



Notice Under the Americans with Disabilities Act

In accordance with Title II of the Americans with Disabilities Act (ADA), the **New York State Division of Veterans' Affairs (DVA)** will not discriminate against individuals with disabilities in its programs, services, initiatives, and activities.

Employment

DVA 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

DVA will generally, upon request, provide appropriate aids and services leading to effective communication for persons with disabilities so they can **participate equally in DVA's programs, services, initiatives, and activities.**

Modifications to Programs & Procedures

DVA has made, and will continue to make, modifications to its policies and procedures to ensure that people with disabilities have an equal opportunity to utilize its programs, services, initiatives, and activities.

Anyone requiring an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a DVA program **should contact the DVA's Central Office** using the phone number or address listed below as soon as possible but no later than 48 hours before the scheduled event.

DVA 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.

Please note that the ADA does not require DVA to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

Complaint Procedure

Complaints that a DVA program, service, initiative, or activity is not accessible to people with disabilities should be directed by phone to (518) 474-6114, or by mail to:

New York State Division of Veterans' Affairs Central Office
ADA Coordinator
2 Empire State Plaza, Floor 17
Albany, N.Y. 12223

DVA will respond in a timely manner as required by the ADA to address all complaints brought under this section.