



## **THE AMERICANS WITH DISABILITIES ACT (ADA)**

The Americans with Disabilities Act of 1990 (ADA) is landmark federal legislation that opens up services and employment opportunities to the millions of Americans with disabilities. The ADA affects access to employment; state and local government programs and services; transportation, and access to places of public accommodation such as businesses, non-profit service providers; and telecommunications.

## **COMMUNITY ACCESS UNLIMITED ADA COMMITMENT AND COMPLIANCE**

Community Access Unlimited is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis on their disability as provided by the Americans with Disabilities Act.

Community Access Unlimited's management, and all supervisors and employees, share direct responsibility for carrying out Community Access Unlimited's commitment to the ADA. Community Access Unlimited's Human Resources Department ensures accountability in this commitment, and supports all parts of the organization in meeting their respective ADA obligations. The Human Resources Department coordinates internally with all appropriate offices in the investigation of complaints of discrimination, and takes a lead role in responding to requests for information about Community Access Unlimited's civil rights obligations and operations.

### **ADA Complaints**

If you wish to file an ADA complaint of discrimination with Community Access Unlimited, please contact Community Access Unlimited via phone at (908) 354-3040 or by mail to 80 West Grand Street, Attention: Human Resources Department, Elizabeth, NJ 07202.

### **What Happens to my ADA Complaint of Discrimination to Community Access Unlimited?**

All ADA complaints of discrimination received by Community Access Unlimited are routed to local area management for prompt investigation and resolution. All complaints received will be investigated, so long as the complaint is received within 180 days from the date of the alleged discrimination. Community Access Unlimited will provide appropriate assistance (online and otherwise) to complainants who are limited in their ability to communicate in English or require accommodation. Complainants will be requested to leave contact information for follow-up about their complaints.

Community Access Unlimited aims to complete investigations into all complaints received, within 90 days of receipt. In instances where additional information is needed to complete an investigation, the investigator will contact the complainant using the contact information provided. Failure of the complainant to provide contact information or any requested additional information may result in a delay in resolution, or the administrative closure of the complaint. Community Access Unlimited has a zero tolerance policy on discrimination and will



take appropriate corrective measures in all instances where a violation of Community Access Unlimited's non-discrimination policy has been established.

Once a complaint investigation is complete, complainants will receive a notice of finding via their preferred/available mode of contact (phone, E-mail, U.S. post, etc.). If no contact information is provided, a note regarding the outcome of the investigation will be saved on file for a minimum of three years. Complainants can contact Community Access Unlimited's Human Resources Department at any time to check on the status of their complaint.

**Filing a Complaint Directly to the Federal Transit Administration:**

A complainant may choose to file a Title VI complaint with the Federal Transit Administration by contacting the Administration at:

Federal Transit Administration  
Office of Civil Rights  
Attention: Complaint Team  
East Building, 5th Floor – TCR  
1200 New Jersey Avenue, SE  
Washington, DC 20590

**Further questions about Community Access Unlimited ADA Obligations**

For additional information on Community Access Unlimited's non-discrimination obligations and other responsibilities related to ADA, please call (908) 354-3040 or write to:

Community Access Unlimited  
Attention: Human Resources Department  
80 West Grand Street  
Elizabeth, NJ 07202