

Monmouth County Park System Grievance Procedure under the 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 accessibility, services, activities, programs, or benefits provided by the County of Monmouth.

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. Upon request, alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities.

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

- Complaints regarding County park building accessibility, services, activities or programs should be submitted to: Kevin Dunn, Human Resources
kdunn@co.monmouth.nj.us

ADA Coordinators for the Monmouth County Park System:

Joe Sardonia
Park System ADA Coordinators of facilities and buildings

Lauren Gerber-Gonzalez
Park System ADA Coordinators of programs and services

Complaints in writing should be mailed to: Monmouth County Park System, 805 Newman Springs Road, Lincroft NJ 07738

ADA questions and complaints may also be sent by email to:
ADAcoordinator@co.monmouth.nj.us

Within 15 calendar days after receipt of the complaint, the appropriate ADA Coordinator or their designee will meet with the complainant to discuss the complaint and the possible resolutions.

Within 15 calendar days of the meeting, the appropriate ADA Coordinator or their 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 County and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator or their designee 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 following individuals:

- James Truncer, Secretary/Director of the Park System or his designee, for matters presented to ADA Coordinator Joe Sardonia and Lauren Gerber-Gonzalez.

Within 15 calendar days after receipt of the appeal, the County Administrator or the Park System Director or their designee will meet with the complainant to discuss the complaint and possible resolutions.

Within 15 calendar days after the meeting, the County Administrator or the Park System Director or their 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 any County ADA Coordinator or their designee, appeals to the County Administrator, the Park System Director or their designee and responses from these two offices will be retained by the County of Monmouth for at least three years.

Inclusion Services for Programs

If you, a family member, a friend, or a client have a special need, the Park System staff will be happy to assist you. Our professional staff has the skill and experience to provide support or reasonable accommodations, as needed (with advance notification.) For some programs, you may want to bring along an individual who will be responsible for assisting you in your participation. Portions of the program fee may be waived for your assistant, but you will be responsible for his or her admission costs, ticket costs, or similar expenses.

Please give us at least three weeks' notice prior to the program start date to make reasonable accommodations. It is our intent to provide a safe, successful, and enjoyable experience for all.

You can contact Lauren Gerber-Gonzalez at (732) 460-1167 extension 24.

All participants benefit from inclusion by gaining new friendships, skills, and a better understanding of their fellow citizens! The Monmouth County Park System utilizes a telecommunication device for the deaf (TDD) for citizens with hearing impairments. The phone number is 711.