

# Virginia ADA Resource Guide



2006

- \*Fact Sheets on Each Title**
- \*Information Lines, Websites and  
Publication Resources**
- \*Local Town, City and County ADA  
Coordinator Contact Information**

**This resource guide is available in alternative formats. To request an alternative format, please contact Kelly Gonzalez.**

**Phone: (757) 461-8007 (voice)  
(757) 461-7527 (tdd)**

**Email: [kgonzalez@endependence.org](mailto:kgonzalez@endependence.org)**

**Mail: Kelly Gonzalez  
Virginia ADA Coalition  
Endependence Center, Inc.  
6300 East Virginia Beach Blvd.  
Norfolk, VA 23502**

# Table of Contents

## **Title I Employment**

**Fact Sheet Page 4**

**Resources Page 5**

## **Title II State and Local Government**

**Fact Sheet Page 8**

**Resources Page**

**Municipal ADA Coordinator**

**Contact Information Page 14**

## **Title III Public Accommodation**

**Fact Sheet Page 29**

**Resources Page 30**

## **Title IV Telecommunication**

**Fact Sheet Page 32**

**Resources Page 33**

## **Title V Miscellaneous**

**Fact Sheet Page 34**

**Resources Page 35**

# **Title I Employment**

**Title I of the ADA prohibits discrimination in employment. Private employers with 15 or more employees and public (state and local governments) employers of any size are covered by Title I of the ADA. The entire process of employment is covered from application procedures, interviewing, hiring to advancement, compensation and other benefits of employment. A person is considered disabled under the ADA if they meet one of the following criteria:**

- 1) Have a physical or mental impairment that substantially limits one or more major life activity....or...**
- 2) Have a record of a physical or mental impairment that substantially limits one or more major life activity...or...**
- 3) Are regarded as someone with a physical or mental impairment that substantially limits one or more major life activity.**

**Someone is considered a qualified applicant or employee if they with or without reasonable accommodation can perform the essential functions of the job. Reasonable accommodations are any kind of reasonable change to the work schedule, work environment, equipment, or work itself that enables a person with a disability to do a job. Essential functions are those tasks of a particular job that if taken away, fundamentally change the job. Employers are required to provide reasonable accommodations to a qualified person with a known disability unless to do so would cause them an undue hardship. An undue hardship means that providing the accommodation would cause considerable difficulty or expense to the employer. Reasonable Accommodations, Essential Functions and Undue Hardship are all determined on a case by case basis and may be different depending on the employee, the employer and the circumstances.**

## Title I Resources

The Equal Employment Opportunity Commission provides regulations and addresses complaints on Title I of the ADA. Contact Information is as follows:

EEOC's National Contact Center (NCC) customer service representatives are available to assist you in more than 100 languages between 8:00 a.m. and 8:00 p.m. Eastern Time. An automated system with answers to frequently asked questions is available on a 24-hour basis. You can reach the NCC:

US Equal Employment Opportunity Commission

PO Box 7033

Lawrence, Kansas 66044

Phone: 800-669-4000

TTY: 800-669-6820

Fax: 703-997-4890

Email: *Please include your zip code and/or city and state so that your email will be sent to the appropriate office.*

[info@ask.eeoc.gov](mailto:info@ask.eeoc.gov)

Website: [www.eeoc.gov](http://www.eeoc.gov)

EEOC Offices Serving Virginia:

Baltimore District Office

City Crescent Building

10 South Howard Street, Third Floor

Baltimore, MD 21201

Phone: 410-962-3932

TTY: 410-962-6065

Fax: 410-962-4270

**Norfolk Area Office**  
**Federal Building**  
**200 Granby Street, Suite 739**  
**Norfolk, VA 23510**  
**Phone: 757-441-3470**  
**TTY: 757-441-3578**  
**Fax: 757-441-6720**

**Richmond Area Office**  
**830 East Main Street, 6th Floor**  
**Richmond, VA 23219**  
**Phone: 804-771-2200**  
**TTY: 804-771-2227**  
**Fax: 804-771-2222**

**Other Resources:**

**ADA and IT Information Center for the Mid Atlantic Region**  
**451 Hungerford Drive, Suite 607**  
**Rockville, Maryland 20850**  
**Phone: 800-949-4232 (v/tty)**  
**Fax: 301-217-0754**  
**Email: [adainfo@transcen.org](mailto:adainfo@transcen.org)**  
**Website: [www.adainfo.org](http://www.adainfo.org)**

**Office of Disability Employment Policy**  
**US Department of Labor**  
**200 Constitution Avenue, NW**  
**Washington, DC 20210**  
**Phone: 866-633-7365**  
**TTY: 877-889-5627**  
**Toll Free Call Center: 866-487-2365, TTY: 877-899-5627**  
**Website: [www.dol.gov/odep](http://www.dol.gov/odep)**

**Job Accommodation Network**  
**PO Box 6080**  
**Morgantown, WV 26506-6080**  
**Phone: 800-526-7234 (v/tty)**  
**Fax: 304-293-5407**  
**Email: [jan@jan.wvu.edu](mailto:jan@jan.wvu.edu)**  
**Website: <http://www.jan.wvu.edu/>**

## **Title II State and Local Government Services**

**Title II of the ADA addresses all activities, services and programs of state and local governments of any size.**

**The basic requirements of Title II are that:**

- 1) State and local governments can't refuse to allow a person with a disability to participate in any service, program or activity just because they are disabled.**
- 2) State and local governments must offer services and programs in an integrated setting unless a separate program is needed to provide equal opportunity.**
- 3) State and local governments can't have eligibility standards that tend to deny eligibility to people with disabilities unless required for the service, program or activity.**
- 4) State and local governments have to modify policies, practices and procedures in reasonable ways to provide people with disabilities access to services, programs and activities unless such modification would cause a fundamental alteration in the program or an undue burden. A fundamental alteration would be a change that alters the very nature of the program or prevents others from being able to benefit from the program because of the change. An undue burden would be a significant difficulty or expense.**
- 5) State and local governments have to provide auxiliary aids and services in order to ensure effective communication unless it causes an undue burden or fundamental alteration.**
- 6) State and local governments can't charge people with disabilities to provide equal access. This means that governments can't charge for auxiliary aids, or accessibility features in programs and services.**
- 7) State and local government programs and services**



**when viewed in their entirety must be accessible and useable by people with disabilities.**

**Complaints under Title II may be covered by the Department of Justice or by another federal department covering like services.**

## **Title II Resources**

**U.S. Department of Justice  
950 Pennsylvania Avenue, NW  
Civil Rights Division  
Disability Rights Section, NYAV  
Washington, D.C 20035-6738  
(800) 514-0301 (Voice)  
(800) 514-0383 (TDD)  
Website: [www.ada.gov](http://www.ada.gov)**

**Transportation services offered by state or local governments are covered by Title II as well. The Department of Transportation is responsible for these regulations and enforcement issues.**

**Contact information for the Department of Transportation:  
ADA Assistance Line for information and complaints  
888-446-4511(voice/relay)  
Website: [www.fta.dot.gov/office/civ.htm](http://www.fta.dot.gov/office/civ.htm)**

**Other Federal Agencies that deal with ADA compliance and enforcement include:**

**Department of Agriculture:**

**USDA**

**Office of Civil Rights**

**300 7<sup>th</sup> St. SW, Suite 400**

**Stop Code 9430**

**Washington, D.C. 20250**

**Phone: 202-720-5964 or 866-632-9992 Toll Free Number**

**TDD: 202-401-0216**

**Website: [www.usda.gov/cr/](http://www.usda.gov/cr/)**

**Department of Education:**

**Office of Civil Rights serving Virginia**

**District of Columbia Office  
Office for Civil Rights  
U.S. Department of Education  
1100 Pennsylvania Ave., N.W., Rm. 316  
P.O. Box 14620  
Washington, D.C. 20044-4620  
Telephone: 202-208-2545  
TDD: 877-521-2172  
FAX: 202-208-7797  
Website: [www.ed.gov/about/offices/list/ocr/index.html?  
src=oc](http://www.ed.gov/about/offices/list/ocr/index.html?src=oc)  
Email: [OCR.DC@ed.gov](mailto:OCR.DC@ed.gov)**

**Department of Health and Human Services:  
Office for Civil Rights  
U.S. Department of Health and Human Services  
200 Independence Avenue, S.W.  
Room 509F, HHH Building  
Washington, D.C. 20201  
Phone: 800-368-1019  
TTY: 800-537-7697  
Email: [OCRMail@hhs.gov](mailto:OCRMail@hhs.gov)  
Website: [www.hhs.gov/ocr/index.html](http://www.hhs.gov/ocr/index.html)**

**Department of Housing and Urban Development:  
HUD  
451 7th Street S.W.  
Washington, DC 20410  
Phone: 202-708-1112  
TTY: 202-708-1455  
Website: [www.hud.gov/offices/ftheo/FHLaws/index.cfm](http://www.hud.gov/offices/ftheo/FHLaws/index.cfm)**

**HUD Virginia Richmond Field Office  
600 East Broad Street  
Richmond, VA 23219-4920**

**William P. Miles, Field Office Director**  
**Phone: 800-842-2610**  
**Fax: 804-771-2090**  
**TTY: 804-771-2038**

**Department of Interior:**  
**US Department of Interior**  
**Melvin Fowler, DOI Accessibility & Compliance Coordinator**  
**Office for Equal Opportunity**  
**MS-5221 - 1849 C. Street, NW**  
**Washington, DC 20240**  
**Phone: 202-208-3455**  
**TDD: 202-219-0135**  
**Fax: 202-208-6112**  
**Website: [www.doi.gov/diversity/5civil.htm](http://www.doi.gov/diversity/5civil.htm)**

**Department of Labor:**  
**U.S. Department of Labor**  
**Frances Perkins Building**  
**200 Constitution Avenue, NW**  
**Washington, DC 20210**  
**Phone: 866-487-2365**  
**TTY: 877-889-5627**  
**Website: [www.dol.gov/oasam/programs/crc/crcwelcome.htm](http://www.dol.gov/oasam/programs/crc/crcwelcome.htm)**

**ADA and IT Information Center for the Mid Atlantic Region**  
**451 Hungerford Drive, Suite 607**  
**Rockville, Maryland 20850**  
**Phone: 800-949-4232 (v/tty)**  
**Fax: 301-217-0754**  
**Email: [adainfo@transcen.org](mailto:adainfo@transcen.org)**  
**Website: [www.adainfo.org](http://www.adainfo.org)**

## **Virginia Resources:**

**Virginia Department of Education  
Jo Lynne DeMary, Superintendent  
Contact: Charlie Makela, School Library Media and  
Technology Specialist  
P. O. Box 2120  
James Monroe Building  
101 North 14th Street  
Richmond, VA 23218-2120  
Phone: 800 292-3820 (v/relay)  
Fax: 804-371-2455  
Website: <http://www.pen.k12.va.us/>**

**The Virginia Office of Protection and Advocacy (VOPA) addresses discrimination complaints under the Virginians with Disabilities Act. VOPA contact information is as follows:**

**Virginia Office of Protection and Advocacy  
Richmond Field/Central Office  
1910 Byrd Avenue, Suite 5  
Richmond, VA 23230  
Phone: 800-552-3962 (Toll-Free in Virginia)  
Phone: 804-225-2042 (Voice/TTY)  
Fax: 804-662-7057  
E-Mail: [general.vopa@vopa.virginia.gov](mailto:general.vopa@vopa.virginia.gov)**

## **List of Municipal ADA Coordinators**

**\* indicates physical address if different than mailing address**

**T indicates temporarily assigned staff**

### **Alexandria**

**Mike Hatfield**

**Disability Resources Coordinator**

**City of Alexandria Government**

**Office of Human Rights**

**421 King Street, Suite 400**

**Alexandria, VA 22314**

**(703) 519-3357 711 TTY**

**(703) 838-4976 Fax**

### **Alleghany County**

**Tammy Stevenson**

**9212 Winterberry Avenue**

**Covington, Virginia 24426**

**(540) 863-6600**

### **Amherst**

**Jack Hobbs**

**PO Box 280**

**Amherst, Virginia 24521**

**(434) 946-7885**

**\*186 South Main Street**

**Amherst, Virginia 24521**

### **Augusta County**

**John C. McGehee**

**Assistant County Administrator**

**P. O. Box 590**

**Verona, Virginia 24482**

**(540) 245-5613**

**18 Government Center Lane**

**Verona, Virginia 24482**

**Bedford**  
**Barbara Parker,**  
**Human Resources Director**  
**215 East Main Street**  
**Bedford, Virginia 24523**  
**(540) 587-6046**

**Big Stone Gap**  
**Charles E Miller**  
**Building Official**  
**PO Box 536**  
**Big Stone Gap, Virginia 24219**  
**(276) 523-6115 ext 106**  
**\*505 East Fifth Street South**  
**Big Stone Gap, Virginia 24219**

**Botetourt County**  
**Ron Smith**  
**County Administrator**  
**30 West Back Street #4**  
**Fincastle, Virginia 24090**  
**(434) 473-8316**

**Buckingham County**  
**Tommy Ranson**  
**Building Inspector**  
**Buckingham County Admin. Office**  
**P.O. Box 252**  
**Buckingham, VA 23921**

**Charlotte County**  
**Glenn Johnson**  
**Building Inspector**  
**Charlotte County Admin. Office**  
**P.O. Box 608**  
**Charlotte C.H., VA 23923**

**Charlottesville**  
**Jim Herndon**  
**Neighborhood Development Services**  
**610 East Market Street**  
**Charlottesville, Virginia 22902**  
**(434) 970-3182**  
**Herndon@charlottesville.org**

**Chesapeake**  
**William Broome**  
**Director of General Services**  
**431 Albemarle Drive**  
**Chesapeake, Virginia 23322**  
**(757) 382-8976**  
**(757) 382-8855 (fax)**

**Chilhowie**  
**Marlene Henderson**  
**PO Box 5012**  
**Chilhowie, Virginia 24319**  
**(276) 646-3232**  
**\* 325 East Lee Highway**  
**Chilhowie, Virginia 24319**

**Christiansburg**  
**Clay McCoy**  
**Director of Human Resources**  
**100 East Main Street**  
**Christiansburg, Virginia 24073**  
**(540) 382-6128**

**Covington**  
**Mike Dolan**  
**333 Locust Street**  
**Covington, Virginia 24426**  
**(540) 965-6356**



**Craig County  
Larry Moore, Sr.  
County Administrator  
PO Box 308  
New Castle Virginia 24127  
(540) 864-5010**

**Drakes Branch  
Mary Sands  
Clerk  
PO Box 191  
Drakes Branch, Virginia 23937  
(434) 568-3091  
(434) 568-5020 (fax)  
\*4800 Drakes Main Street  
Drakes Branch, Virginia 23937**

**Elkton  
Dennis R. Donachy  
Town Manager  
173 West Spotswood Avenue  
Elkton, Virginia 22827  
(540) 298-9480**

**Emporia  
Stanley Skinner  
201 South Main Street  
Emporia, Virginia 23847  
(434) 634-6315**

**City of Falls Church  
Letha Flippin  
Housing and Human Services Division  
300 Park Avenue  
Falls Church, VA 22046  
(703) 248-5113 (TTY 711)**

**Fairfax City  
Louise Armitage  
10455 Armstrong Street  
Fairfax, Virginia 22030  
(703) 385-7894  
(703) 385-7811 (fax)  
Email: Larmitage@fairfaxva.gov**

**Fairfax County  
William A. Spencer  
Director, Office of Equity Programs  
Fairfax County Government  
12000 Government Center Parkway, Suite 339  
Fairfax, Virginia 22035  
(703) 324-2207**

**Fairfax County  
John Hudson  
Director of Disability Services Planning and Development  
Fairfax County Government  
12011 Government Center Parkway, Suite 708  
Fairfax, Virginia 22035  
(703) 324-5874**

**Fairfax County  
Gary Logue  
ADA Coordinator of Park Services Division  
Leisure & Wellness Branch  
Fairfax County Government  
12055 Government Center Parkway, Suite 927  
Fairfax, VA 22035-1118  
(703) 324-8727**

**Fairfax County  
Pamela Gannon  
Director of Planning and Site Development  
Fairfax-Falls Church Community Services Board  
12011 Government Center Parkway, Suite 836  
Fairfax, Virginia 22035  
(703 )324-7000**

**Farmville  
Julie Adams  
Farmville Area Business  
PO Drawer 368  
Farmville, Virginia 23901  
(434) 392-7433  
\*502 Doswell Street  
Farmville, Virginia 23901**

**Fredericksburg  
Mike Naggs  
Director of Building and Development Services  
PO Box 7447  
Fredericksburg, Virginia 22404  
(540) 310-0636  
(540) 310-0636 (fax)  
\*715 Princess Anne Street  
Fredericksburg, Virginia 22401**

**Fries  
Jill R. Hill (T)  
PO Box 452  
Fries, Virginia 24330  
(276) 744-2231  
\*105 West Main Street  
Fries, Virginia 24330**

**Front Royal  
Julie A Bush  
Director of Human Resources  
PO Box 1560  
Front Royal, Virginia 22630  
(540) 635-3929  
\*16 North Royal Avenue  
Front Royal, Virginia 22630**

**Galax  
Edwin Ward  
City Engineer  
111 East Grayson Street  
Galax, Virginia 24333  
(276) 236-2422**

**Glade Spring  
Toby Boian  
Town Manager  
PO Box 98  
Glade Spring, Virginia 24340  
(276) 429-5134  
\*113 East Glade Street  
Glade Spring, Virginia 24340**

**Glasgow  
Drew Haven  
Town Manager  
PO Box 326  
Glasgow, Virginia 24555  
(540) 258-2246  
\*1100 Blue Ridge Road  
Glasgow, Virginia 24555**

**Harrisonburg  
Kurt D. Hodgen  
Assistant City Manager  
345 South Main Street  
Harrisonburg, Virginia 22801  
(540) 432-7701**

**Herndon  
Linda Simmons  
Director of Human Resources  
PO Box 427  
Herndon, Virginia 20172  
(703) 435-6817  
\*777 Lynn Street,  
Herndon, Virginia 20170**

**Hillsville  
James Taylor  
Town Engineer, Building Official  
PO Box 545  
Hillsville, Virginia 24343  
(276) 728-2128 ext. 13  
\*410 North Main Street  
Hillsville, Virginia 24343**

**Independence  
Kenneth Vaught  
PO Box 99  
Independence, Virginia 24348  
(276) 773-3703  
\*136 East Main Street  
Independence, Virginia 24348**

**LaCrosse  
Preston Mitchell  
PO Box 178  
LaCrosse, Virginia 23950  
(434) 757-7366  
\*115 South Main Street  
LaCrosse, Virginia 23950  
Loudoun County  
Tara Overton  
Compliance Officer  
County of Loudoun  
1 Harrison St, SE, 5th Floor MSC #2  
Leesburg, VA 20175  
(571) 258-3091  
toverton@loudoun.gov**

**Lynchburg  
Keith Wright  
Community Planning and Development  
900 Church Street  
Lynchburg, Virginia 24504  
(434) 455-3921**

**Manassas  
W. E. Swartz, Jr.  
9027 Center Street  
PO Box 560  
Manassas, Virginia 20108  
(703) 257-5256  
(703) 330-4429 (fax)  
bswartz@ci.manassas.va.us**

**New Market  
Evan Vass  
Town Manager  
PO Box 58  
New Market, Virginia 22844  
(540) 740-3432 (540) 740-8257  
\*9418 John Sevier Road  
New Market, Virginia 22844**

**Newport News  
Sheri Newcomb (T)  
CTRS Recreation Program Supervisor  
Fountain Plaza Two  
700 Town Center Drive, Suite 320  
Newport News, Virginia 23606  
(757) 926-1432**

**Norfolk  
Reggie Goble  
Municipal Safety Officer  
City of Norfolk  
810 Union Street, Suite 403  
Norfolk, Virginia 23570  
(757) 664-4495**

**Norton  
Ernest W. Ward  
PO Box 618  
Norton, Virginia 24273  
(276) 679-1160  
\*618 Virginia Avenue  
Norton, Virginia 24273**

**Pearisburg  
Rodney Wilson  
112 Tazewell Street  
Pearisburg, Virginia 24134  
(540) 921-0340**

**Pennington Gap  
Tim Dye  
ADA Coordinator  
131 Constitution Road  
Pennington Gap, Virginia 24277  
(276) 546-1177**

**Phenix  
Claudia Kach  
Town Clerk  
PO Box 29  
Phenix, Virginia 23959  
(434) 542-4123  
\*6860 Phenix Main Street**

**Portsmouth  
Toni Smaw-Bembry  
Human Resources Director  
City of Portsmouth  
801 Crawford Street, 2nd Floor  
Portsmouth, VA 23704  
(757)393-8622**

**Portsmouth  
Youssef Khalil  
Senior Civil Engineer  
City of Portsmouth  
801 Crawford Street, 4th Floor  
Portsmouth, VA 23704  
(757) 393-8592**



**Pound  
Bobby Dorton  
PO Box 880  
Pound, Virginia 24279  
(276) 796-5188  
\*8422 North River Road  
Pound, Virginia 24279**

**Prince William County  
Linda Moore  
Disability Services Board Coordinator  
Sudley North Government Center  
7987 Ashton Avenue, Suite 200  
Manassas, VA 20109-8240  
(703) 792-7649  
(703) 792-7363 FAX**

**Roanoke City  
Glenn Asher  
215 Church Avenue, SW Room 506  
Roanoke, Virginia 24011  
(540) 853-1856**

**Roanoke County  
John Chambliss  
PO Box 29800  
Roanoke, Virginia 24018  
(540) 772-2002**

**Rockingham County  
Teddy Hensley  
Maintenance Supervisor  
P.O. Box 1252  
Harrisonburg, Virginia 22803  
(540) 564-3160**

**Rocky Mount  
Cindy Perdue  
Internal Services Administrator  
345 Donald Avenue  
Rocky Mount, Virginia 24151  
(540) 483-5243  
cperdue@rockymountva.org**

**Rural Retreat  
Lori Guynn  
PO Box 130  
Rural Retreat, Virginia 24368  
(276) 686-4221  
\*307 South Main Street  
Rural Retreat, Virginia 24368**

**Scottsville  
Barry Clark  
PO Box 398  
Scottsville, Virginia 24590  
(434) 286-9267  
\*401 Valley Street  
Scottsville, Virginia 24590**

**Salem  
Carolyn Barrett  
114 North Broad Street  
Salem, Virginia 24153  
(540) 375-3060**

**Smithfield**  
**Peter Stephenson**  
**Town Manager**  
**PO Box 246**  
**Smithfield, Virginia 23431**  
**(757) 365-4200**  
**\*315 Main Street**  
**Smithfield, Virginia 23430**

**Staunton**  
**Michelle Burnett**  
**PO Box 58**  
**Staunton, Virginia 24402-0058**  
**(540) 332-3828**  
**\*116 West Beverly Street**  
**Staunton, Virginia 24401**

**Stanley**  
**Terry A. Pettit**  
**PO Box 220**  
**Stanley, Virginia 22851**  
**(540) 778-3454**  
**\*278 East Main Street**  
**Stanley, Virginia 22851**

**Suffolk**  
**Paul Forehand**  
**Suffolk Public Works Asst. Director**  
**441 Market Street**  
**Suffolk, VA 23434**  
**(757) 923-3644**

**Timberville  
Austin C. Garber II  
392 South Main Street  
Timberville, Virginia 22853  
(540) 896-7058**

**Virginia Beach  
O. Barry Schockley  
Building 18, Room 228  
Municipal Center  
2424 Courthouse Drive  
Virginia Beach, Virginia 23456  
(757) 427-8558**

**Warsaw  
Jane Mahan  
PO Box 730  
Warsaw, Virginia 22572  
(804) 333-3737  
\*78 Belleville Lane  
Warsaw, Virginia 22572  
jmahan@town.warsaw.va.us**

**Waynesboro  
Charles Downs  
ADA Coordinator  
PO Box 1028  
Waynesboro, Virginia 22980  
(540) 942-6718  
\*403 West Main Street  
Waynesboro, Virginia 22980**

**Whitestone  
Garey L Conrad  
PO Box 11  
White stone, Virginia 22578  
(804) 435-3260  
\*572 Chesapeake Drive  
White Stone, Virginia 22578**

**Williamsburg  
Shelia Y. Crist  
401 Lafayette Street  
Williamsburg, Virginia 23185  
(757) 220-6103**

**Winchester  
Sharon Gromling  
15 North Cameron Street  
Winchester, Virginia 22601  
(540) 667-1815**

**Wytheville  
Stan Massie  
PO Box 533  
Wytheville, Virginia 24382  
(276) 223-3339  
\*140 East Monroe Street  
Wytheville, Virginia 24382**

**York County  
Anne B Smith  
Community Services Director  
224 Ballard Street  
Yorktown, Virginia 23690  
(757) 890-3880**

## **Title III Public Accommodations**

**Title III of the ADA addresses private businesses that offer goods or services to the public. This includes but is not limited to restaurants, stores, hotels, theaters, gas stations, amusement parks, privately owned museums, laundromats, bowling alleys, fitness clubs, apartment leasing offices, medical and dental offices, daycare providers, and any other business where goods or services are bought and sold. Churches are not covered by Title III, nor are true private membership clubs.**

**Public Accommodations cannot refuse a customer access to goods and services simply because of their disability. Public accommodations must provide their services and goods in integrated settings, unless equal opportunity cannot be provided without special accommodations. Public accommodations must get rid of unnecessary eligibility standards that rule out people with disabilities. Businesses must modify policies, procedures and practices in reasonable ways so that people with disabilities have access to their goods and services unless modifications would fundamentally change the services provided or modification would cause a significant difficulty or expense for the business. Businesses need to undertake readily achievable barrier removal, making any “cheap and easy” changes to remove barriers and increase access and accessible features must be maintained. If barriers can’t be readily removed, then the business must find other ways to provide service to customers with disabilities. If communication barriers exist, a business must provide auxiliary aids to allow effective communication unless to do so causes an undue burden or fundamental alteration.**

## **Title III Resources**

**U.S. Department of Justice  
950 Pennsylvania Avenue, NW  
Civil Rights Division  
Disability Rights Section, NYAV  
Washington, D.C 20035-6738  
Website: [www.usdoj.gov/crt/ada/](http://www.usdoj.gov/crt/ada/)  
(800) 514-0301 (Voice)  
(800) 514-0383 (TDD)**

**Department of Justice offers two new programs on ADA and small businesses on-line, *ADA Business Connection* and *Reaching out to Customers with Disabilities*, both found on their website.**

**ADA and IT Information Center for the Mid Atlantic Region  
451 Hungerford Drive, Suite 607  
Rockville, Maryland 20850  
Phone: 800-949-4232 (v/tty)  
Fax: 301-217-0754  
Email: [adainfo@transcen.org](mailto:adainfo@transcen.org)  
Website: [www.adainfo.org](http://www.adainfo.org)**

**The Virginia Office of Protection and Advocacy (VOPA) addresses discrimination complaints under the Virginians with Disabilities Act. VOPA contact information is as follows:**

**Virginia Office of Protection and Advocacy**

**Richmond Field/Central Office**

**1910 Byrd Avenue, Suite 5**

**Richmond, VA 23230**

**Phone: 800-552-3962 (Toll-Free in Virginia)**

**Phone: 804-225-2042 (Voice/TTY)**

**Fax: 804-662-7057**

**E-Mail: [general.vopa@vopa.virginia.gov](mailto:general.vopa@vopa.virginia.gov)**



## **Title IV Telecommunications**

**Title IV of the ADA requires that states provide Telephone Relay Services so that individuals with communication disabilities can communicate with hearing individuals. Operators relay calls between TTY user and telephone user. There are no charges for the service and no limitations can be made on the type of call, length of call or number of calls made. Relayed calls cannot be altered by the operator. The rate of long distance calls through the Relay cannot be more than a regular call with the same points of origination and destination.**

**Title IV also requires that closed captioning be provided for federally funded programs. With the Telecommunications Act of 1996, requires emergency broadcasts to be accessible for people with disabilities (weather emergencies, terrorist Attacks.) Closed captioning and emergency information cannot be obscured by “crawlers” on the screen.**

**The Federal Communications Commission is responsible for discrimination complaints under Title IV.**

## **Title IV Resources**

**Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
Consumer Complaints  
445 12<sup>th</sup> Street, SW  
Washington, D.C. 20554  
1-888-CALL-FCC (1-888-225-5322) voice  
1-888-TELL- FCC (1-888-835-5322) TTY  
Website: [www.fcc.gov/cgb/dro/](http://www.fcc.gov/cgb/dro/)**

**ADA and IT Information Center for the Mid Atlantic Region  
451 Hungerford Drive, Suite 607  
Rockville, Maryland 20850  
Phone: 800-949-4232 (v/tty)  
Fax: 301-217-0754  
Email: [adainfo@transcen.org](mailto:adainfo@transcen.org)  
Website: [www.adainfo.org](http://www.adainfo.org)**

## **Title V Miscellaneous**

**Title V of the ADA covers a variety of subjects not otherwise dealt with in the law, many of which crosscut several titles. Title V addresses the relationship of the ADA to other laws including the Rehabilitation Act of 1973 and the Architectural Barriers Act and states that the ADA doesn't undermine other state or federal laws requiring greater accessibility. This section indicates that states are not immune from lawsuits under the ADA. Title V also assigns the creation of physical accessibility standards to the Architectural and Transportation Barriers Compliance Board (or US Access Board) and assigns technical assistance duties to all federal agencies affected. The Title V section clarifies that the US Congress is covered by the ADA, as well.**

## **Title V Resources**

### **US Access Board**

**1331 F Street, NW Suite 1000**

**Washington, DC 20004-1111**

**800-872-2253 (voice)**

**800-993-2822 (tty)**

**Website: [www.access-board.gov](http://www.access-board.gov)**

### **ADA and IT Information Center for the Mid Atlantic Region**

**451 Hungerford Drive, Suite 607**

**Rockville, Maryland 20850**

**Phone: 800-949-4232 (v/tty)**

**Fax: 301-217-0754**

**Email: [adainfo@transcen.org](mailto:adainfo@transcen.org)**

**Website: [www.adainfo.org](http://www.adainfo.org)**



This resource guide is part of a project funded by the ADA and IT Information Center for the Mid-Atlantic Region. The ADA and IT Information Center is one of 10 regional centers funded by the National Institute on Disability Rehabilitation and Research (NIDRR), the U.S. Department of Education (Grant #H133D010212), to provide technical assistance, training, and materials on the Americans with Disabilities Act (ADA) and accessible information technology.

**For More Information About  
The Virginia ADA Coalition**

**Contact:**

**Kelly Gonzalez**

**Virginia ADA Coalition**

**Endependence Center, Inc.**

**6300 East Virginia Beach Boulevard**

**Norfolk, VA 23502**

**(757) 461-8007 (Voice)**

**(757) 461-7527 (TDD)**

**[kgonzalez@endependence.org](mailto:kgonzalez@endependence.org)**