

**St. John of God Community Services
Americans with Disabilities Act Complaint Policy**

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.

St. John of God Community Services ADA Commitment and Compliance

St. John of God Community Services hereby gives public notice that it is the policy of the ALPS Program including program participant transportation to assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, the Americans with Disabilities Act of 1990 and all related statutes and regulations in its program and activities.

St. John of God Community Services is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of their disability as provided by the Americans with Disabilities Act of 1990 (ADA). Furthermore, no person shall be excluded from any services on the grounds of race, color, national origin, age, sex or sexual orientation.

St. John of God Community Services' management, and all supervisors and employees share direct responsibility for carrying out St. John of God Community Services' commitment to the ADA. St. John of God Community Services' Transportation and Quality Assurance Departments will be responsible for ensuring accountability to this commitment and supports all parts of the organization in meeting their respective ADA obligations. These departments will coordinate internally with all appropriate offices in the investigation of complaints of discrimination of any kind, and take a lead role in responding to requests about St. John of God Community Services civil rights obligations and operations.

ADA Complaints

If you wish to file an ADA complaint of discrimination with St. John of God Community Services, you may:

- Contact St. John of God Community Services at (856) 348-4700 ext.1135
- Complete form and mail to:

St. John of God Community Services
C/O Quality Assurance Department
1145 Delsea Drive
Westville Grove, NJ 08093

- This form can be found on our website, www.sjogcs.org

1145 Delsea Drive Westville Grove, NJ 08093

*Web: www.sjogcs.org Tel: (856) 848-4700 TTY: (856) 848-4598 General Fax: (856) 384-1512
School Fax: (856) 848-3965*

- Complete and submit the online form by visiting:
<https://www.cognitofrms.com/StJohnOfGodCommunityServices/StJohnOfGodCommunityServicesALPSProgramTitleVIComplaintConcerningTransportationForm>

A complaint may also be filed directly with the Federal Transit Administration at:

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

If you need assistance or require modification with any of St. John of God Community Services or need this information in another language, please call (856) 348-4700 ext. 1135.

What Happens to my ADA Complaint of Discrimination to St. John of God Community Services?

Once a complaint is received, St. John of God Community Services' Director of Quality Assurance (or designee) will gather the facts of the situation regarding the alleged incident. In instances where additional information is required the Director of Quality Assurance (or designee) will contact the complainant. Failure of the complainant to provide the requested information by a certain date may result in administrative closure of the complaint or a delay in the complaint resolution. The complaint must be received within 180 days from the date of the alleged discrimination.

Based upon receipt of all of the required information, the Director of Quality Assurance (or designee) will review the complaint and all supportive materials received, and will make a final determination and approve the final response to the complaint. St. John of God Community Services has a zero tolerance policy on discrimination of any kind and will take appropriate corrective measures in all instances where a violation of the non-discrimination policy has been established.

St. John of God Community Services will use its best efforts to respond to all complaints of discrimination within 90 calendar days of all such complaints. Once an investigation is complete, complainants will receive a notice of their finding via their preferred mode of contact (phone, mail, e-mail, etc.). If no contact information is provided or the information provided is not accurate, a note regarding the outcome will be kept on file for a minimum of three years. Complainants can contact St. John of God Community Services at any time to check on the status of their complaint.

Further Questions about St. John of God Community Services ADA Obligations

For additional information on St. John of God Community Services non-discrimination obligations and other responsibilities related to ADA, please call (856) 348-4700 ext. 1135.

1145 Delsea Drive Westville Grove, NJ 08093

*Web: www.sjogcs.org Tel: (856) 848-4700 TTY: (856) 848-4598 General Fax: (856) 384-1512
School Fax: (856) 848-3965*

The Hospitaller Order of St. John of God is an international nonprofit, serving those in need in 5 continents and 53 countries.