper procedures and practices, to communicate with TTY users.

Televised Communication

The audio portion of television or videotaped programming produced by or for the City or its entities, including meetings and hearings, is subject to the requirement to provide equally effective communication for individuals with hearing impairments. Closed captioning or a qualified sign language interpreter is sufficient to meet this requirement.

VIII. SURCHARGES & FEES

The City of Lynn shall not place a surcharge or fee on an individual with a disability or on any group of individuals with disabilities to cover the costs of measures, such as the provision of auxiliary aids or program accessibility, that are required to provide that individual or group with the nondiscriminatory treatment required by the ADA.

IX. PUBLIC NOTICE

All City of Lynn entities must inform people of the protections of the ADA. A notice of nondiscrimination must be posted prominently in all City facilities and must be made available in other ways (**See Public Notice Poster in Appendix**). The target audience for this notice is everyone who interacts or who would potentially interact with the City of Lynn. It is not a one-time requirement but must be provided on an ongoing basis.

It is important to remember that the requirement to provide effective

communication requires that this notice be posted in ways other than just as a printed notice on a bulletin board. Job postings, the City's website, as well as all brochures, flyers, meeting announcements, newsletters, handouts or other publications produced by or for any City department or entity for **distribution to the public** should at least include a "short form" notice. An example of this would be:

The City of Lynn does not discriminate on the basis of disability and may provide auxiliary aids and services, written material in alternative formats and reasonable modifications in policies and procedures to qualified individuals with disabilities.

X. GRIEVANCE PROCEDURE

The City of Lynn has adopted an informal procedure providing for prompt and equitable resolution of complaints alleging any violation of ADA laws and regulations protecting individuals from discrimination based on disability in the provision of programs, services and activities or in its employment practices:

1. A written complaint form must be filed with the Personnel Director/ ADA Coordinator within **thirty (30) days** after the complainant becomes aware of the alleged violation (**See ADA Complaint Form in Appendix**).
2. The complaint **must** contain the name and address of the complainant and include a brief description of the alleged violation(s).
3. Within **seven (7) days** of receipt of a written complaint, the ADA Coordinator shall acknowledge receipt of the complaint in writing to the complainant.

4. Following the filing of a complaint, the ADA Coordinator will, within **thirty (30) days** of the filing, investigate the allegation(s) made by the complainant by reviewing all relevant documents and by discussions with the parties involved and others who may have relevant knowledge of the allegation(s).
5. Within **seven (7) days** after the matter has been investigated, the ADA Coordinator shall make a recommendation to the Mayor that the City should either: **1. resolve the complaint through reasonable accommodation; 2. dismiss the complaint; or 3. attempt to mediate the dispute between the appropriate parties.**
6. Within **ten (10) days** after receipt of the recommendation by the ADA Coordinator, the Mayor shall either **accept, modify or reject** the recommendation and the complainant will be promptly notified in writing.
7. The ADA Coordinator shall maintain a written record of each complaint filed, the action taken, and the disposition of the complaint.
8. The right of a person to prompt and equitable resolution of the complaint filed hereunder shall not be impaired by that person's pursuit of other remedies, such as filing an ADA complaint with the responsible Federal department or agency. Use of this Grievance Procedure is **not** a prerequisite to the pursuit of other remedies.

APPENDIX

Reasonable Accommodation Request Form

Medical Provider Authorization Form

Public Notice Poster

ADA Complaint Form



CITY OF LYNN
REASONABLE ACCOMMODATION REQUEST FORM
For Applicants/Employees and Citizens

To: _____
(ADA Coordinator/Department Head)

From: _____
(Name of person requesting accommodation)

Address: _____
Street Apt. # City State Zip

Telephone: () _____

REQUEST FOR REASONABLE ACCOMMODATION

1. I am requesting accommodation because (circle one): **A** or **B** or **C**
(A) I am requesting accommodation that will allow me to participate in a City offered program, activity or service.
Activity name: _____
(B) I am applying for employment. The accommodation requested will allow me to participate in the process for
(position title): _____
(C) I am currently employed by the City and request a reasonable accommodation. My current job title is:

2. My specific functional limitation is: _____ The accommodation I am requesting is described below. (Describe the type of accommodation; if it is a purchasable item list model, number, cost, where it can be obtained, etc., suggestions for work site or examination site modifications or specific job duties which may be restructured or shared to facilitate employment, participate in the examination or utilize a City program, activity or service.)

3. Describe how this accommodation will assist you. Please attach additional sheets as necessary

CERTIFICATION

I certify that I have a disability or medical condition that requires reasonable accommodation, which will be met by acquiring the equipment, services, or work adjustments described above.

Signature: _____ **Date:** _____

(Over)

Office Use Only

Date of receipt of request: _____ Response date: _____

Requested accommodation: Yes No Alternative accommodation: Yes No

Explanation: _____

Expected accommodation date: _____ Actual accommodation date: _____

Office Use Only

Date of receipt of request: _____ Response date: _____

Requested accommodation: Yes No Alternative accommodation: Yes No

Explanation: _____

Expected accommodation date: _____ Actual accommodation date: _____



CITY OF LYNN
MEDICAL PROVIDER AUTHORIZATION FORM

To be completed by employee/job applicant: check one: Employee Applicant

I (print employee/applicant name) _____

Address: _____

Hereby authorize (Name of medical provider): _____

Medical provider address: _____

To speak to and release any and all information regarding my case and medical file to the City of Lynn Personnel Director/ADA Coordinator relating to my request for reasonable accommodation(s).

Employee/applicant signature: _____ Date: _____

To be completed by Medical Provider:

You are being asked to provide documentation of disability for your patient/client. Please describe your specialty/qualifications to make a diagnosis: _____

To Medical Provider: The above individual has stated that he/she has a disability, defined by the Americans with Disabilities Act as (1) a physical or mental impairment which substantially limits one or more major life activities, or (2) a record of such an impairment, or (3) is regarded as having such an impairment. "Major life activities" means functions such as walking, seeing, hearing, speaking, breathing, learning, caring for one's self, performing manual tasks, reproduction, and working. In your professional opinion does your patient/client have a disability and, if so, please describe the nature of the disability including the relevant diagnosis: _____

Please describe any relevant functional limitations, including (important) which major life activities are substantially limited: _____

Describe any recommended accommodation(s), and how these will enable your patient/client to (a) perform the essential functions of his/her job, or (b) complete the job application process: _____

Additional Comments: _____

Medical Provider

Signature _____ Date _____

Please return completed form to: Personnel Director/ADA Coordinator, Lynn City Hall - Room 105,
3 City Hall Square, Lynn, MA 01901



PUBLIC NOTICE

NON-DISCRIMINATION BASED ON DISABILITY

CITY OF LYNN

The City of Lynn advises its employees, applicants and the public that it does not discriminate on the basis of a person's disability in employment or in access to its programs, services and activities and may provide auxiliary aids and services, written material in alternative formats and reasonable modifications in policies and procedures to qualified individuals with disabilities. The Personnel Director has been appointed by the Mayor to coordinate efforts to comply with the requirements of the Americans with Disabilities Act and various other federal and state laws protecting the rights of people with disabilities

Inquiries, requests and complaints should be directed to:

PERSONNEL DIRECTOR/ADA COORDINATOR

LYNN CITY HALL - ROOM 105

3 City Hall Square, Lynn MA 01901

PHONE (781) 598-4000 FAX (781) 477-7052



CITY OF LYNN ADA COMPLAINT FORM

Instructions: Please fill out both sides of this form completely. Sign and return to the Personnel Director/ADA Coordinator, Lynn City Hall - Room 105, 3 City Hall Square, Lynn MA 01901 or Fax to (781)477-7052.

Complainant Name: _____

Address: _____

City, State and Zip Code: _____

Home Telephone: _____

Business Telephone: _____

Person Discriminated Against: _____
(if other than the complainant)

Address: _____

City, State and Zip Code: _____

Home Telephone: _____

Business Telephone: _____

Individual, or organization, or institution that you believe has discriminated:

Name: _____

Address: _____

City, State and Zip Code: _____

Telephone: _____

When did the discrimination occur? Date: _____

(OVER)

Describe the acts of discrimination providing the name(s) where possible of the individual who discriminated (use additional pages if necessary): _____

Have efforts been made to resolve this complaint through any other means?

Yes _____ No _____

If yes, what is the status of the complaint? _____

Has the complaint been filed with the any Federal, State, or local civil rights agency or court?

Yes _____ No _____

If Yes:

Agency: _____

Contact Person: _____

Address: _____

City, State and Zip Code: _____

County: _____

Telephone Number: _____

Date Filed: _____

Signature: _____ Date: _____

Describe the acts of discrimination providing the name(s) where possible of the individual who discriminated (use additional pages if necessary): _____

Have efforts been made to resolve this complaint through any other means?

Yes _____ No _____

If yes, what is the status of the complaint? _____

Has the complaint been filed with the any Federal, State, or local civil rights agency or court? :

Yes _____ No _____

If Yes:

Agency: _____

Contact Person: _____

Address: _____

City, State and Zip Code: _____

County: _____

Telephone Number: _____

Date Filed: _____

Signature: _____ Date: _____

RESOURCES

This list is a sampling of resources available on issues relating to individuals with disabilities.

MASSACHUSETTS OFFICE ON DISABILITY

www.mass.gov/mod

The Commonwealth's ADA coordinating agency whose purpose is to bring about full and equal participation of people with disabilities in all aspects of life.

MASSACHUSETTS COMMISSION AGAINST DISCRIMINATION

www.mass.gov/mcad

The agency whose purpose is to ensure equality of opportunity by enforcing the Commonwealth's anti-discrimination laws in employment, public accommodations, education, housing, credit and mortgage lending.

MASSACHUSETTS COMMISSION FOR THE BLIND

www.mass.gov/mcb

This agency provides the highest quality rehabilitation and social services to blind individuals leading to independence and full community participation.

MASSACHUSETTS COMMISSION FOR THE DEAF & HARD OF HEARING

www.mass.gov/mcdhh

The commission works to explore innovative solutions for accessible communication and to identify links to resources and supports for those who are deaf, hard of hearing or late-deafened.

MASSACHUSETTS DEPARTMENT OF MENTAL HEALTH

www.mass.gov/dmh

The department provides access to services and supports to meet the mental health needs of individuals of all ages, enabling them to live, work and participate in their communities.

(OVER)

MASSACHUSETTS INFORMATION TECHNOLOGY DIVISION

www.mass.gov/accessibility

This department provides technology related guidance on accessibility for government entities.

ARCHITECTURAL ACCESS BOARD

www.mass.gov/aab

This agency develops and enforces regulations designed to make public buildings accessible to, functional for, and safe for use by persons with disabilities.

U.S. DEPARTMENT OF JUSTICE : OFFICE ON THE ADA

www.ada.gov

The ADA's home page on the web which provides information and technical assistance on all aspects of the Americans with Disabilities Act.

WWW.DISABILITY.GOV

A federal government website that connects those with disabilities or people / organizations who deal with individuals with disabilities to thousands of disability-related resources, programs, services, laws and benefits from federal, state and local government agencies, educational institutions and non-profit organizations.

INDEPENDENT LIVING CENTER OF THE NO. SHORE & CAPE ANN

www.ilcnscsca.org

A service and advocacy center run by and for people with disabilities to support individuals with all types of disabilities to live independently and participate fully in community life.

NEW ENGLAND ADA CENTER

www.newenglandada.org

This center provides information, guidance and training on the ADA, Sect.508, and accessible information technology to individuals living in New England.

This list is a sampling of resources available on issues relating to individuals with disabilities.

MASSACHUSETTS OFFICE ON DISABILITY

www.mass.gov/mod

The Commonwealth's ADA coordinating agency whose purpose is to bring about full and equal participation of people with disabilities in all aspects of life.

MASSACHUSETTS COMMISSION AGAINST DISCRIMINATION

www.mass.gov/mcad

The agency whose purpose is to ensure equality of opportunity by enforcing the Commonwealth's anti-discrimination laws in employment, public accommodations, education, housing, credit and mortgage lending.

MASSACHUSETTS COMMISSION FOR THE BLIND

www.mass.gov/mcb

This agency provides the highest quality rehabilitation and social services to blind individuals leading to independence and full community participation.

MASSACHUSETTS COMMISSION FOR THE DEAF & HARD OF HEARING

www.mass.gov/mcdhh

The commission works to explore innovative solutions for accessible communication and to identify links to resources and supports for those who are deaf, hard of hearing or late-deafened.

MASSACHUSETTS DEPARTMENT OF MENTAL HEALTH

www.mass.gov/dmh

The department provides access to services and supports to meet the mental health needs of individuals of all ages, enabling them to live, work and participate in their communities.

(OVER)