



MIKE ROBY
COMMISSIONER

(404) 656-2300
Fax (404) 656-7006

Department of Veterans Service
Floyd Veterans Memorial Building
Atlanta, Georgia
30334-4800

May 27, 2020

Human Resources

Department Directive 24.104

SUBJECT: Americans with Disabilities Act

OFFICE OF PRIMARY RESPONSIBILITY: Director, Operations Division

POLICY:

1. The Georgia Department of Veterans Service (GDVS) has established an agency-wide policy to abide by the Americans with Disabilities Act of 1990. The ADA is a civil rights law that prohibits discrimination against individuals with disabilities in all areas of public life, including jobs, schools, transportation, and all public and private places that are open to the general public.
2. A federal law, the American with Disability Act (ADA), requires most business and facilities to provide reasonable access and accommodation for all disabled customers, clients, and members of the general public. The ADA applies to almost all businesses that are open to the public, regardless of size.
3. It is the policy of the Georgia Department of Veterans Service to comply with all federal and state laws concerning employment of persons with disabilities and to act in accordance with regulations and guidance issued by the State ADA Coordinator's Office and by the Equal Employment Opportunity Commission (EEOC).
4. GDVS will not discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions and privileges of employment.

FOR THE COMMISSIONER

Mark Bannister
Assistant Commissioner
Administration, Health and Memorials



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SUBJECT: ADA GRIEVANCE PROCEDURE

The purpose of the ADA Grievance Procedure is to promptly and fairly resolve a conflict or dispute when an individual believes that the Georgia Department of Veterans Service is not in compliance with its requirements under the Americans with Disabilities Act and implementing regulation 28 C.F.R. 35.107. Nondiscrimination based on Disability in State and Local Government Services.

The grievance procedure is established to meet the requirements of the ADA. It may be used by anyone who wishes to file a complaint alleging discrimination based on disability in the provisions of services, activities, programs, or benefits by the Georgia Department of Veterans Service.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number, and email address of complainant, location of the GDVS office, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or an audio recording of the complaint will be made available for persons with disability upon request.

The complaint will be submitted as soon as possible, preferably within 60 calendar days of the alleged violation to:

Primary

Shareka-Monday Robinson
HR, Generalist/GDVS ADA Coordinator
Floyd Veterans Memorial Bldg.
Suite E-970
Atlanta, GA 30334-4800
Shareka.Monday-Robinson@vs.state.ga.us
(404) 463-3076

Secondary

Kerry Dyer
Director, Operations/GDVS ADA Coordinator
Floyd Veterans Memorial Bldg.
Suite E-970
Atlanta, GA 30334-4800
Kerry.Dyer@vs.state.ga.us
(404) 656-7048

If a satisfactory resolution to the complaint is reached, a letter will be forwarded to the complainant(s) that states: (a) the description of the complaint; and (b) how the complaint was resolved.

If the agency is unable to resolve the complaint, you will be notified in writing why the agency was unable to resolve the complaint. Such notification shall include (a) a description of the complaint; and (b) a statement concerning the issues which could not be resolved; and (c) the steps necessary to file a formal complaint with the appropriate enforcement agency: State of Georgia ADA Coordinator's Office.



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SUBJECT: ADA GRIEVANCE PROCEDURE – COMPLAINT FORM

NAME:	
ADDRESS:	
HOME PHONE:	()
CELL PHONE:	()
EMAIL ADDRESS:	
WHEN DID THE ACT OF DISCRIMINATION OCCUR? DATES(S)	
PLEASE DESCRIBE THE ACTS(S) THAT YOU BELIEVE WERE DISCRIMINATORY.	
PLEASE BE SPECIFIC. ATTACH ADDITIONAL DOCUMENTS IF NECESSARY.	

SIGNATURE: _____ **DATE:** _____



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SUBJECT: ADA PUBLIC NOTICE STATEMENT

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 (ADA), the Georgia Department of Veterans Service does not discriminate against qualified individuals with disabilities on the basis of disability in its programs, services, activities and employment practices.

Employment: GDVS does not discriminate based on 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.

Policies and Procures: GDVS will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all its programs, services and activities.

Employees who need assistive technology aids and services for effective communication (such as text-to-speech software, speech recognition devices, headphones, screen magnifiers, height-adjustable work desks, an assistant listening device, a sign language interpreter or material in large print) can request such items and services through the ADA Coordinator as soon as possible, preferably 7-10 business days before the activity or event.

GDVS will make reasonable accommodations for anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity. Employees should contact the agency's ADA Coordinator(s) (see below), as soon as possible but no later than 72 hours before the scheduled event. All assistive technology requests will be submitted through the ADA Coordinator (HR) and forwarded for consideration of approval by the Commissioner, GDVS.

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