

NYC Department for the Aging

Policies Prohibiting Discrimination Against People with Disabilities in Access to Services

It is the policy of the New York City Department for the Aging (“NYC Aging”) to comply with all applicable laws including, but not limited to, the Americans with Disabilities Act (“ADA”), Rehabilitation Act, the New York State Human Rights Law and the New York City Human Rights Law. NYC Aging does not discriminate on the basis of disability in the operation of its programs, services and activities, and strives to be welcoming to and inclusive of people with disabilities.

Employment related complaints for employees and applicants for employment seeking a reasonable accommodation are covered under the City’s Equal Employment Opportunity Policy which can be found at:
nyc.gov/assets/dcas/downloads/pdf/agencies/nyc_eeo_policy.pdf

Any member of the public who requires an auxiliary aid or service for effective communication, or a reasonable modification of policies or procedures (involving matters other than employment) in order to participate in NYC Aging’s programs, services or activities, is invited to direct their needs and preferences to **Sandy March/Heava Lawrence-Challenger**, Disability Service Facilitators, by email, phone or mail:

Disability Service Facilitators: Sandy March/Heava Lawrence-Challenger
Accessibility@aging.nyc.gov.
(212) 602-4143

Requests should be made as soon as possible, but no later than three (3) business days before the scheduled program, service or activity. Questions, concerns or requests for additional information may be directed to NYC Aging’s Disability Service Facilitators.

If you believe that you have been denied an auxiliary aid or service, or a reasonable modification of policies or procedures in order to participate in NYC Aging’s programs, services or activities, please see the agency’s Grievance Procedure below.

NYC Department for the Aging Grievance Procedure for Members of the Public Alleging Discrimination Based on Disability

Any member of the public with a claim of discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the New York City Department for the Aging (“NYC Aging”) may file a Grievance with NYC Aging. The Grievance should contain:

- the name, address, telephone number and/or email of the Grievant and
- information about the alleged discrimination, such as the location, date, and description of the incident or alleged violation of the ADA, Rehabilitation Act, New York State Human Rights Law, or New York City Human Rights Law.

“Grievance” is the term for the allegation filed with NYC Aging by a member of the public.

“Grievant” is the term for the person alleging discrimination in the Grievance.

When and How to File a Grievance

The Grievance should be submitted as soon as possible, but no later than sixty (60) calendar days after the date of the alleged violation to:

Disability Service Facilitators

Mailing address: 2 Lafayette Street, 7th Floor, New York, NY 10007

Email address: Accessibility@aging.nyc.gov (Please include “Grievance” in subject line.)

The Grievance may be filed in one of two ways:

1. By submitting the Grievance in writing by mail or email using the above addresses; or
2. Upon request, by an alternative means and delivery, such as an in-person interview or an audio recording, describing the incident or alleged violation of the ADA, Rehabilitation Act, New York State Human Rights Law, or New York City Human Rights Law.

Timeline Following Filing of Grievance

Within fifteen (15) calendar days after receipt of the Grievance, the Disability Service Facilitators or designee will contact the Grievant to discuss the Grievance and possible resolutions.

Within fifteen (15) calendar days of this initial contact with the Grievant, the Disability Service Facilitators or designee will provide a written response to the Grievant. The Grievant may request the response in an alternative format accessible to them, such as large print, Braille, or audio recording. This response will address the Grievance, describe the agency's position, and offer options for substantive resolution of the Grievance, where applicable.

When and How to File an Appeal

The Grievant may appeal the agency's decision within thirty (30) calendar days of receipt of the agency's response to their Grievance.

The appeal should be mailed to:

Commissioner
NYC Department for the Aging
2 Lafayette Street, 7th Floor
New York, NY 10007

The appeal may be filed in one of two ways:

1. By submitting the appeal in writing and by mail using the above address; or
2. Upon request, by an alternative means and delivery, such as an in-person interview or an audio recording, describing the incident or alleged violation of the ADA, Rehabilitation Act, New York State Human Rights Law, or New York City Human Rights Law.

Timeline Following Filing of Appeal

A written response to the appeal will be provided to the Grievant within sixty (60) days following receipt of the appeal. The Grievant may request the response in an alternative format accessible to them, such as large print, Braille, or audio recording. This response will address the appeal, describe the agency's decision, and offer options for substantive resolution of the appeal, where applicable.

All Grievances, appeals, and responses in connection with a Grievance made to NYC Aging will be retained by NYC Aging for at least three (3) years.

Note: Upon request to the Disability Service Facilitators, this page can be made available in an alternative format.