



**Town of Burlington  
29 Center Street  
Burlington, MA 01803**

### **Non-Discrimination and Reasonable Accommodation Policy**

#### **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 Burlington will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

#### **Employment**

The Town of Burlington is committed to equal opportunity in all aspects of employment for qualified individuals with disabilities. In accordance with the Americans with Disabilities Act (ADA) and other federal and state law, it is the policy of the Town of Burlington to provide necessary reasonable accommodation in employment to any qualified individual with a disability unless the accommodation would impose an undue hardship on the operation of the Town of Burlington or would change the essential functions of the position. Employee Reasonable Accommodation Request forms are located on the Town's website or with the Town's Civil Rights Coordinator.

#### **Effective Communication**

The Town of Burlington 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 Burlington'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 Burlington 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 the Town of Burlington offices, even where pets are generally prohibited.

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 Burlington should contact the Town's Civil Rights Coordinator as soon as possible but no later **than 2 business days** before the scheduled event:

Joanne M. Faust, Civil Rights Coordinator and  
Human Resources Director  
Town of Burlington  
29 Center Street, Burlington, MA 01803

TEL: (781) 505-1160  
EMAIL: [jfaust@burlington.org](mailto:jfaust@burlington.org)

The ADA does not require the Town of Burlington to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden. Complaints that a program, service, or activity of the Town of Burlington is not accessible to persons with disabilities should be directed to the Town's Civil Rights Coordinator. Reasonable Accommodation Request forms for residents are located on the Town's website or through the Town's Civil Rights Coordinator.

The Town of Burlington will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

#### Reasonable Accommodation Complaints

If any Town employee believes that he or she has been subjected to discrimination regarding a request for public accommodation, the individual has the right to file a complaint with the Town. An ADA Grievance Form is available for this purpose, and may be submitted to the Civil Rights Coordinator identified below.

A complaint may also be made orally or in writing by contacting the Civil Rights Coordinator directly:

Joanne M. Faust, Civil Rights Coordinator and  
Human Resources Director  
Town of Burlington  
29 Center Street, Burlington, MA 01803

TEL: (781) 505-1160  
EMAIL: [jfaust@burlington.org](mailto:jfaust@burlington.org)

The Civil Rights Coordinator is available to discuss any concerns an individual may have and to provide information about the Town's policy against discrimination, harassment, or retaliation, and the complaint process.

#### Investigations

When the Town receives a complaint of discrimination relating to public accommodation, it will take appropriate corrective action in a fair and expeditious manner. Any investigation will be conducted in such a way as to maintain confidentiality to the extent practicable under the circumstances. Typically, an investigation would include private interviews with the person filing the complaint, with witnesses (as appropriate), and with the person alleged to have committed the offending conduct.

When the Town has completed its investigation, it will, to the extent appropriate, inform the person filing the complaint that the investigation has been concluded and that, as warranted, appropriate remedial action has been instituted.

### **State and Federal Remedies**

The Town strongly encourages members of the public to bring any concerns about possible discrimination pertaining to public accommodation to its attention, so that it can promptly look into the matter and take corrective action through internal processes.

In addition, if an employee believes he or she has been subjected to discrimination regarding public accommodation, one or both of the government agencies listed below may have jurisdiction over the matter. Using the Town's internal complaint process does not prohibit an employee from filing a complaint with these agencies.

The deadline for filing a claim generally is 180 or 300 days from the alleged unlawful employment practice, depending on the applicable law.

Contact information for those agencies may be found below:

**The United States Equal Employment Opportunity Commission ("EEOC")**  
John F. Kennedy Federal Building -  
Government Center Room 475- Boston,  
MA 02203-0506 1-800-669-4000 or 1-800-  
669-6820 (TTY)  
[www.eeoc.gov/field/boston/index.cfm](http://www.eeoc.gov/field/boston/index.cfm)

**The Massachusetts Commission Against Discrimination ("MCAD")**  
Boston Office  
One Ashburton Place, Room 601  
Boston, MA 02108  
(617)994-6000

Springfield Office  
436 Dwight Street, Room 220  
Springfield, MA 01103  
(413)739-2145