

Ocean County Artists' Guild
PO Box 1156 - 22 Chestnut Street
Island Heights, NJ 08732-1156

Adoption by the Officers and Executive Board 8/31/19

Access Policy

Ocean County Artists' Guild (OCAG) is committed to creating an inclusive and welcoming community where lives are transformed and enriched through the shared experience of art. Making the arts accessible to all people is a priority. We encourage and develop the participation of a broad cross section of citizens, including, but not limited to, diverse ethnic populations, individuals with disabilities, all genders, older adults, children, and women. Accessibility involves both the facilities used for programs and offices, as well as the content of the programming activity, or product. The studio, galleries, parlor, office and bathrooms located on the first floor are wheelchair accessible from the side entrance. If an individual requires other special modifications to assist with their disability, OCAG requires a request in writing by mail or email. All requests must be received 15 calendar days in advance of the program or event.

Ocean County Artists' Guild
Attn: ADA Coordinator
PO Box 1156
Island Heights, NJ 08732-1156

email: info@ocartistsguild.org

Access Availability

Ocean County Artists' Guild (OCAG) is committed to enabling *all* visitors to experience its classes and workshops, exhibitions and public programs. We recognize the diversity of our community's abilities and needs and, when necessary, modifications will be made to allow the fullest level of participation possible. For more information, please contact OCAG's ADA Coordinator by phone at (732) 270-3111 or email at info@ocartistsguild.org. All special requests must be received 15 calendar days in advance of the program or event in writing by mail or email.

Getting Around the Building

OCAG provides barrier-free access in most areas on the first level for visitors using wheelchairs or walkers. A ramp leads up to the side door. The entrance is wheelchair accessible. A wheelchair-accessible restroom is located on the first floor. Upon advance notice, staff will accompany any individual through gallery exhibits if assistance is required.

Support People

Support people may accompany persons with disabilities to art classes or workshops for no additional charge depending upon on course enrollment.

Large Print and Assistive Listening Devices

Large print versions of important literature created by OCAAG are available upon request from the first-floor reception desk. Assistive listening devices to assist with amplification and clarity or closed captioning may be made available, when feasible, for individuals with hearing loss for artist talks or lectures with 30 calendar days' notice by calling the office.

Service Animals

Service animals are welcome under ADA definition of a service animal. Under the ADA, a service animal is defined as a dog that has been individually trained to do work or perform tasks for an individual with a disability. The task(s) performed by the dog must be directly related to the person's disability.

Advance Notice Policy

Ocean County Artists' Guild requires 15 calendar days advance notice, unless otherwise noted, in writing by mail or e-mail for requests for special services for programs.

Non-discrimination Policy

Ocean County Artists' Guild does not discriminate on the basis of disability in admission or access to, treatment of or employment in, its services, programs, or activities. Upon request, accommodation will be provided to allow individuals with disabilities to participate in Ocean County Artists' Guild programs and activities.

Ocean County Artists' Guild has a designated ADA coordinator to facilitate compliance with the Americans with Disabilities Act of 1990 (ADA) as required by section 35.107 of the U.S. Department of Justice regulations, and to coordinate compliance with Sections 504 and 508 of the Rehabilitation Act of 1973.

While the above laws mandate equal access to people with disabilities, Ocean County Artists' Guild makes it a priority to establish a workplace and environment that embraces the spirit of the law ensuring an optimal experience for all.

ADA Grievance Procedure

This procedure is defined for use in the event that the Ocean County Artists' Guild (OCAAG) receives a complaint from the public in response to its action or inaction as it endeavors to comply with the Americans with Disabilities Act of 1990. All concerns voiced by the public will be considered as serious and will be addressed and documented. The purpose and goal of this grievance procedure is to:

- Resolve problems within the limits of the organization's resources.
- Determine a solution that is mutually acceptable to the complainant and the organization.
- Recommend later solutions that permit greater access.
- Provide a forum for public discussion of concerns.

Under sections 504 and 508 of the 1973 Rehabilitation Act, all public facilities, programs, and information must be accessible to all members of the public. If you experience difficulty with programming, information, or physical barriers at OCAAG, please contact us at:

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If you do not feel satisfied and wish to file a formal complaint, please follow the following process:

1. Submit the complaint in writing to Ocean County Artists' Guild, Ocean County Artists' Guild ADA Coordinator at the address below. The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 15 calendar days after the alleged violation. Upon request, alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities.

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2. The complaint should be in writing and contain the following information about the alleged discrimination: full name, address, phone number of the complainant; location of the occurrence, date, and description of the alleged discrimination and the name of the person/persons or witness involved in the occurrence. Alternatively, the complainant can use the Ocean County Artists' Guild's Americans with Disabilities (ADA) Grievance Form.
3. Within 15 calendar days after receipt of the complaint, OCAG ADA Coordinator, or designee, will phone the complainant to investigate, remediate or resolve the complaint. If requested by either party, an in-person meeting will be scheduled within 15 calendar days following the phone contact.
4. The OCAG ADA Coordinator, or designee, will notify, in writing, the board member or members responsible for addressing the complaint and review the complaint with that board member(s) within 3 calendar days following the phone call.
5. Within 15 calendar days after the phone call or in-person meeting, whichever occurs last, the OCAG ADA Coordinator will respond to the complainant in writing. The response provides a final resolution of the complaint.
6. If the individual who has filed a complaint continues to have concerns after this process concludes, he or she is welcome to bring any unresolved concerns to the OCAG President and/or Executive Board.
7. All appeals received and responses given by the OCAG ADA Coordinator will be kept by OCAG for at least 3 years, as required by the Americans with Disabilities Act.

The OCAG ADA Coordinator and the Officers and Executive Board will review the ADA plan and ADA Grievance Procedure once a year and make relevant updates.

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Americans with Disabilities Act (ADA) Grievance Form

This form may be used by any individual to file a complaint alleging discrimination on the basis of disability at Ocean County Artists' Guild. This grievance form (or alternate reporting method) should be submitted by the complainant or his/her designee within 15 calendar days of the alleged incident by mail or email to the contact information below. All complaints will be kept on file for a minimum of 3 years.

Filing Date: _____

Date of Alleged Incident: _____ Time of Alleged Incident: _____

Complainant Name: _____

Home Address:

Street _____

City _____ State _____ Zip Code _____

Phone#: _____ Email: _____

The alleged act of discrimination or problem involves:

Name(s) of person/persons _____

Location of incident _____

Describe the alleged act of discrimination (additional paper may be attached):

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