



Handbook for
ACCESS Individuals
July 2024 to June 2025

205 Skiff Street
Hamden CT. 06517
(203) 234-1344
www.aces.org/access

Program Staff:

Enid Dejesus, Program Coordinator: edejesus@aces.org

Mark Fortuna, Program Service Manager: mfortuna@aces.org

John Torello, Job Coach 3/Employment Specialist: jtorello@aces.org

Karrie Lundgren, Job Coach 2: klundgren@aces.org

Maureen Cavallaro, Case Manager: mcavallaro@aces.org

Gregory Nowlin, Case Manager: gnowlin@aces.org

Carissa Moy, Secretary Access: cmoy@aces.org

Laura Malerba, Secretary Access: Lmalerba@aces.org

ACCESS office hours of operation are 8:00 a.m. to 4:30 p.m. Monday through Friday, unless otherwise indicated.

ACES Central Administration Office:

ACES: 370 James Street

New Haven, CT 06513

(203) 498-6800

www.aces.org

Dr. Thomas Danehy, Executive Director

© 2024

Area Cooperative Educational Services does not discriminate based on race, color, age, ethnicity, national origin, gender, disability or sexual orientation.

Area Cooperative Educational Services (ACES) is one of six Regional Educational Services Centers (RESCs) located throughout Connecticut. ACES provides cooperative quality programs to our member school districts, agencies and others contracting for services. Each ACES program and service support its mission, vision, and beliefs

Mission: ACES is dedicated to enhancing and transforming lives through education, innovation and leadership.

ACCESS individuals and students are ACES highest priority. Driven by excellence, ACES empowers students and the individuals that we serve to become independent and lifelong learners.

ACES Beliefs:

ACES subscribes to the following beliefs:

- Each individual has inherent worth
- All individuals can learn
- High expectations and effort are essential for higher achievement
- Quality education provides the foundation for the success of the individual and the community
- Diversity strengthens an organization
- Individuals are accountable for their actions
- Everyone has a responsibility to each other and to contribute to the common good
- Honesty and respect are essential for building trusting relationships
- A positive attitude enhances performance
- Collaboration enhances productivity and generates creativity
- Families are essential partners in education
- The willingness to change is necessary for individuals to grow and organizations to thrive

Parent Square Communication:

Parent Square is a communication and organizational tool designed to keep families informed and involved in their adult program. Program parents can receive all program and group communication via email, text or app notification. Parents can see important calendar events and RSVP, see photos, links, and attachments, sign up to volunteer or for conferences and send private messages to teachers or staff.

Who can use Parent Square?

Parent Square is for Parents/Guardians, Administrators and parents. Parents/Guardian can send Alerts, Posts, or Messages. They can post or message to individuals, to specific groups or to the entire program. Parents can appreciate and sometimes comment on Posts. Parents can message back the program administrators and request additional significant adults in a child's life added as contacts, such as a grandparent.

Activate Your Account:

Your program can send an invitation email or text depending on the contact information in their individual information system, to join Parent Square. Users can click the link to activate their account. You can also sign up by going to parentsquare.com and entering your email address or cell number. Here is a quick video presented by Parent Square regarding account activation. <https://parentsquare.zendesk.com/hc/en-us/articles/203414049--Getting-Started>

ACCESS (Adult Career & Community Empowerment Support Services) is a division of ACES. ACES ACCESS enables adults with disabilities to live their best lives through employment, vocational training, recreation and community engagement. ACES ACCESS provides group support employment, individual supported employment and day support programs. Vocational training, support and career exploration are available with staff, peer mentors, consultants and volunteers.

All programs are individualized; outcome-oriented, and are designed for, and with each individual, utilizing a person-centered approach. Community inclusion remains the goal for all program components.

Program Components:

Supported Employment Individualized (ISE): Employment Specialist/Job Coach may assist an individual in finding competitive employment, provide training and support, gradually fading to intermittent supports. Supports will continue as the individual maintains employment. This support may include assisting with required trainings, providing any work-related support and developing a relationship with management.

Individualize Day Support (Vocational and Non-vocational) (IDC): This service is provided as a 1:1 activity and the service provider does not work with a group of individuals. Individuals may participate in this service for up to 5 days a week, 6 hours a day deemed necessary. The Level of Need and Individual Plan would assist in defining the type and hours of support.

Group Supported Employment Program (GSE): The focus of this program is to assist individuals in sustaining employment in the community with continuous support given by a job coach on site. Individuals work in group settings with other Individuals /Employees at employment sites. Individuals participating in GSE will have the opportunity to work in one of ACES ACCESS three businesses:

- **Designs by ACCESS:** Decor, centerpiece and gift initiative. Individuals participate in designing and creating unique decor, centerpieces and gifts. Designs by ACCESS is developing a boutique at a local florist where participating Individuals will gain experience in all aspects of the floral and design business.
- **ACES Shines, Shoeshine:** ACES ACCESS provides training in how to shine shoes and customer service. ACES Shines has a mobile shoeshine option which will pick up and deliver your shoes.
- **United Lawn Care:** A full-service lawn care business where Individuals learn all aspects of mowing, weeding, mulching and lawn/yard clean up. United Lawn Care provides services to residents and commercial facilities.

Day Support Option Program (DSO): The focus of this program is to assist individuals in obtaining and participating in volunteer opportunities in the community, to contribute to members of their community and participate in recreation and leisure activities. It provides services to participants who seek/volunteer, recreational life enriching community experiences.

Unpaid Internship & Volunteer Services: The focus is to work side by side with identified host/company employees to help individuals determine areas of interest.

Support Services Offered:

ACES ACCESS program offers the following supports to each Individual in the program:

- Nursing Consultation
- Case Management
- Job Exploration & Placement
- Employment Development, Placement & Support
- Community-based Volunteer, Enrichment and Recreational Activities

Additional Services:

The following services are offered on an as-needed basis:

- Assistive Technology
- Behavioral Services
- Transportation

Program Services:

Individuals who receive employment services through ACES ACCESS will not experience a lapse in service in the event of a job loss and/or transfer between services.

Program Expectations:

ACCESS asks that each program participant:

- Attend at least 90% of the time per DDS regulations.
- Attend the program on all scheduled days for six hours per day.

It is strongly recommended that non-program related appointments be scheduled outside of normal operating hours (i.e. doctors, dentist, or therapy appointments and annual/quarterly meetings). Prior arrangements must be made with our Program Coordinator, Job Coach Supervisor or Case Manager if reporting to work/program late.

Program Hours:

The ACCESS program is contracted through DDS to provide agreed upon hours of services. Most individual's program day is 6 hours. This does not include transportation time to and from the program.

Referral Process:

Referrals come through a variety of sources, including but not limited to

- The Department of Social Services (DSS)
- The Department Developmental Services (DDS)
- School districts; Local Educational Agencies (LEA)

For information about program offerings and referral information contact Enid Dejesus - Program Coordinator, Maureen Cavallaro - Case Manager, or Gregory Nowlin - Case Manager at (203) 234-1344.

All ACCESS individuals are afforded the following rights:

- To exercise their right to make choices
- To receive quality services which maximize potential in the least restrictive environment
- To experience a safe and humane environment (freedom from abuse and neglect)
- To be an integral part of the planning process which develops the Rehabilitation Plan and Individual Plan
- To have a clear explanation of policies and procedures involved in the delivery of any services considered part of the planning program
- To be treated with respect and dignity
- To initiate a grievance concerning issues which the Individual feels have not be adequately resolved with ACCESS program administration
- To review his/her case record
- To exercise portability in accordance with DDS policies

All individuals shall have the rights, benefits and privileges guaranteed to all citizens by the Constitution and laws of the United States and the Constitution and laws of the State of Connecticut. In addition to these general rights, individuals are afforded special rights, which are guaranteed by State and Federal law.

Individual Goals:

Each person will have a written Individual Plan that identifies the desired outcomes with action steps outlined. The Individual is an integral part of the planning process. The Individual may request a team meeting to review his/her plan at any time. ACCESS' expectation is that each person will play a primary role and attend his/her planning meeting.

Opportunities for Individual Input:

In recognition of the importance of feedback and self-advocacy, ACCESS offers the following opportunities:

Annual Plan: Direct participation in the development of their Annual Plan. Each Individual will be scheduled for an annual meeting. Prior to the meeting he/she will meet with their supervisor, staff person, or ACCESS Case Manager to review their progress. The DDS form, part of the IP packet will be completed two weeks prior to the IP and sent to the DDS Case Manager.

Program Surveys: Participate in program surveys, preference inventories and input sessions.

Suggestion Box: Contribute to Suggestion Box, a place to anonymously offer suggestions and ideas for program improvement.

Attendance Policy:

Attendance Policy Revised January 1, 2025:

Effective January 1, 2025, ACES ACCESS has revised its attendance policy for individuals with a State of CT DDS waiver. Participants are required to maintain at least 80% attendance utilization in their Work/Day program. They must arrive no later than 11:00 a.m. and remain until at least 12:00 p.m. If attendance falls below 80%, a team meeting will be scheduled to address the concern and develop a plan to support consistent participation. We understand that medical situations may occasionally impact attendance. In such cases, participants with doctor's appointments during programming hours may be picked up and/or called out for those scheduled hours and we kindly ask participants to provide a doctor's note to document these absences. All situations will be evaluated and addressed on a case-by-case basis, taking individual circumstances into account. The policy and days off request form can be found at the back of this handbook.

Late/Absent/Early Dismissal Procedure: If an individual expects to be late (Drop-off cut-off time is 11:00 a.m.) or absent from the ACCESS program, they or their parent/guardian must notify the ACES Transportation Department at (203) 234-2406 by 7:30 a.m. and speak with the ACCESS Secretary at (203) 234-1344 by 8:30 a.m. Voicemail messages are not acceptable.

If an Individual needs to arrive late to the ACCESS program, they must make alternate transportation arrangements and may need to be brought to their job site or community activity by their residential support person. Individuals cannot report to an employment site or community-based activity without prior approval from the Program Manager or Program Coordinator. If an Individual must be picked up before the end of a regular work/program day (Pick-up time by 3 p.m.) the Program Coordinator must be given notice at least 24 hours in advance (203) 234-1344.

Cell Phone Usage: Cell phones and other personal communication devices are not permitted to be used during work time, at a job site or in ACES vehicles. Cell phones can be used during break time, but we recommend that individuals use break time to socialize with co-workers. No one can take pictures of others with their camera, cell phone or other electronic devices. You cannot use other people's cell phones. We strongly suggest that numbers are not shared due to potential issues that may arise.

Dress Code:

The dress code reflects community and employment standards. Basic standards for all dress are as follows:

- Clothing must be clean, in good repair, and fit appropriately. No ripped jeans or clothing are permitted.
- Clothing should reflect the employment site norm or community activity norm. Footwear should be non-skid. Flip flops, open toed shoes and heels over 1 ½" are prohibited due to safety concerns.
- Halter tops, brief tops and tank tops are prohibited.

- Shorts are permitted during the warm weather and (must be knee length or longer).
- Gang colors and suggestive wording is not allowed on clothing worn to program.
- Proper grooming standards must be adhered to. Individuals who may require a change of clothing should bring an extra set with them daily or make arrangements with their Program Coordinator.

Grooming:

The individuals that attend the ACES ACCESS program should have all grooming and health care done at home. This includes and not limited to the following:

- Nail Care, staff should not cut finger and toenails.
- Body Cleanliness, staff should be reporting any concerns so the homes can be notified.

Employment forms:

Individuals must submit the following forms prior to being paid by ACES ACCESS:

- Federal W4 (to be completed annually for anyone who claims exemption)
- CT W4 withholding
- I-9 Employer Eligibility Verification Form -requiring two forms of identification typically a social security card and one other form of positive identification
- Direct Deposit form with voided check

ACCESS Information Line 203-407-4498

Recorded messages will be left on this line about changes in program hours due to inclement weather, program closures or delays, closures for upcoming holidays and staff training days.

Parent Square messaging system:

ACCESS will send out text messages and phone calls via the messaging system. To activate ensure that the cell number to call and/or email to be sent is on file at ACCESS. You will get a text message to activate the system and then all program changes, closures, delays and early dismissals will be sent directly to you.

ACCESS Facebook Group:

Messages are posted in the ACCESS Facebook Group page and ACCESS public page. To be part of the ACCESS Facebook Group, just friend us on Facebook

Lunch/Break Periods:

All individuals are entitled to a 30-minute unpaid lunch period and a 15-minute unpaid break period during their day if the community-based employment site allows. Break and lunch times may vary according to the employer's work schedule.

Each individual is responsible for bringing his/her lunch/snacks/beverages to the worksite. Individuals who are competitively employed will receive break/lunch periods determined by the policies of the company in which they are employed.

Individuals participating in the DSO Program will receive 30 minutes for lunch/clean up.

ACCESS strongly recommends that Individuals not bring in the following items for lunch/break periods: hotdogs, peanuts or other food that can typically cause a choking hazard. (Meat on the bone is not allowed at our program). All foods and beverages must be sent in as prescribed, following the individual's dietary needs requirements. Food consistencies must follow prescribed doctor's orders. Individuals are not to give, share nor buy food for others. Some individuals have allergies to various foods or are on restricted diets.

The State of Connecticut Department of Developmental Services mandates that each individual has a doctor's order on file with an Individual's dietary needs. Guardian may sign dietary form if the Individual does not live in a group home and there are no diet restrictions.

Loaning of Money:

Loaning, giving, or borrowing of money is prohibited.

Medication Administration Procedure:

In compliance with the Connecticut General Statutes, Department of Developmental Services Regulations and ACCESS medication policy, clients who require medication(s) during program hours must have a written doctor's order on file at ACCESS renewable every 90 to 180 days. Medications must be sent in a prescription bottle clearly labeled with the individual's name, name of medication, dosage, expiration date and prescribing physician.

Medications need to be delivered to ACES ACCESS by the parent, guardian or provider and given to a Med Certified staff member. New individuals must have this documentation and medication in place before starting the program.

DDS approved certified unlicensed ACCESS staff will dispense the administration of all medication, including over-the-counter medications under the supervision of the Nurse Liaison. Medication will not be given without prior notification and original, complete doctor's orders. All attempts should be made to achieve the desired therapeutic effect for the client by home/residential administration of medicine. An individual who can self-medicate must obtain a physician's order for self-medication and meeting assessment criteria.

Sunscreen, per DDS policy, can be routinely used during appropriate weather, and doctor's orders are not required. It is strongly encouraged that sunscreen be applied at the residence prior to beginning or coming to the program/If an individual needs to reapply sunscreen during the day, he/she should bring in a labeled bottle to carry throughout the day. A staff person can assist an Individual in re-applying sunscreen. While working in the community and if the individual requires a re-application of sunscreen during the day, he/she should ask for assistance to re-apply. The individual must bring in an appropriate bottle labeled of the sunscreen to have applied.

Emergency Medical Information and Fact Sheets:

Emergency medical information is kept on file and is updated at the individual's annual meeting. In a medical emergency, ACCESS staff members must be able to contact at least one parent, guardian, family or staff member. If information changes during the year, the Program Coordinator, Nurse Consultant or Case Manager must be notified immediately. It is important that we have on file diagnosis, all allergies diagnosis, and dietary restrictions as this information is critical for client safety in an emergency.

A completed Emergency Individual Fact Sheet with photo is completed and kept on file as part of the statewide Emergency Operations Plan as required by the Department of Developmental Services. Pictures are updated every two years.

Accident/ Incident Notification:

ACCESS will notify the individual's residential provider and DDS Case Manager in an accident. Notifications of other individuals are the responsibility of the client's residence.

Ambulance/Hospital:

Unless otherwise specified, individuals in need of emergency medical services will be transported by ambulance to Yale New Haven Hospital's Emergency Room. It is our practice/procedure to transport any Individual experiencing a seizure of five minutes or more to Yale New Haven Hospital's Emergency Room by ambulance, unless otherwise stated in the Individual's seizure protocol.

Illness/Well-Being:

Individuals who are ill (i.e., fever, vomiting, diarrhea, pink eye (conjunctivitis) will not be allowed to attend the program until they are symptom free for 24 hours or have been treated by a physician. If an individual is returning to the program after an extended (3 or more days), a physician's note may be requested prior to return to program. The Program Coordinator, Case Manager, or Nurse Consultant should be notified of any medical issues or constraints to ensure the individual's well-being.

If an individual does not feel well, they should notify an ACCESS staff member. ACCESS staff will arrange for a health assessment. Should an individual be unable to complete the day, the Program Services Manager, or designee will notify the individual's residence.

Transportation arrangements to return home will be the responsibility of the residence.

Individuals participating in volunteer opportunities may need an annual PPD (Skin test for tuberculosis) when required by volunteer sites.

When an Individual is hospitalized for any reason, he/she is required to provide a copy of the discharge paperwork and be home for 24 hours prior to returning to work. This includes rehabilitation time out of the program.

Medical Equipment Policy:

Should an individual need to use a wheelchair or other type of medical equipment (e.g., crutches or a walker), ACES ACCESS asks staff and family members the following in order to ensure safety during transportation:

- Wheelchair brakes must be able to lock securely
- Seat belts should be checked for material wear and tear, hardware connections on the wheelchair and that the belt engages and holds securely
- Anti-tippers must be sent in on all wheelchair frames and should have adequate air pressure
- Crutches must have good tips and crutches should have no damaged hardware. Walkers must have good tips and be stable when unfolded (no loose parts).
- Individuals must be able to safely use mobility supports prior to using them at ACCESS

This is a list of common items to maintain and monitor for safety. If the Program Coordinator or Case Manager feels the equipment is a safety concern, ACCESS will notify the individual's family and/or support staff to discuss the situation. If the concern significantly impacts the safety of the individual, it will be recommended that the equipment be repaired or replaced with a loaner by the individual or the individual's caregivers until repairs can be made. The loaner equipment will need the same support and safety features as the original equipment. The individual may be asked by the employment supervisor to remain home until safety concerns are resolved.

Record Keeping:

ACCESS maintains individual case records for each program participant. ACES ACCESS utilizes Therapy (www.therapservices.net), a secure, electronic recordkeeping system.

Search of Individuals Protocol: Staff are not allowed to search any consumer or their personal belongings without an individual's consent. Staff cannot take things from consumers without the consumer's consent. If there is reasonable suspicion that an individual has taken something that does not belong to them, staff are to ask for it. If the individual refuses, then staff may seek assistance from a co-worker in asking the individual. If the individual still refuses, then staff are to notify the Program Coordinator or Program Service Manager. The Program Coordinator or Program Service Manager will then provide instructions on next steps. They are the only staff who are authorized to conduct a search of the consumer or their belongings.

Technology/Acceptable Use Policy: It is the policy of Area Cooperative Educational Services (ACES) that network technology services are to be used in a responsible, efficient, ethical and legal manner in accordance with ACES mission and policies. Users of network technology services must acknowledge their understanding of the general policy and guidelines as a condition of using the network. Use of network technology services is a privilege, not a right. Failure to adhere to the policy and administrative procedures may result in suspension or revocation of network access. Willful or intentional misuse could lead to disciplinary action, including suspension or termination, or criminal penalties under applicable state and federal law.

Access to the Internet is provided by ACES for the purpose of benefiting the school community, the educational and business responsibilities of ACES, and enriching the educational experience for all Individuals and students. In order to better facilitate the safe use of the Internet, technological measures will be taken to attempt to restrict access by minors to materials that may be harmful and incompatible with ACES mission of ACES, as well as to promote the internal security of the network. ACES takes appropriate measures to educate minors about appropriate online behavior, including interacting with other individuals on social networking websites and in chat rooms and cyber-bullying awareness and response.

All ACCESS Individuals must read and sign the Acceptable Use Agreement prior to being permitted to access the Internet through the network provided by ACES.

Transportation:

Individuals provided transportation services will be picked up at their residence or other designated location by an ACES driver. Transportation services start from ACCESS, 205 Skiff Street, Hamden, CT 06417 between at 8:00 and 8:30 am depending on the runs. Individuals will be dropped off at their residence between 2:45 and 4:00 p.m., depending upon their arrival time to program. Transportation times are based on assigned dismissal schedules. Arrangements must be made to ensure that an authorized person is home to receive the individual or written permission is granted for the individual to be dropped off at home without someone there to receive him/her. Hours for Individuals who are competitively employed may vary depending on their employer's needs.

Suspension Policy:

In accordance with ACES Policy the following infractions or conduct may, depending on the specific circumstance, lead to suspension from work:

- Willfully striking, assaulting and/or offensive battery to an individual or any staff member
- Theft
- Blackmailing, threatening, bullying, or intimidating staff or other individuals
- Willful destruction of program, employers', staff, or other client's property
- Violation of local ordinances, State or Federal statutes
- Any other serious violation-of program rules or offenses, or a series of violations which make the presence of the individual a serious impediment to the program operation
- Violation of ACES Computer Acceptable Use Policy

Drug/Weapons Policy:

Individuals may not have illegal drugs or weapons of any type on his/her person. Items discovered will be confiscated by ACCESS staff and appropriate disciplinary measures will be taken following administrative review.

Smoking Policy (205 Skiff Street is a SMOKE-FREE Campus):

In accordance with state law smoking is prohibited on ACES property. "Smoking" means all use of smoking materials and tobacco, including cigar, cigarettes, chewing tobacco, vaping and snuff.

Smoking is prohibited in all ACES vehicles. Smoking is allowed on the sidewalk in the front of the building only. Anyone caught smoking in non-designated areas may be subject to disciplinary action up to and including suspension.

Suspected Abuse/Neglect/At Risk Reporting Policy:

ACES ACCESS recognizes that it is the responsibility of its Employees to report suspected incidents of abuse/neglect or at-risk behavior with respect to ACES ACCESS Individuals.

The CT Department of Developmental Services (DDS) system of reporting and investigating allegations of the abuse and neglect of individuals with an intellectual disability is governed by CT General Statutes and is applicable to all individuals who participate or reside in programs operated, funded, or licensed by DDS and who receive funded supports or services from DDS or qualified providers.

Every DDS and Qualified Provider employee or volunteer is mandated by Connecticut General Statute 46-11b to report suspected abuse or neglect of any individual with an intellectual disability.

If there is reasonable cause to believe that abuse or neglect has occurred, a mandated reporter MUST immediately (1) intervene to stop the abuse/neglect and protect the victim and (2) report it to the appropriate authorized reporting agency. If you suspect abuse or neglect, please call Abuse Investigation Division (AID) at 1-844-878-8923.

Sexual Harassment/Intimidation Policy:

ACES ACCESS is committed to preserving a positive and productive working and learning environment free of discrimination. ACES ACCESS prohibits sexual harassment or intimidation of its employees and clients whether by supervisory or non-supervisory personnel, by individuals under contract, volunteers subject to the control of the board, or other clients. Sexual harassment/intimidation in the workplace by employees or clients will result in disciplinary action up to and including dismissal. Sexual harassment/intimidation is defined as an repeated unwelcomed conduct of a sexual nature, whether verbal or physical, including, but not limited to, insulting or degrading sexual remarks on conduct; threats or suggestions that an employee's submission to or rejection of unwelcome conduct will in any way influence an employment or educational decision regarding that employee; or conduct of a sexual nature which substantially interferes with an employee's work or educational performance or creates an intimidating, hostile or offensive work or educational environment, such as the display in the workplace or educational setting of sexually suggestive objects or pictures.

Grievance and Appeal Procedure:

1. If an Individual/advocate/guardian or referring agency representative feels he/she has a legitimate issue/grievance, he/she should try to resolve the issue with the Job Coach Supervisor. If the Individual/advocate/guardian or referring agency representative does not feel the issue has been satisfactorily resolved, he/she can complete a grievance form and submit it to the Program Coordinator.
2. The Coordinator will review the complaint, speak to all relevant parties, and attempt to reach a satisfactory resolution within 10 working days.
3. If the Individual/advocate/guardian or referring agency representative is not satisfied with the Coordinators decision, he/she may forward the grievance to the Executive Director or his/her designee for resolution. The Executive Director/designee will have final decision making authority in the dispute process.

Non-Discrimination Provisions:

ACES ACCESS is an equal Opportunity Employer and does not discriminate on the grounds of race, color, religion, sex, sexual orientation, age, marital status, national origin or disability. ACES meets all local, state and federal regulatory and statutory mandates that assure equal access with respect to physical structure, recruitment, hiring, and program access.

Related Laws/Statutes

The Developmental Disabilities Assistance and Bill of Rights, The Rehabilitation Act, Americans with Disabilities Act, Department of Developmental Services (policies).

ADA - Americans with Disabilities Act:

The law is quite extensive. The ADA provides civil rights protection to individuals with disabilities similar to those provide to individuals based on race, color, sex, national origin, age, and religion. It guarantees equal opportunity for individuals with disabilities in employment, state and local government services, public accommodations, transportation, and telecommunications.

The ADA prohibits discrimination based on disability with employment, state and local government, public accommodations, commercial facilities, transportation, and telecommunications. It also applies to the United States Congress.

To be protected by the ADA, one must have a disability or have a relationship or association with an individual with a disability. An individual with a disability is defined by the ADA as a person who has a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such an impairment, or a person who is perceived by others as having such an impairment. The ADA does not specifically name all of the impairments that are covered. The American with Disability Act of 1990 (ADA) prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, State and Local Government Services, public accommodations, commercial facilities, and transportation. It also mandates the establishment of TDD/Telephone Relay Services. The ADA was revised by the ADA Amendments Act of 2008 (P.L. 110-325), which became effective on January 1, 2009. The ADA is codified at 42 U.S.C. 12101 et seq.

Grievance Form

1. Describe the nature of the grievance

2. What steps were taken to informally resolve the grievance?

3. What would the grievant like to happen as a result of this grievance?

Submitted by.... Signature:

Date of submission:

Director's response, findings, and recommendations:

Signature of Program Administrator:

Date of response:

Grievance's Response

I have reviewed the Director's response to my grievance and am satisfied with the outcome.

Signature:

Date:

OR

I have reviewed the Program Coordinators response to my grievance and am not satisfied with the outcome. I request that my grievance be reviewed by the ACES Executive Director or Designee.

Executive Director/Designee Response Findings and recommendations:

Signature:

Date:

When absent, not coming to work, or coming in late, please call and speak to the ACES ACCESS secretary.

Call: 203-234-1344

When absent or not coming in or do not need a ride to or from program, please call the Transportation Department by 7:30 a.m.

203-234-2406 -

If need to be picked up early, please call at least 24 hours in advance.

Call: 203-234-1344

If the weather is inclement/bad. Please call the ACCESS information line after 7:00 a.m. that day. Call: 203-407-4498

If you have questions about medication/doctor orders. Call: 203-234-1344

Please acknowledge and sign below that you have read and understood all the information in the Handbook. Please return signature page to the front ACCESS office.

Signature

Date

Signature

Date