

Complaints and Grievances



The ADA does not require the Orange County Department of Social Services 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 Orange County Department of Social Services is not accessible to persons with disabilities *should be sent in writing to:*

**Rich Magoch,
ADA Coordinator
Orange County
Department of Social Services
11 Quarry Road
Goshen, N.Y. 10924**

ADDITIONAL RESOURCES

The Orange County Department of Social Services provides a full Notification and Grievance Policy for consumers who are applying for or receiving services from this agency. For a complete list of available policies and procedures, please ask your worker. This information is also available on the County website under the Social Services section:

www.orangecounty.gov

Additional information regarding the Americans with Disabilities Act can be found on the internet:

www.ada.gov

OFFICE LOCATIONS

11 Quarry Road
Goshen, N.Y. 10924
845-291-4000

18 Seward Ave
Middletown, N.Y. 10940
845-291-4000

30 Matthews St
Goshen, N.Y. 10924
845-291-2800

141 Broadway
Newburgh, NY. 12550
845-568-5100

ORANGE COUNTY DEPARTMENT OF SOCIAL SERVICES



AMERICANS WITH DISABILITIES ACT

CONSUMER INFORMATION

AMERICANS WITH DISABILITIES ACT INTRODUCTION

What does the ADA mean for state and local governments in the delivery of their programs, services, and activities? In the broadest sense, it requires that state and local governments be accessible to people with disabilities.

Accessibility is not just physical access, such as adding a ramp where steps exist. Accessibility is much more, and it requires that the Department of Social Services look at how programs, services, and activities are delivered.

Consumers who are applying for, or in need to services offered through this department are protected by the Americans with Disabilities Act. If you have an impairment that substantially limits a major life activity may mean that you are a person who has a disability. If you believe you are a person who is entitled to reasonable accommodations under ADA, please ask for this assistance when applying for or receiving services from the Department of Social Services.

Who is Covered?

Not everyone is covered under the ADA. There are certain basic requirements that must be met in order to be protected. The first and most obvious requirement is that a person must have a disability.

The ADA defines disability as a mental or physical impairment that substantially limits one or more major life activities. ADA protection



extends not only to individuals who currently have a disability, but to those with a record of a mental or physical impairment that

substantially limits one or more major life activities, or who are perceived or regarded as having a mental or physical impairment that substantially limits one or more major life activities.

If you or person you represent has a qualified disability, please request reasonable accommodations from the Department of Social Services. Some examples of these accommodations can be found listed to the right.

REASONABLE ACCOMODATIONS

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 ("ADA"), the **Orange County Department of Social Services** will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities and will provide reasonable accommodations to individuals with a disability who require such to benefit from our services. Reasonable accommodations may include:

Effective Communication: upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the Orange County Department of Social Services 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: 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 Orange County Department of Social Services offices, even where pets are generally prohibited. Consumers who cannot travel to an office to complete an application may receive a home visit if they qualify for reasonable accommodations due to a disability.