



POLICY No.: M-2
DATE ADOPTED: JULY 19, 2023

TOWN OF WEST BOYLSTON SELECT BOARD POLICY

ADA Compliant Customer Service Policy

Purpose:

The Town of West Boylston complies with the Americans with Disabilities Act and the Rehabilitation Act of 1973, Section 504, which states, "No otherwise qualified person with a disability in the United States...shall, solely on the basis of a disability, be denied access to, or the benefits of, or be subjected to discrimination under any program or activity provided by any institution receiving federal assistance."

The Town of West Boylston is committed to serving all of its customers. This policy outlines the common accommodations Town Departments will make in order to serve persons with disabilities. This policy is non-exclusive and the Town will consider additional accommodations for persons with disabilities.

Policy:

Note: Due to the time associated with providing certain accommodations (e.g. securing a qualified sign language interpreter), additional lead time may be required to serve the customer.

All Town Departments

- All Town Departments will provide materials in alternative format upon request. Alternative format documents may include large print or braille.
- All Town Departments will provide documents electronically upon request.
- All Town Departments will provide assistive listening devices, utilize TTY services, or a qualified sign language interpreter upon request.

Town Hall and Library

- Staff will service customers online or over the phone.
- Staff will meet customers outside of the building at their vehicles.

Accounting

- Staff will meet retirees in their homes within ten (10) miles of West Boylston all other requests beyond ten miles of West Boylston shall be considered by the ADA Coordinator as a reasonable accommodation.

Veterans' Service Officer

- Staff will meet veterans in their West Boylston home if necessary.

Department of Public Works

- Staff will meet customers outside of the building at their vehicles.
- The Department of Public Works utilizes an exterior intercom and interior first floor doorbell to communicate with customers.

Fire Department

- Staff will meet customers outside of the building at their vehicles.
- The Fire Department has an exterior intercom for customers to communicate with Dispatch.