

**TOWN OF BERNARDSTON**  
***Public 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 Town of Bernardston will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

**Employment:** The Town of Bernardston 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 Town of Bernardston 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 Town of Bernardston'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 Town of Bernardston 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 Town offices and buildings.

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 Town of Bernardston, should contact the Town of Bernardston, ADA Coordinator, Karen Kelly, Office of the Selectboard at (413) 648-5401 or email: [bos@townofbernardston.org](mailto:bos@townofbernardston.org) as soon as possible but no later than 48 hours before the scheduled event.

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

**Complaints:** Complaints that a program, service, or activity of the Town of Bernardston is not accessible to persons with disabilities should be directed to Town of Bernardston, ADA Coordinator, Karen Kelly, Office of the Selectboard at (413) 648-5401 or email: [bos@townofbernardston.org](mailto:bos@townofbernardston.org).

**TOWN OF BERNARDSTON**  
***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 Town of Bernardston. ***The Town of Bernardston's Personnel Policy governs employment-related complaints of disability discrimination.***

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of the 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:

Karen Kelly  
ADA Coordinator, Town of Bernardston  
38 Church St., PO Box 504  
Bernardston, MA 01337

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or his/her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the Town of Bernardston Selectboard 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 Town of Bernardston and offer options for substantive resolution of the complaint.

If the response by the Town of Bernardston 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 a supporting agency listed below:

| <b>Type of Complaint</b>  | <b>Agency to File With</b>                        | <b>How to File</b>                                      |
|---|---|---|
| Employment (e.g., issues at work or in applying for a job)                              | Equal Employment Opportunity Commission (EEOC)    | Follow instructions on the <a href="#">EEOC site</a>    |
| Air travel (involving a specific airline)   | Department of Transportation (DOT)                | Follow instructions on the <a href="#">DOT site</a>     |
| Housing (e.g., denied housing or denied an accessible living space based on disability) | Department of Housing and Urban Development (HUD) | Follow the instructions on the <a href="#">HUD site</a> |
| Complaints involving anything else  | Department of Justice, Civil Rights Division      | <a href="#">See below</a>                               |

All written complaints received by the Town of Bernardston ADA Coordinator or his/her designee, appeals and responses will be retained by the Town of Bernardston for at least three (3) years.

Additional resources:  
[Mass.gov ADA Website](#)