

GREATER PHOENIX URBAN LEAGUE POLICY

Policy

It is the policy of the Greater Phoenix Urban League not to discriminate against individuals by reason of disability, and to provide reasonable accommodations to persons with disability to access program, services and activities of the Greater Phoenix Urban League.

Disability Subcommittee of the Board of Directors

For oversight on this policy, the Board of Directors will appoint a Disability Subcommittee regarding compliance with federal and state requirements for reasonable accommodations to persons with disabilities. The Disability Subcommittee will not only review policies to ensure compliance with federal and state law, but, where appropriate, can make recommendations to the Board of Directors that exceed ADA compliance requirements to promote access, equality of communications and accommodation in the Greater Phoenix Urban League's physical plant, programs, organizational structure, policies and procedures, services and internal and external communication. The Disability Subcommittee shall reach out to client communities to elicit client feedback to ensure that current and emerging needs for program accessibility continue to be met over time. The Disability Subcommittee shall include a member of the disabled community to provide guidance as to the needs of the disabled community and ensure communication access. The disabled community includes, but is not limited to, the deaf and hard of hearing, the blind and visually impaired and the physically disabled.

ADA Coordinator

Anyone who may require assistance in accessing programs of the Greater Phoenix Urban League should contact the ADA coordinator:

ADA Coordinator Greater Phoenix Urban League 1402 S. 7th Avenue, Phoenix, AZ 85007
602 254-5611; Fax: 602 253-7359 Email: adacoordinator@gphxul.org

Effective Communication

The Greater Phoenix Urban League will generally, upon request, provide reasonably appropriate aids and services leading to effective communication for qualified persons with disabilities so that they can participate equally for programs, services, and activities, including qualified sign language interpreters, and other mechanisms of making spoken, written and electronic information and communication accessible to persons who have speech, hearing, intellectual, learning or vision impairments.

Modifications to Policies and Procedures

The Greater Phoenix Urban League will make all reasonable modifications to policies and programs to ensure that persons with disabilities have an equal opportunity to enjoy all of its programs, services, communications and activities. For example, individuals with service animals, such as dog guides, are welcome at programs where pets otherwise maybe generally prohibited. Qualified sign language interpreters will be provided upon request.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies and procedures to participate in a program, service or activity should contact the ADA coordinator within ten days before the scheduled event.

Grievance Procedure

The Grievance Procedure provides for an informal means of resolving complaints arising from requests for reasonable accommodations for disabilities. It may be used by anyone who wishes to file a complaint alleging that the Greater Phoenix Urban League has failed to reasonably accommodate a disability regarding access to its programs, services, communications and activities.

The complaint should be in writing and contain information about the alleged failure to reasonably accommodate and include information 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 recording of the complaint will be made available to persons with disabilities.

The complaint should be submitted by the grievant and /or designee as soon as possible but no later than sixty (60) calendar days after the alleged violation to the ADA coordinator listed above. With fifteen (15) days after receipt of the complaint, the ADA coordinator or designee will meet with the complainant to discuss the complaint and possible resolution. Within ten (10) calendar days after the meeting, the ADA coordinator or designee will respond in writing and, where appropriate, in a format accessible to the complainant, and explain the position of the Greater Phoenix Urban League and offer options for resolution of the complaint. The ADA coordinator will also inform the complainant of other resolution options and their time frames, which include the Attorney General's Office, Housing and Urban Development or other funding providers and the U.S. Dept. of Justice.

If the response by the ADA coordinator does not resolve the complaint, the complainant or designee may appeal the decision to the Disability Subcommittee of the Board of Directors concerning disability access issues. The chair of the Disability Subcommittee or designee will meet with the complainant or designee within fifteen (15) days of the meeting, provide a written response for possible final resolution of the complaint.

Training

The ADA coordinator shall put in place an in-service training program, whose core program will include presenters who are people with disabilities who are familiar with disability accommodations. The core training program shall be required attendance for all employees regarding the policies of the Greater Phoenix Urban League as to reasonable accommodations for persons with disabilities and effective communication with persons with disabilities. From time to time, on a quarterly basis, the ADA Coordinator shall report to the Board of Directors regarding implementation of these policies.

Adopted by the Board of Directors on this 11th day of November, 2007.

Narrowing the Digital Divide - This program offers training on operating systems (windows, DOS), hardware, software. A 5 week course with training sessions offered on Mondays and Wednesdays from 6pm to 8pm. For further information please contact: Tim Obong, Computer Instructor (602) 254-5611

Small Business Assistance Center - The Center provides assistance to aspiring entrepreneurs or people who are in business, but want to do better. Small business owners have access to personal computers, copy and fax machines. For further information please contact: Herb Jackson (602) 254-5611

Voter Education Assistance - We are pleased to provide a link to PROJECT VOTE SMART, a non-partisan, non-profit organization committed to provide the voting public with dependable, relevant, and well organized information about candidate(s) for public elected officials at both the National and Local level.

