

The Department of Sanitation Accessibility

The Department of Sanitation Policies Prohibiting Discrimination Against People with Disabilities in Access to Services

It is the policy of the Department of Sanitation to comply with all applicable laws including, but not limited to, the Americans with Disabilities Act (ADA), Rehabilitation Act, the New York State Human Rights Law and the New York City Human Rights Law. The Department of Sanitation does not discriminate on the basis of disability in the operation of its programs, services and activities and strives to be welcoming to and inclusive of people with disabilities.

Employment related complaints for employees and applicants for employment seeking a reasonable accommodation are covered under the [City's EEO Policy](https://www.nyc.gov/assets/dcas/downloads/pdf/agencies/nyc_eeo_policy.pdf). link to: https://www.nyc.gov/assets/dcas/downloads/pdf/agencies/nyc_eeo_policy.pdf

Any member of the public who requires an auxiliary aid or service for effective communication, or a reasonable modification of policies or procedures in order to participate in our programs, services or activities (involving matters other than employment) is invited to direct their needs and preferences to The Department of Sanitation's Disability Service Facilitator by email, phone or mail:

Ryan David, Director
Office of Equity, Diversity & Inclusion
375 Pearl Street, 18th Floor
New York, NY 10038
Phone: 212-291-1380
Email: OEDI@dsny.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 or requests for additional information may be directed to the Department of Sanitation Disability Service Facilitator.

If you believe that you have been denied an auxiliary aid or service or a reasonable modification of policies or procedures that you need in order to participate in programs, services or activities provided by the Department of Sanitation please see the Department of Sanitation's grievance procedure below.

The Department of Sanitation Grievance Procedure for Members of the Public Alleging Discrimination Based on Disability

Any member of the public alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Department of Sanitation may file a grievance with the Department of Sanitation, which should contain:

- the name, address, telephone number and/or email of the grievant and
- information about the alleged discrimination, such as the location, date, and description of the incident or alleged violation of the ADA, Rehabilitation Act, NY State Human Rights Law, or NYC Human Rights Law.

“Grievance” is the term for the allegation filed with the Department of Sanitation by a member of the public.

“Grievant” is the term for the person alleging discrimination in the grievance.

When and How to File a Grievance

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

Ryan David, Director
Office of Equity, Diversity & Inclusion
375 Pearl Street, 18th Floor
New York, NY 10038
OEDI@dsny.nyc.gov (Please include “Grievance” in subject line.)

The grievance may be filed in one of two ways:

1. By submitting the grievance in writing by mail or email using the above address; or
2. Upon request, by an alternative means, such as an in-person interview or an audio recording, describing the incident or alleged violation of the ADA, Rehabilitation Act, NY State Human Rights Law, or NYC Human Rights Law. A request for an alternative means of filing may be granted as an accommodation for a grievant with a disability.

Timeline Following Filing of Grievance

Within fifteen (15) calendar days after receipt of the grievance, the Disability Service Facilitator or designee will contact the grievant to discuss the grievance and possible resolutions.

Within fifteen (15) calendar days of this contact with the grievant, the Disability Service Facilitator or designee will provide a response in writing. Grievants may request the response in an additional format accessible to them, such as large print, Braille, or audio recording. This response will address the grievance, describe the Department of Sanitation’s position, and offer options for substantive resolution of the grievance, where applicable.

When and How to File an Appeal

The grievant may appeal the Department of Sanitation's decision within thirty (30) calendar days of receipt of the Department of Sanitation's response.

The appeal should be mailed to:

Office of Equity, Diversity & Inclusion
375 Pearl Street, 18th Floor
New York, NY 10038

The appeal may be filed in one of two ways:

1. By submitting the appeal in writing and by mail using the above address; or
2. Upon request, by an alternative means, such as an in-person interview or an audio recording, describing the incident or alleged violation of the ADA, Rehabilitation Act, NY State Human Rights Law, or NYC Human Rights Law. A request for an alternative means of filing may be granted as an accommodation for a grievant with a disability.

Timeline Following Filing of Appeal

The Department of Sanitation's response to the appeal will be provided to the grievant in writing within sixty (60) days following receipt of the appeal. Grievants may request the response in an additional format accessible to them, such as large print, Braille, or audio recording. This response will address the appeal, describe the Department of Sanitation's decision, and offer options for substantive resolution of the appeal, where applicable.

All written grievances, appeals, and responses in connection with a grievance made to the Department of Sanitation will be retained for at least three (3) years.

Note: Upon request to the Disability Service Facilitator, this page can be made available in an alternative format.