



# American Disability Act – CMANA’s Policy and Procedure

Effective July 1 2018

CMANA is fully committed to ensuring that accessibility guidelines and requirements as set forth by the federal government and state of New Jersey are implemented in as timely and efficient a manner as possible.

CMANA has been consistently responsive to making the arts accessible for all people with disabilities and will continue to strive to provide the utmost accessible experience possible. Through GFS programming, design, and service, we continue to reach out to and provide assistance and appropriate accommodation.

CMANA's volunteers are specifically sensitive to serve members of the community with disabilities. CMANA is also committed to exercising best practice and outreach in regards to volunteers with disabilities, both in artistic and administrative/operational areas.

GFS regularly reviews its policies and procedures to adapt, accommodate and address any issues or problems that might arise in regard to ADA compliance and will regularly assess its progress in achieving full compliance.

## **CMANA Compliance Grievance Procedure**

- This procedure is meant to provide an internal mechanism for CMANA to be used in the event of a complaint received from its public regarding accessibility. This procedure will also assure commentary in reference to the organization’s policies concerning ADA compliance. Every effort will be made to satisfy the complainant at the earliest stages of interaction, based upon the organization’s increasing capacity to provide for full physical and programmatic access.

- **Information Gathering**

CMANA's Vice President and ADA Coordinator will communicate with the complainant to determine the nature of the complaint, and create an open dialogue with the complainant. Depending upon the location of the complaint, other staff may be involved in this initial process. The goal of this exchange is to address the complainant's need as quickly and positively as possible, within the scope of the organization's ability to meet that need, and to use that information to assess future needs determinations. CMANA will document all information received.

**Complainant Unsatisfied**

Following the Initial Interview, if the client is not satisfied by the initial information gathering process/interview, CMANA will encourage the complainant to participate in additional mediation with the entire CMANA Board, with written material if required.

CMANA's ADA coordinator's goal is to ensure that a solution is devised that will meet the needs of the client to the best of its ability is established. CMANA will consider establishing new policies, programs and facility improvements to ensure this success.

**Questions to be considered at the mediation with the CMANA Board:**

Is the complaint valid? Was access denied?  
What were the circumstances of the denied access?  
Is this a standard or unusual condition?  
Was lack of access a result of policy, and if so, is a new policy warranted?  
What must happen for access? Are there possible alternatives?  
Are there any mitigating factors that would limit resolution to the problem?  
What is to be done to assure success in the future? Will the solution demand funding? If so, how will it be funded and on what timeline?  
What follow-up should be done with complainant and by whom

**Resolution of Complaint**

At the next appropriate Board meeting, recommendations from the mediation are presented, and a decision is made based upon that recommendation to allocate existing funds and resources and/or to include the recommendations as part of ongoing resource development.

The recommended solution is implemented and publicized.