

# **MONROE COUNTY DEPARTMENT OF DIVERSITY, EQUITY & INCLUSION**

## **RIGHTS AND OPPORTUNITIES FOR PEOPLE WITH DISABILITIES**



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**\*\*This information is available in alternate formats upon  
request\*\***

**POLICY PROHIBITING DISCRIMINATION  
ON THE BASIS OF DISABILITY**

It is the policy of Monroe County government to prohibit discrimination of the basis of disability with regard to:

- Its delivery of services to Monroe County residents
- Its employment practices, and
- Its practices related to procurement and contracting

This policy is in conformance with the Americans with Disabilities Act (ADA) of 1990, as amended, with the Federal Rehabilitation Act, and with the New York State Human Rights Law. It is also consistent with the County's overall Equal Employment Opportunity Policy with regard to all employees and all applications for County government employment.



**Adam J. Bello**  
**County Executive**

*Note: The County's policy applies only to the functions under its control. It cannot be held responsible for functions controlled by other entities, e.g. non-County governments, private business, the Airlines, etc.*

## **WHO IS PROTECTED BY THE AMERICANS WITH DISABILITIES ACT (ADA)**

**You are protected if you are otherwise qualified and in any of the following groups:**

- You have a physical or mental impairment that substantially limits a life function, such as seeing, hearing, speaking, walking, breathing, performing manual tasks, learning, caring for yourself or working.
- You have a record of having a physical or mental impairment, such as a previous illness or disease that is currently in remission.
- You are regarded as having such impairment, although you do not have a substantial limitation.
- You have a known relationship or association with a person, such as a spouse, who has a disability (pertains to employment).

**You are protected as:**

- A qualified applicant for or potential user of County services, programs and activities.
- A current user of or participant in County services, programs and activities.
- A qualified applicant for County employment or Civil Service tests.
- A Monroe County government employee.

## **ACCESSIBILITY OF PROGRAMS, SERVICES AND ACTIVITIES, CONTRACTING AND PROCUREMENT**

Monroe County government makes every effort to provide programs, services and activities that are accessible to and usable by qualified individuals with disabilities:

- by making application processes and delivery of services accessible to and usable by qualified people with disabilities. This includes utilizing barrier-free practices, effective means of communication, and by making appropriate and reasonable accommodations when required by our customers with known disabilities.
- by arranging to have the Legislature and other public meetings, hearings and events held in accessible locations, and by providing sign language interpreters, assistive listening devices, brailled and taped documents, and other forms of accommodations including staff assistance upon request.

- by maintaining physical accessibility of all programs, services and activities in County facilities, and by providing accessible parking, rest rooms, signage and other features at County sponsored public events.
- by adhering to policies, practices and procedures, which provide equal access to County procurement and contracting opportunities.
- by providing confidential, responsive and timely procedures for handling disability related complaints, concerns, suggestions and requests for information.

## **ACCESSIBILITY AND REASONABLE ACCOMMODATIONS WITH REGARD TO EMPLOYMENT OPPORTUNITIES**

Monroe County Government makes every effort to maintain employment practices which are non-discriminatory, and which provide equal employment opportunity to qualified people with disabilities:

- by providing an application process and Civil Service testing arrangements that are accessible to qualified people with disabilities. This includes using barrier-free practices, effective means of communication and making appropriate and reasonable accommodations to the known disabilities of applicants, upon their request.
- by adhering to regulations that prohibit medical inquiries and medical examinations prior to a contingent offer of employment.
- by providing appropriate and reasonable accommodations for employees with known disabilities, upon their request, to assist them in performing the essential functions of their job.
- by utilizing practices and procedures relating to employment with the County which will eliminate discrimination on the basis of disability. This applies to recruitment, advertising, application procedures, hiring, firing, advancement, compensation, tenure, layoff, leave, fringe benefits, and all other terms, conditions and privileges of employment, as well as other employment related activities.
- by providing a confidential, responsive and timely procedure for handling disability-related complaints, concerns, suggestions and requests for information as they may pertain to the workplace.

## **RESPONSIBILITIES OF INDIVIDUALS WITH DISABILITIES**

- **As a qualified applicant for or consumer of County programs, services and activities**
- **As a qualified applicant for employment with the County**
- **As a County employee**

Monroe County respects the privacy, dignity and independence of its citizens and employees. In order for our citizens with disabilities to benefit from disability rights laws and the County's commitment to equal access and equal opportunity, it is important to be aware of the following responsibilities:

**1. Requesting reasonable accommodations:** Individuals are responsible to make known the need for a reasonable accommodation. **Employees** should direct their request to their supervisor. **Customers** should direct their request to the County staff person with whom they will be communicating.

**Examples of such accommodations for County customers include, but are not limited to:**

- brailled or taped materials
- sign language and oral interpreters
- assistive listening device
- assistance of a staff member

**A County employee might require, for example,**

- a physical change to a work station or part of a building
- a piece of assistive equipment
- a change in how or when an essential job function is performed

It is the right of a customer, applicant or employee to have necessary, appropriate and reasonable disability related accommodations. It is the County's policy to make these accommodations upon request.

**2. Submitting Complaints:** Disability related complaints or concerns may be directed to the County's ADA Manager or to another appropriate contact person as indicated on the next page.

Most concerns and issues are resolved easily and quickly through an informal process. The County also has a formal Complaint Procedure. For information contact the ADA Manager.

The County attempts to resolve complaints in a timely and responsive manner when they are brought to the attention of the appropriate contact person.

County customers and employees also have the right to bring a complaint to the EEOC, the New York State Division of Human Rights, the Department of Justice, or other appropriate administrative agency.

**3. Community Feedback:** Our citizens are welcome to contact the County's ADA Manager with comments or suggestions regarding the County's efforts to comply with the ADA.

## WHO TO CONTACT FOR ASSISTANCE

### **For County programs, services and activities:**

To request information regarding accessibility, or to request disability related accommodations, please contact the County Department that is sponsoring the activity.

### **For Employment application process, Civil Service test arrangements, other employment related services:**

To request information regarding accessibility, or availability of accommodations for these services, please contact the Department of Human Resources at 753-1700 (voice/NY Relay).

### **For Disability-related complaints, concerns, or suggestions regarding:**

- accessibility of County owned or leased property, or related handicapped parking
- general information regarding the accessibility of programs, services and activities
- **disability related employment complaints**, such as a lack of job related accommodations, or suspected discrimination on the job
- **disability related complaints pertaining to customer services**, such as a lack of accommodations or suspected discrimination

- complaints pertaining to County practices (in delivery of services to customers, or in employment) that may result in possible discrimination or inaccessibility
- other matters pertaining to applicable disability rights laws and the County's compliance,

Please contact:

**Ebony Burgess**

**Monroe County**

**Americans with Disabilities Act (ADA) Compliance Officer**

(585) 753-2406 (voice/NY Relay)

ADA@monroecounty.gov

50 West Main Street

Rochester, NY 14614