

NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 ("ADA"), the Redevelopment Authority of the County of Cumberland and the Housing Authority of the County of Cumberland (individually and collectively the "Authority") will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Employment: The Authority 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.

Effective Communication: The Authority 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 Authority'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 Authority 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 Authority's 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 Authority, should contact the Executive Director (at the contact information below) as soon as possible but no later than 5 days before the scheduled event.

The ADA does not require the Authority to take any action that would fundamentally alter the nature of its programs or services or impose an undue financial or administrative burden.

Complaints that a program, service, or activity of Authority is not accessible to persons with disabilities should be directed to the Executive Director.

The Authority 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 who use wheelchairs.

**Redevelopment Authority of the County of Cumberland
Housing Authority of the County of Cumberland**

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"). 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 Redevelopment Authority of the County of Cumberland and Housing Authority of the County of Cumberland (individually or collectively the "Authority"). The Redevelopment Authority of the County of Cumberland's Personnel Policy governs employment-related complaints of disability discrimination. The Housing Authority of the County of Cumberland's Housing Choice Voucher Program Administrative Plan and Admissions and Continued Occupancy Plan for the Public Housing Program governs housing related complaints of disability discrimination. This procedure applies to all other disability related grievances.

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:

Mary E. Kuna, Executive Director
114 N. Hanover Street
Carlisle, PA 17013
Phone: 717-249-0789
Fax: 717-249-4071
Email: mkuna@cchra.com

Within 15 calendar days after receipt of the complaint, the Executive Director or her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the Executive Director or her 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 Authority and offer options for substantive resolution of the complaint.

If the response by Executive Director or her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Chairman of the Board of Directors or his designee.

Within 15 calendar days after receipt of the appeal, the Chairman of the Board or his designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Chairman of the Board or his designee 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 Executive Director or her designee, appeals to the Chairman of the Board or his designee, and responses from these two individuals will be retained by the Authority for at least three years.

Housing Authority of the County of Cumberland

ADA Policy

Purpose: To provide citizens with guidelines relating to their responsibilities in dealing with the Americans with Disability Act (ADA) which is not otherwise covered by other policies of the Housing Authority of the County of Cumberland.

Applicability/Coverage: This policy does not apply to housing related accommodations covered by the Housing Choice Voucher Administrative Plan or the Admissions and Continued Occupancy Plan for the Public Housing Program. This policy does not apply to services, programs, activities or facilities that the Authority administers or manages on behalf of any other entity which is covered by its own policy under the ADA or similar federal or state law.

Policy: It is the policy of the Authority to assure that qualified individuals with disabilities have equal and full access to the Authority's services, programs, and activities. Nothing in this policy shall be constructed to impose limitation or to invalidate the remedies, rights and procedures afforded to any qualified individual with disabilities under federal or state law. To that end, the Authority will make every effort to assist qualified individuals with disabilities who request reasonable accommodations by utilizing the guidelines and procedures established by this policy.

Request for Reasonable Accommodations:

If you believe you need an accommodation because of your disability, you are responsible for requesting a reasonable accommodation from the Executive Director if you are a citizen wishing to participate in service, program, or activity not covered by the beforementioned plans. You may make the request orally or in writing. The Authority encourages individuals to make their request in writing on the Authority's Reasonable Accommodation Request Form and to include relevant information, such as:

- A description of the accommodation you are requesting.
- The reason you need an accommodation.
- How the accommodation will help you participate in any service, program or activity.

If you need additional help completing the Reasonable Accommodation Request Form, please contact the Executive Director to make arrangements to receive assistance (contact information listed below). Accommodation requests are granted to any qualified person with a disability for whom such an accommodation is reasonable and necessary under the ADA or other similar federal or state law. However, the Authority is not required to make the specific accommodation requested by you and may provide an alternative, effective accommodation, to the extent any reasonable accommodation can be made without imposing an undue hardship on the Authority.

The Authority makes determinations about reasonable accommodations on a case-by-case basis considering various factors and based on an individualized assessment in each situation.

If your disability or need for accommodation is not obvious, the Authority may ask you to provide a third-party verification that you have a disability within the meaning of the ADA and applicable federal or state laws, and that your disability necessitates a reasonable

accommodation. The Authority will keep confidential any information obtained in connection with your request for a reasonable accommodation.

A reasonable accommodation may be denied only if:

1. The information provided in response to this request is insufficient to support the requested accommodation;
2. The requested accommodation would create an undue financial or administrative burden;
3. The requested accommodation would fundamentally alter the nature of the Authority's service, program or activity; or
4. The requested accommodation would create a direct threat to the safety or well-being of those participating in the service, program or activity.

The Authority strives to make determinations on reasonable accommodation requests expeditiously and will inform the individual once a determination has been made. If you have any questions about a reasonable accommodation request you made, please contact the Executive Director.

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