



## **NEW YORK CITY EMERGENCY MANAGEMENT POLICIES PROHIBITING DISCRIMINATION AGAINST PEOPLE WITH DISABILITIES**

It is the policy of New York City Emergency Management (“NYCEM”) to comply with all applicable laws including but not limited to, the Americans with Disabilities Act (ADA), the Rehabilitation Act, the New York State Human Rights Law and the New York City Human Rights Law. NYCEM does not discriminate on the basis of disability in the operation of its programs, services and activities.

Anyone who requires an auxiliary aid or service for effective communication, or a reasonable modification of policies or procedures to participate in NYCEM programs, services or activities is invited to direct their needs and preferences to NYCEM’s ADA Coordinator by mail, telephone, or email:

ADA Coordinator  
Eli Fresquez, Esq.  
NYC Emergency Management  
165 Cadman Plaza East  
Brooklyn, New York 11201  
Tel: 718-422-4660  
TTY: 212-504-4115  
Video Relay Service: 212-639-9675  
Email: [adacoordinator@oem.nyc.gov](mailto:adacoordinator@oem.nyc.gov)

Requests should be made as soon as possible but no later than three (3) business days before the scheduled program, service or activity.

Questions, concerns, complaints or requests for additional information may also be directed to NYCEM’s ADA Coordinator.

### **Grievance Procedure under the Americans with Disabilities Act**

This grievance procedure may be used by anyone who wishes to file a grievance alleging discrimination by New York City Emergency Management (“NYCEM”) on the basis of disability with respect to matters other than employment.

The grievance should be in writing and contain information about the alleged discrimination such as the name, address, and telephone number of the grievant, as well as the location, date, and description of the complaint or alleged violation of the ADA. Alternative means of filing grievances, such as in-person interviews or an audio recording of the grievance, may be made available for persons with disabilities upon request.



The grievance should be submitted as soon as possible but no later than sixty (60) calendar days after the date of the alleged violation of the ADA to:

ADA Coordinator  
Eli Fresquez, Esq.  
165 Cadman Plaza East  
Brooklyn, New York 11201  
Tel: 718-422-4660  
TTY: 212-504-4115  
Video relay service: 212-639-9675  
Email: [adacoordinator@oem.nyc.gov](mailto:adacoordinator@oem.nyc.gov)

Within thirty (30) calendar days after receipt of the grievance, the ADA Coordinator or his or her designee will contact the grievant to discuss the grievance and any possible resolutions. Within fifteen (15) calendar days of this contact with the grievant, the ADA Coordinator or his or her designee will respond to the grievance in writing or, where appropriate, in a format accessible to the grievant, such as large print, Braille, or audio recording. This response will explain NYCEM's position and offer options for substantive resolution of the grievance, where applicable.

The grievant or the grievant's designee may appeal the decision by the ADA Coordinator or his or her designee within fifteen (15) calendar days after receipt of the response by mail to:

Commissioner Joseph J. Esposito  
NYC Emergency Management  
165 Cadman Plaza East  
Brooklyn, New York 11201

The appeal should be submitted in writing. Alternative means of filing an appeal, such as an in-person interview or an audio recording of the grievance, may be made available for persons with disabilities upon request.

NYCEM's response to the appeal will be provided to the grievant within sixty (60) days following receipt of the request for the appeal.

All responses by NYCEM will be in writing or, where appropriate, in a format accessible to the grievant. All written grievances, appeals, and responses received in connection with a grievance made to NYCEM, will be retained for at least three (3) years.

**This document is available in alternative formats, including large print, audio recording, and Braille, from the ADA Coordinator upon request.**



## **NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT**

Effective Communication: NYCEM will, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in NYCEM's 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: NYCEM will make reasonable modifications to policies and procedures to ensure that people with disabilities have equal access to all NYCEM programs, services, and activities. For example, individuals with service animals are welcome in all NYCEM 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 NYCEM program, service, or activity, should contact the ADA Coordinator by mail, email or telephone at: NYC Emergency Management, 165 Cadman Plaza East, Brooklyn, NY 11201, [adacoordinator@oem.nyc.gov](mailto:adacoordinator@oem.nyc.gov), or 718-422-4660, as soon as possible but no later than three (3) business days before the scheduled event or activity.

The ADA does not require NYCEM to take any action that would fundamentally alter the nature of its programs or services or that would impose on it an undue financial or administrative burden.

Complaints that a NYCEM program, service, or activity is not accessible to persons with disabilities should be directed to NYCEM's ADA Coordinator by mail, email, or telephone at: NYC Emergency Management, 165 Cadman Plaza East, Brooklyn, NY 11201, [adacoordinator@oem.nyc.gov](mailto:adacoordinator@oem.nyc.gov), or 718-422-4660.

NYCEM will not impose a surcharge 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.