ADA NOTICE TO THE PUBLIC

Capital City Area Council for Special Services
dba Special Learning Center (SLC)
2211 Stone Hill Road
Jefferson City, MO 65101
(573) 634-3070
www.speciallearningcenter.com

Americans with Disabilities Act (ADA) Notice to the Public
Special Learning Center (SLC) operates its programs, services, activities, facilities, and transportation services in compliance with the Americans with Disabilities Act (ADA), as amended by the ADA Amendments Act of 2008 (ADAAA), Section 504 of the Rehabilitation Act of 1973, and other applicable federal and state disability nondiscrimination laws.
SLC does not discriminate against qualified individuals with disabilities on the basis of disability and will provide equal access to and participation in its services, programs, activities, transportation, employment, and facilities.

Your Rights Under the ADA
Individuals with disabilities have the right to:
Consistent with the ADAAA, SLC interprets the term "disability" broadly. Coverage may include physical or mental impairments that substantially limit one or more major life activities, a record of such an impairment, or being regarded as having such an impairment. Major life activities include, but are not limited to, activities such as walking, seeing, hearing, learning, reading, concentrating, communicating, working, and the operation of major bodily functions. Episodic conditions or conditions in remission may qualify when they would substantially limit a major life activity when active. Except as permitted by law, SLC will not consider the helpful effects of mitigating measures when determining whether an individual has a disability.

SLC will provide appropriate auxiliary aids and services upon request, where necessary, to ensure effective communication for qualified individuals with disabilities. SLC will also make reasonable modifications to policies, practices, and procedures when necessary to provide equal opportunity to participate in or benefit from SLC programs, services, activities, and transportation, unless doing so would fundamentally alter the nature of the program, service, or activity or impose an undue burden.

- Participate in and benefit from SLC programs, services, and activities.
- Receive reasonable accommodations when appropriate.
- Access facilities, services, and transportation that are available to the public in a nondiscriminatory manner.
- Request auxiliary aids and services when needed to ensure effective communication.
- File a complaint if they believe they have been subjected to disability discrimination or denied access on the basis of disability.
- Access SLC web content, mobile applications, online forms, electronic documents, and digital communications in a manner that is accessible and consistent with ADA Title II requirements and Web Content Accessibility Guidelines (WCAG) 2.1 Level AA, as applicable.

Requesting Accommodations
Individuals needing reasonable accommodation, auxiliary aid, service, or other accessibility assistance should contact:

ADA Coordinator
Stephanie Johnson, Chief Executive Officer
Special Learning Center
2211 Stone Hill Road
Jefferson City, MO 65101
Phone: (573) 634-3070
Email: sjohnson@speciallearningcenter.com

SLC requests advance notice whenever possible so arrangements can be made. However, requests will be considered at any time.

Filing an ADA Complaint
To request a complaint form, contact Stephanie Johnson, CEO at sjohnson@speciallearningcetner.com or call 573-634-3070.

You may file a signed, dated and written complaint no more than 180 days from the date of the alleged incident. The complaint should include:

- Your name, address and telephone number. (See Question 1 of the complaint form.)
- How, why, and when you believe you were discriminated against. Include as much specific, detailed information as possible about the alleged acts of discrimination, and any other relevant information. (See Questions 6, 7, 8, 9, 10, and 11 of the complaint form.)
- The names of any persons, if known, whom the CEO could contact for clarity of your allegations. (See Question 11 of the complaint form.)

Please submit your complaint form to address listed below:

Stephanie Johnson, Chief Executive Officer
Special Learning Center
2211 Stone Hill Rd Jefferson City MO 65101

Do you need complaint assistance?

If you are unable to complete a written complaint due to a disability or if information is needed in another format, such as braille or large print, we can assist you. Please contact us at 573-634-3070 or sjohnson@speciallearningcenter.com.

How will your complaint be handled?

Special Learning Center investigates complaints received no more than 180 days after the alleged incident. Special Learning Center will process complaints that are complete. Once a completed complaint is received, Special Learning Center will review it.

Special Learning Center will generally complete an investigation within 90 days from receipt of a complaint. If more information is needed to resolve the case, Special Learning Center may contact you. Unless a longer period is specified by Special Learning Center, you will have ten (10) days from the date of the request to send the requested information. If the requested information is not received, Special Learning Center may administratively close the case. A case may also be administratively closed if you no longer wish to pursue it.

After an investigation is complete, Special Learning Center will send you a letter summarizing the results of the investigation, stating the findings and advising of any corrective action to be taken as a result of the investigation. If you disagree with Special Learning Center determination, you may request reconsideration by submitting a request in writing to Special Learning Center Chief Executive Officer within seven (7) days after the date of Special Learning Center letter, stating with specificity the basis for the reconsideration. The Chief Executive Officer will notify you of the decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, the Special Learning Center Board of Directors will issue a determination letter to the complainant upon completion of the reconsideration review.

Alternative Filing Options

Individuals may also file ADA complaints with the appropriate state or federal agency. For disability-related complaints involving transportation services or MoDOT-funded programs, complaints may be filed with:

Missouri Department of Transportation
Business Development and Compliance Division
Title VI Coordinator
1617 Missouri Boulevard
P.O. Box 270
Jefferson City, MO 65102-0270
Phone: (573) 526-2978

Federal Transit Administration
Office of Civil Rights
Attn: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Avenue SE
Washington, DC 20590

For ADA complaints involving other issues, individuals may contact the U.S. Department of Justice, Civil Rights Division. Additional ADA information is available at www.ada.gov.