

*D. STERLING'S SECTION 504 SELF- EVALUATION FROM 2002 OSRP UPDATE**Part I- Administrative Requirements*

1. Designation of an ADA Coordinator – The Town of Sterling officially designated Matt Marro, the Conservation Agent as the ADA Coordinator for the Town of Sterling in December 2010.
2. A.D.A. Review Committee - The members of the A.D. A. Review Committee are appointed by the Board of Selectmen for a term of 1 year. Members

| Name             | Title       | Term Expires |
|------------------|-------------|--------------|
| Matthew Marro    | Coordinator | 2010         |
| Clare Fisher     |             | 2010         |
| Don Harding      |             | 2010         |
| Danielle Mattei  |             | 2010         |
| Ronald Pichierri |             | 2010         |
| Vacancy          |             |              |

3. Grievance Procedures – On the following page is the Grievance Policy for the public to follow in the event that they are not provided equal access to facilities and activities provided by the Town.
4. Public Notification Requirements – A copy of the Public Notification posters providing citizens information regarding the town's ADA policy pertaining to hiring practices follows.

## **TOWN OF STERLING Draft Grievance Procedure under 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 Sterling. The Town'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 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/her designee no later than 60 calendar days after the alleged violation to:

ADA Coordinator, Town of Sterling, 1 Park Street, Sterling, MA 01564

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 ADA Coordinator or his/her designee 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 Sterling and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator or his/her designee does not satisfactorily resolve the issue, the complainant and/or his/her/her designee may appeal the decision within 15 calendar days after receipt of the response to the Town Manager or his/her designee.

Within 15 calendar days after receipt of the appeal, the Town Manager or her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Town Manager or her designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the ADA Coordinator or his/her designee, appeals to the Town Manager or her designee, and responses from these two offices will be retained by the Town of Sterling for at least three years.

January, 2010



## Town of Sterling

### Office of the Town Clerk

Butterick Municipal Building, Rm. 113

1 Park Street, Sterling, MA 01564

Phone: 978-422-8111 ext. 1

Fax: 978-422-0289

Email: townclerk@sterling-ma.gov

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### Town of Sterling Employment Policy

#### Human Resources/Personnel Board

Human Resources

Personnel Board

#### Town of Sterling Employment Policy

The policy of the town of Sterling is to provide equal employment opportunity to all candidates for employment or appointment and administer working conditions, benefits, privileges of employment, training, advancement, upgrading, promotion, transfers and termination's of employment for all employees without regard to race, color, religion, national origin, sex or age, physical and/or mental handicap or sexual preference.

**A True Copy**

**Attest:**

A handwritten signature in black ink, appearing to read "John J. [unclear]", is written over a horizontal line. Below the line, the text "Sterling Town Clerk" is printed. A faint circular seal is visible in the background.

**Sterling Town Clerk**

1/13/2010

*Part II-Program Accessibility*

The Recreation Department office moved to 1835 Town Hall, which offers handicapped parking and a ramp. In the summer of 2008, as part of the information gathering for the Open Space and Recreation Plan Update, OSIC member Marion Larson obtained several forms used by the MA Dept of Conservation and Recreation that assist in inventorying and assessing accessibility of recreation facilities and recreation programming and passed them on to Judy Janda, Recreation Department employee. Janda felt these forms could be very useful for conducting a comprehensive assessment for Sterling. It should be noted that nearly all Town Forest parcels in Sterling are landlocked by private lands, making public access of any kind, never mind for people with disabilities, technically impossible.

The Program Accessibility includes an inventory and transition plan that includes any buildings, recreation facilities and equipment, programs and services under the jurisdiction of the conservation commission or recreation department. This also includes lessees or concessionaires.