

Notice of Rights

The NYC Mayor's Office of Media and Entertainment (MOME) Notice of Rights under the Americans with Disabilities Act, The Rehabilitation Act and State and City Human Rights Law in access to city services.

Effective Communication

MOME will, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in MOME 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

MOME will make reasonable modifications to policies and procedures to ensure that people with disabilities have equal access to all MOME programs, services, and activities. For example, individuals with service animals are welcome in all MOME 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 MOME program, service, or activity, should contact Lori Barrett-Peterson, the Disability Service Facilitator by mail, email or telephone as soon as possible but no later than three (3) business days before the scheduled event or activity.

Lori Barrett-Peterson

1 Centre Street, 26th Floor

New York, NY 10007

646-300-1280

Lbarrett-peterson@media.nyc.gov

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

MOME will not impose a surcharge to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, for example retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

Questions, concerns or requests for additional information may be directed to MOME's disabilities facilitator, Lori Barrett-Peterson.

If you believe that you have been denied an auxiliary aide or service or a reasonable modification of policies or procedures in order to participate in programs, services or activities provided by MOME, please see MOME's Grievance Procedure (below).

Mayor's Office of Media and Entertainment Grievance Procedure

This grievance procedure may be used by any member of the public who wishes to file a grievance alleging discrimination on the basis of disability in the provision of services, activities, programs or benefits by the Mayor's Office of Media and Entertainment (MOME). Employment related complaints for employees and applicants for employment seeking a reasonable accommodation are covered under [New York City's Diversity and EEO Policy](#).

The grievance should be in writing and contain information about the alleged discrimination such as the name, address, and telephone number of the grievant, as well as the location, date, and description of the complaint or alleged violation of the ADA, the Rehabilitation Act, the New York State Human Rights Law or the New York City Human Rights Law. Examples of discrimination include, but are not limited to an agency refusing to provide an American Sign Language interpreter, large print or Braille documents and real time captioning also known as computer-assisted real-time transcription

(CART) when requested within a reasonable timeframe or failing to provide adequate information regarding accessibility for people with disabilities at MOME hosted public events.

Alternative means of filing grievances, such as in-person interviews or an audio recording of the grievance, may be made available, as needed, to persons with disabilities upon request.

The grievance should be submitted as soon as possible but no later than sixty (60) calendar days after the date of the alleged violation of the ADA, the Rehabilitation Act, the New York State Human Rights Law or the New York City Human Rights Law to:

Lori Barrett-Peterson
Mayor's Office of Media and Entertainment
1 Centre Street, 26th Floor
New York, NY 10007

lbarrett-peterson@media.nyc.gov

Within thirty (30) calendar days after receipt of the grievance, the facilitator or his or her designee will contact the grievant to discuss the grievance and any possible resolutions.

Within fifteen (15) calendar days of this contact with the grievant, the facilitator or his or her designee will respond to the grievance in writing or, where appropriate, in a format accessible to the grievant, such as large print, Braille, or audio recording. This response will explain MOME's position and offer options for substantive resolution of the grievance, where applicable.

The grievant or the grievant's designee may appeal the decision by the facilitator or his or her designee within thirty (30) calendar days of receipt of the response by mail or email to:

Commissioner Anne del Castillo
Mayor's Office of Media and Entertainment
1 Centre Street, 26th Floor
New York, NY 10007

[Email the Commissioner](#)

The appeal should be submitted in writing. Alternative means of filing an appeal, such as an in-person interview or an audio recording of the grievance, may be made available for persons with disabilities upon request.

The Mayor's Office of Media and Entertainment's response to the appeal will be provided to the grievant within sixty (60) days following receipt of the request for the appeal. All responses by the Mayor's Office will be in writing or, where appropriate, in a format accessible to the grievant. All written grievances, appeals, and responses received in connection with a grievance made to the Mayor's Office of Media and Entertainment, will be retained for at least three (3) years. This document is available in alternative formats, including large print, audio recording, and Braille, from the facilitator upon request.

Additional Contacts for Complaints

Disability complaints and questions can be made at other City, State and Federal agencies including, but not limited to the following:

NYC Commission on Human Rights

22 Reade Street

New York, NY 10272

Telephone: 718-722-3131

[Report discrimination on NYC Human Rights Website](#)

NYS Division of Human Rights

One Fordham Plaza, 4th Floor

Bronx, New York 10458

Telephone: 718-741-8400

[NYS Division of Human Rights Contact Page](#)

U.S. Department of Justice

950 Pennsylvania Avenue, NW
Civil Rights Division
Disability Rights Section – 1425 NYAV
Washington, D.C. 20530
Telephone: 800-514-0301

[Instructions on How to file an ADA Complaint](#)

U.S. Department of Housing and Urban Development

451 7th Street, SW
Washington, DC 20410
Telephone: 800-669-9777

[Fair Housing Information on Federal HUD Website](#)