

		Policy Issuer (Unit/Program)	Administration
		Policy Number	
		Effective Date	June 2021
		Revised Date:	March 2022, July 2025
Policy Title: ADA Compliance Policy		Functional Area: All clients and visitors	
Approved By: Chief Executive Officer: Ellen Harrison Compliance Coordinator: Stephanie Fletcher Director of Clinic Operations: Alexandra Hannigan			

NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 (ADA), Northwestern Community Services Board (NWCSB) will not discriminate against qualified individuals with disabilities in our services, programs, or activities. This standard practice applies to clients, their family members, and other visitors conducting business with NWCSB.

EFFECTIVE COMMUNICATION

Northwestern Community Services Board will generally, upon request, provide auxiliary aid and services leading to effective communication for qualified people with disabilities so that they can participate effectively in our programs, services, and activities. For any individual with speech, hearing, or vision impairments, the following auxiliary aids and services may be utilized:

- American Sign Language interpreters
- Video remote interpreting
- Notetakers
- Large print materials
- Captioning
- Accessible electronic and information technology
- Other similar services and actions

SERVICE ANIMALS

Under the ADA, a service animal is defined as a dog or miniature horse that has been individually trained to do work or perform tasks for an individual with a disability. The task(s) performed by the service animal must be directly related to the person's disability. Under the ADA, "comfort," "therapy," or "emotional support" animals do not meet the definition of a service animal because they have not been trained to do work or perform a specific task related to a person's disability.

NWCSB allows service animals to be in all public areas of our facilities if the service animals are always under the control of the handler. Service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or if an individual's disability prevents using these devices. In that case, the handler/owner must maintain control of the animal through voice, signal, or other effective controls.

NWCSB does not require documentation proving that the animal is certified, trained, or licensed as a service animal. If it is not apparent, NWCSB staff will not ask about the nature or extent of an individual's disability and may only ask the following questions prior to entry:

1. Is this animal required because of a disability?
2. What work or task has the animal been trained to perform?

Service animals may be excluded only if the animal is out of control and the handler cannot or does not regain control; or the animal is not housebroken. NWCSB will not exclude a service animal based solely on fears or generalizations about how an animal might behave. If a service animal is excluded, the individual will be allowed to enter the facility without the service animal. Personal pets or animals that are not service animals, are not allowed in NWCSB buildings or vehicles.

REQUESTING ACCOMODATION

Northwestern Community Services Board will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to participate. Anyone who requires modification, or auxiliary aid or services, should contact NWCSB's Director of Clinic Operations no later than 48 hours before the scheduled event. If an individual makes a walk-in request, NWCSB will provide reasonable accommodation at that time. The ADA does not require NWCSB to take any action that would fundamentally alter the nature of its programs or services or impose any undue financial or administrative burden. NWCSB will not place a surcharge upon any individual or group with disabilities to cover the cost of providing auxiliary aid, services, or reasonable accommodation.

COMPLAINT PROCEDURES

Complaints that any program, service, or activity are not accessible to an individual with disabilities should be submitted by mail or in person within 90 days of the alleged discrimination to:

Attention: Compliance Coordinator/ ADA
Northwestern Community Services Board
209 West Criser Road
Front Royal, Va 22630

NWCSB's Compliance Coordinator will offer a resolution within 30 days of receipt of the complaint.

LEGAL AUTHORITY/REFERENCE(S)/ATTACHMENTS: [Americans with Disabilities Act of 1990](#)

DISTRIBUTION: This policy applies to all NWCSB clients and visitors.

CONTACT INFORMATION: Director of Clinic Operations, Alexandra Hannigan
Compliance Coordinator, Stephanie Fletcher

CHANGE HISTORY

Number	Date	Type of Change	Change Description	Initials
1	07/2025	Update		

Type of Change: New, Update, Delete, Format