

Notifying the Public of Rights under Title VI and the ADA

Oswego Industries Inc/Arc of Oswego County

Oswego Industries, Inc./Arc of Oswego County operates its programs and services without regard to race, color, and national origin, in accordance with Title VI of the Civil Rights Act of 1964, and for persons with disabilities under the Americans with Disabilities Act of 1990. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI, or the ADA may file a complaint with **Oswego Industries Inc. and/or Arc of Oswego County**.

For more information on the **Oswego Industries Inc. and/or Arc of Oswego County** program, the obligations and procedures to file a complaint, contact Tammy Slayton, Sr. VP of Administration at (315) 856-8155 email tslayton@oswegoind.org or visit our office at **Oswego Industries Inc. and/or Arc of Oswego County**, 7 Morrill Place, Fulton, NY 13069. For more information on how to contact to find out about Title VI, visit Oswego Industries Inc. and/or Arc of Oswego County, <https://www.oswegoindustriesinc.org/transportation>.

A complainant may file a complaint directly with **Oswego Industries Inc. and/or Arc of Oswego County** TITLE VI Coordinator by following the **Oswego Industries Inc. and/or Arc of Oswego County** complaint procedures also found on the agency's website. A complaint can also be filed with the New York State Department of Transportation on its Civil Rights website at <https://www.dot.ny.gov/main/business-center/civil-rights/title-vi-ej>.

Finally, a complaint can be filed directly with the Federal Transit Administration Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

If information is needed in another language, contact (315) 598-3108

Si necesita informaci6n en otro idioma, porfc1vor contacto (315) 598-3108

PROCEDURES

The Civil Rights Complaint procedure is designed to resolve conflicts with Mozaic involving allegations of discrimination in access to programs, and services for persons under Title II and/or Title VI.

If you need assistance in filing or writing your complaint, at your request, Tammy Slayton, Sr. VP of Administration, will assist you, or help you locate an impartial advocate or representative not associated with the agency. You must also specify any other reasonable accommodation you may require in order to effectively communicate your complaint. The complaint form must be filled out completely and filed with Tammy Slayton, Sr. VP of Administration, within 90 calendar days from the date of the alleged Title VI discriminatory action or practice or within 30 calendar days from the date of the alleged ADA discriminatory action or practice.

Once you have completed the Complaint Form on the following page, follow the steps listed after the complaint form to file your complaint. It is important for you to keep copies of your original complaint and notifications you receive after meeting with Tammy Slayton/Sr. VP of Administration, as well as any other correspondence or other documentation that is related to your complaint, and bring those copies to all meetings, reviews, and appeals related to your complaint.

As an alternative to filing an ADA complaint directly with **Oswego Industries Inc. and/or Arc of Oswego County**, a complaint may be submitted directly to:

- New York State Department of Transportation Office of Diversity and Opportunity
50 Wolf Road, 6th Floor
Albany, NY 12232
(518) 457-1129 Fax: (518) 549-1273
OCR-TitleVI@dot.ny.gov
- Federal Transit Administration Office of Civil Rights
Attention: Title VI Program Coordinator East Building,
5th Floor-TCR, 1200 New Jersey Ave., SE
Washington, DC 20590

Questions concerning this policy and procedures may be directed to the Sr. VP of Administration at (315) 856-8155 or tslayton@oswegoind.org.

Oswego Industries Inc/Arc of Oswego County.
Civil Rights Complaint Form

Name of person filling out form: _____

Address: _____ City: _____ Zip: _____

Telephone: _____

Name of person allegedly discriminated against (if different from person filling out form):

Do you have the permission of the person allegedly discriminated against to file this complaint or are you an authorized representative?

Yes, _____ No _____

Basis of Complaint: (Check all that apply):

Race _____ National Origin _____ Color _____ Disability _____

Did the alleged discrimination involve a transit-related program, benefit, activity, or service receiving federal assistance?

Yes _____ No _____ Not Sure _____

Who allegedly committed discrimination?

Name/position/program: _____

Describe the alleged discrimination

Where did the alleged discrimination occur?

Dates (s) and Times(s) alleged discrimination occurred?

Were there any witnesses? If, yes, please provide name and telephone or other contact information

Have you filed your complaint with anyone else? (Who? When? Complaint number if known):

Do you have an attorney is this matter? _____ Yes _____ No

If yes Name of attorney: _____.

Address: _____ City: _____ Zip: _____

Telephone: _____

When did you retain the attorney? _____

You may attach written materials or other information that you think is relevant to your complaint.

Signed: _____ Date: _____

[illegible]

Section IV	
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? <input type="checkbox"/> Yes <input type="checkbox"/> No	
<i>If yes, check all that apply:</i>	
<input type="checkbox"/> Federal Agency: _____	
<input type="checkbox"/> Federal Court: _____	<input type="checkbox"/> State Agency: _____
<input type="checkbox"/> State Court: _____	<input type="checkbox"/> Local Agency: _____
Provide information for the contact person at the agency/court where the complaint was filed.	
Name and Title:	
Agency:	
Address:	
Telephone:	

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below.

Signature

Date

Please submit this form by mail, email or in person to the address below.

Oswego Industries, Inc./Arc of Oswego County

Title: Sr. VP of Administration

Office Address: 7 Morrill Place Fulton, NY 13069

Phone Number: (315) 856-8155

E-Mail: tslayton@oswegoind.org

This complaint may also be filed directly with the New York State Department of Transportation, Office of Civil Rights, 50 Wolf Road, 6th Floor, Albany, NY 12232, (518) 457-1129 Fax (518) 549-1273, OCR-TitleVI@dot.ny.gov or the Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

STEPS FOR FILING YOUR TITLE VI or ADA COMPLAINT

Step 1: Fill Out and Deliver Your Complaint

Hand deliver or mail your complaint to Tammy Slayton/Sr VP of Administration (Oswego Industries, Inc./Arc of Oswego County 7 Morrill Place Fulton, NY 13069). If you need a reasonable accommodation, such as an interpreter or an alternative format, list this on your complaint form so Lisa Minns/Director of Transportation will be able to effectively communicate with you at your meeting.

Step 2: Contact with Tammy Slayton/Sr VP of Administration

- a) **Within 10 business days** of having received the complete complaint, Tammy Slayton/Sr VP of Administration, will meet with you personally or contact you by telephone.

Step 3: Resolution of Your Complaint

- a) If a **satisfactory resolution** is reached, a written agreement will be jointly developed and signed by you, and Tammy Slayton/Sr VP of Administration. The agreement of resolution will be issued to you within **10 business days**. The written agreement will include:
- 1) A description of the complaint
 - 2) A finding of facts
 - 3) A description of how the complaint will be resolved
 - 4) When the complaint will be resolved
 - 5) An assurance that the agency will comply with the specific terms of the agreement
- b) If Oswego Industries, Inc./Arc of Oswego County/Tammy Slayton/Sr. VP of Administration is **unable to resolve** the complaint with you, you will be notified of this non-resolution **within 10 business days**. The notification will include:
- 1) A description of the complaint
 - 2) A summary of any resolution proposed
 - 3) A statement addressing the issues that were not resolved at the meeting.

Mail to: Oswego Industries, Inc./Arc of Oswego County 7 Morrill Place Fulton, NY 13069

This complaint may also be filed directly with the New York State Department of Transportation, Office of Civil Rights, 50 Wolf Road, 6th Floor, Albany, NY 12232, (518) 457-1129 Fax (518) 549-1273, OCR-TitleVI@dot.ny.gov or the Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

Service Animal Policy

Control over the animal can be verbal and does not necessarily involve a leash or harness. In some cases, a service animal may be trained to provide assistance without a leash or harness. The requirement is that the animal be under control of the rider. Beyond that, there is no requirement that the animal be on a leash or harness. **If your policy states that an animal must be leashed or harnessed, it must be revised.**

Drivers are not required to take the leash or harness of a service animal. As a customer service, a driver could choose to provide this assistance when requested (for example, by a rider using a wheelchair who also uses a service animal), but FTA has stated that such a request may be denied because caring for a service animal is the responsibility of the rider or a personal care attendant (PCA) (Example 15 in [Appendix E to 49 CFR Part 37](#) as well as [FTA ADA Circular 4710.1](#)).

More than one service animal may accompany a rider on a single trip. Different service animals may provide different services to a rider during trips or at the rider's destination. Transit agency personnel are permitted to ask the following two questions for each animal: (1) Is the animal a service animal required because of a disability? and (2) What work or task has the animal been trained to perform? [Section 2.6 of [FTA ADA Circular 4710.1](#)].

Transit agencies cannot deny service to a person accompanied by a service animal on the basis of another individual's allergies. Encounters with service animals should be recognized as a normal part of public life, especially in a transit environment. As such, allergies to service animals are not grounds for denying service to a person accompanied by a service animal.

Note that the U.S. DOT ADA regulations do not prohibit a transit agency from establishing a local policy to accommodate comfort animals or even pets.

For additional discussion and guidance on these and other considerations, see Section 2.6 of [FTA ADA Circular 4710.1](#).

Reasonable Modification for paratransit instructions

The Federal Transit Administration (FTA) guidance for paratransit reasonable modifications requires agencies to make necessary changes to policies, practices, or procedures to ensure accessibility for individuals with disabilities, unless the modification fundamentally alters the service, creates a safety risk, or isn't necessary for using the service. Examples include allowing a person with a medical condition to eat or drink on the vehicle, modifying pickup or drop-off locations for safety or accessibility, or allowing for medication administration, provided it does not create a burden or risk.

For example, you might add the following information to your website:

How to Request a Modification

1. Be specific:

Clearly explain the specific modification needed to use the transportation service.

2. Request in advance:

Make the request as far in advance as possible, especially for long-term needs, to give the agency time to evaluate and implement it.

3. Contact the agency:

The request can be made during the eligibility, reservation, or complaint process. Key

Resources

- [**FTA ADA Circular 4710.1**](#)
- Section 37.5(i) of Title 49 of the Code of Federal Regulations outlines the general requirement for reasonable modifications in public transit.

