

Policy: 404
Subject: Americans with Disabilities Act Compliance Policy
Reviewed:
Approved: 05/24/2016
Revised:

The Milford Public Library affirms its support of equal access for persons with disabilities and the Americans with Disabilities Act. The Library seeks to make its services, facilities, and programs as accessible as possible to the public, including those with disabilities. The following procedures have been developed in order to assist the Library in addressing concerns about accessibility.

People who wish to request accommodation about accessibility at the Milford Public Library have access to this three-step process:

Step One: Requests for accommodation about accessibility can be presented in person by use of the Reasonable Accommodation Request Form 404 or over the phone. Assistance in completing this form is provided as needed. These should be addressed to the Library Director who then makes every attempt to provide accommodation and/or resolve the issue without further recourse to this procedure.

Step Two: If resolution is not achieved by Step One, a complaint can be presented in writing on an Accessibility Complaint Form 404.1 or over the phone within 180 days of the incident. Assistance in completing this form is provided as needed. Completed forms are reviewed by the Library Director. A formal response is made to the library user within ten working days of the date of original submission of the form. The formal response can be a telephone call, followed by a letter confirming the telephone discussion, or directly by letter. The Library Director will make every attempt to resolve the issue through this means.

Step Three: If resolution is not achieved by Step Two, the concerned individual can request that the complaint be presented to the Library Board. The Library Director will place the matter on the agenda so that the concerned individual can present his or her concern at the next regularly scheduled Library Board meeting. The decision of the Library Board is final for the Library. If resolution still is not achieved, the concerned individual may wish to pursue other courses of action as described in the American with Disabilities Act and related regulations.

For further information:

In accordance with Section 35.106 of the ADA's Title II Regulations, all applicants, participants, beneficiaries, and other interested persons are advised that further information may be obtained from this local government and from the Office on the Americans with Disabilities Act.

Phone numbers:

800-514-0301 (voice)

800-514-0383 (TTY)

Mailing address:

U.S. Department of Justice
950 Pennsylvania Avenue, NW
Civil Rights Division
Disability Rights Section - NYA
Washington, DC 20530