STATE OF DELAWARE

NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 ("ADA"), the State of Delaware will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Employment: The State of Delaware does not discriminate on the basis of 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.

Effective Communication: The State of Delaware will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the State of Delaware 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: The State of Delaware will 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 State of Delaware offices, even where pets are generally prohibited.

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 of the State of Delaware, should contact the office of John McNeal, State ADA Title II Coordinator, Margaret M. O’Neill Bldg., Suite 1, 410 Federal Street, Dover, DE 19901; Phone: 302-739-3620, email: John.McNeal@delaware.gov as soon as possible but no later than 48 hours before the scheduled event.
The ADA does not require the **State of Delaware** 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 **State of Delaware** is not accessible to persons with disabilities should be directed to:

**John McNeal, ADA Title II Coordinator**  
**State Council for Persons with Disabilities**  
**Margaret M. O’Neill Bldg., Suite 1**  
**410 Federal Street**  
**Dover, DE 19901**  
**Phone at: 302-739-3620**  
**Email: John.McNeal@delaware.gov**

The **State of Delaware** will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.
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 services, activities, programs, or benefits by the State of Delaware. The State of Delaware, Department of Human Resources Personnel Policy governs employment-related complaints of disability discrimination.

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

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:

*John McNeal, ADA Title II Coordinator*
*410 Federal Street*
*Dover, DE 19901*
*Phone at: 302-672-5162*
*Email: John.McNeal@delaware.gov*

You can also complete and submit a [Delaware ADA Grievance Form](#) online.

Within 15 calendar days after receipt of the complaint, John McNeal or his designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, *John McNeal or his 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 State of Delaware and offer options for substantive resolution of the complaint.
If the response by John McNeal or his designee does not satisfactorily resolve the issue, the complainant and/or his designee may appeal the decision to the U.S. Department of Justice, Disability Rights Section, ADA Mediation Program.

Appeals can be submitted to the Department of Justice, ADA Mediation Program:

U.S. Department of Justice
950 Pennsylvania Avenue, NW
Civil Rights Division
Disability Rights Section – 1425 NYAV
Washington D.C. 20530
Email: ADA.complaint@usdoj.gov
Website: https://www.ada.gov/mediate.htm

All written complaints received by John McNeal or his designee, appeals to the Department of Justice ADA Mediation Program, and responses from these two offices will be retained by the State of Delaware for at least three years.