

## ElderHomes dba project:HOMES

### NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 (ADA), ElderHomes dba project:HOMES will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs or activities.

**Employment:** ElderHomes Corporation dba project:HOMES (ElderHomes). 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:** ElderHomes will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in ElderHomes 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 visual impairments.

**Modifications to Policies and Procedures:** ElderHomes will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all programs, services, and activities. Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a ElderHomes program, service, or activity, should contact the ADA Coordinator Nicole Storm at 804-233-2827 or [Nicole.storm@projecthomes.org](mailto:Nicole.storm@projecthomes.org).

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

Complaints that a ElderHomes program, service or activity is not accessible to persons with disabilities should be directed to Lee Householder at [lee.householder@projecthomes.org](mailto:lee.householder@projecthomes.org).

ElderHomes 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.

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### **AMERICANS WITH DISABILITIES ACT: Grievance Procedure**

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 ElderHomes Corporation dba project:HOMES (ElderHomes). The ElderHomes 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 alleged discrimination. Alternative means of filing complaints, such as personal interviews or tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the complainant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Nicole Storm  
Director of Fund Development  
ElderHomes Corporation dba project:HOMES  
88 Carnation Street  
Richmond, VA 23225

Within 15 calendar days after receipt of the complaint, Ms. Storm or her designee will meet with the complainant to discuss the complaint and the possible resolution. Within 15 calendar days of the meeting, Ms. Storm or 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 ElderHomes' position and offer options for substantive resolution of the complaint.

If ElderHomes' response 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 the Chief Executive Officer or his designee. Within 15 calendar days after receipt of the appeal, the Chief Executive Officer or his designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Chief Executive Officer or his 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 Ms. Storm or her designee, appeals to the Chief Executive Officer or his designee, and responses from these two offices will be retained by ElderHomes for at least three years.

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### **AMERICANS WITH DISABILITIES ACT: Service Animal Policy**

Animals are not allowed to be transported in Section 5310: Enhanced Mobility of Seniors and Individuals with Disabilities funded vehicles without prior approval of the Transportation Coordinator. Service animals are the only exception and can accompany the individual they are helping. A service animal is any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability. Animals must be crated or under the owner's control at all times. In situations where it is not obvious that the animal is a service animal, Drivers may ask only two specific questions: (1) is the animal required because of a disability? and (2) what work or task has the animal been trained to perform? Drivers are not allowed to request any documentation for the animal, require that the animal demonstrate its task, or inquire about the nature of the person's disability.