

New York State Office of Temporary and Disability Assistance 40 North Pearl Street - Albany, NY 12243-0001

George E. Pataki
Governor

Robert Doar Commissioner

October 4, 2004

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In order to insure that individuals have appropriate access to the OTDA programs, and to determine the various methods that districts employ to provide access, we have developed the enclosed Americans with Disabilities Act/Limited English Proficiency (ADA/LEP) self-evaluation review form.

Please ask the appropriate staff person to complete the self-evaluation form and return it, and any existing local information, procedures and reports as identified on the self-evaluation to:

Ms. Maureen Kennedy-Ragule
Central Team Leader
Division of Temporary Assistance
New York State Office of Temporary and Disability Assistance
40 North Pearl Street
11th Floor
Albany, NY 12243

Division of Temporary Assistance (DTA) staff will review the returned materials and, in the event they identify a potential deficiency, will work with your staff to address the matter. I ask that you return the completed form by November 23, 2004.

If you or your staff have any questions about this matter, please contact Dottie Mullooly at (518) 474-5396 (or dottie.mullooly@dfa.state.ny.us) or Tom Homovich at (518) 474-6501(or tom.homovich@dfa.state.ny.us).

Thank you for your cooperation and your interest in this very important matter.

Sincerely,

Russell Sykes Deputy Commissioner

Enclosure

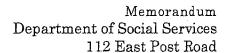
AMERICANS WITH DISABILITIES ACT (ADA)/LIMITED ENGLISH PROFICIENCY (LEP) Self-Evaluation Form

	Westchester Form completed by: Peter Garcia
Access	
1.	Do you have an ADA contact person within DSS who is responsible for social services program access and for the taking and resolution of complaints from applicants/recipients (A/Rs)?
	X Yes No
2.	If yes to #1, who is your ADA contact? _Peter Garcia
	Please provide the ADA contact's telephone # 914-995-5566
3.	a. Has your district done a self-evaluation of program access by A/Rs with disabilities?
	Yes 3X (Please attach a copy of the report) NoMeeting with the Director of Westchester's Office for the Disabled and each district office lead manager conducted a self-evaluation of their facilities.
	 b. Were deficiencies found in the self-evaluation? YesX_ (go to c.) No (Go to #4) Missing Braille signs.
	c. Were corrective actions taken?
	YesX (Please attach copy of the corrective action plan) NoRequested that our Department of Public Works order and install signs at each facility.
4.	Do you have a written procedure for handling complaints from applicants/recipients who claim to have been denied access to social services programs due to a disability?
	YesX (Please attach copy) No
5.	Do you provide applicants/recipients (A/Rs) for social services programs with information about the ADA's prohibitions against discrimination?
	YesX (Please attach copy) No Westchester DSS Web Site
6.	Reasonable accommodation means an adaptation or alteration that gives an A/R with disabilities meaningful access to social services programs. Do you have written reasonable accommodation procedures?
	YesX (Please attach copy) No
7.	Do you have a procedure to insure that the A/R who is offered reasonable accommodation, but refuses, understands the consequences of that refusal?
asse	Yes _X (Please attach copy) No Adult Protective Services in each office is called to ess individual. This is standard practice.

1.	a. Are your facilities accessible to, and usable by, individuals with disabilities?
	YesX No
	b. Are your parking areas and sidewalks accessible to, and usable by, individuals with disabilities?
	YesX No
	Page 2 of 3
	c. Is the entrance wheelchair accessible? Yes _X No
	d. Are bathrooms and drinking fountains wheelchair accessible?
	Yes _X No
	e. If the client area is above or below the 1 st floor, are there elevators? YesX_ No 1 st floor only
	f. If No to e., are services available at alternate accessible sites? Yes No
2.	In social services districts with more than one district office, are all district offices accessible according to #1. a – e above.
	X_ Yes No (go to #3)
3.	When one or more district office is not handicap accessible, is reasonable accommodation offered? Yes (attach copy of reasonable accommodation plan, or specify) No
4.	Do you have procedures for determining when home visits will be provided for A/Rs who are physically or mentally unable to travel to the office/center?
	XYes (go to #6) No (go to #5)
5.	If No to #4, what alternate accommodations are provided?
6.	Are the home visit or alternate accommodations procedures in writing?
	XYes (please attach a copy – go to #7) No (go to #7)
7.	How is the district's policy regarding home visits or alternate accommodations conveyed to A/Rs? Via web site, rights and responsibility booklets, community outreach worker and all staff are instructed in policy if an applicant makes an inquiry.
	to #8)
8.	How is the district's policy regarding home visits or alternate accommodations conveyed to the appropriate LDSS staff? Written memorandum, training, and supervisory review.
Access	- Visually/sight Impaired
1.	a. Are there signs in Braille for the visually/sight impaired?
	Yes No _X Men's and Women's rooms Yes No _X Room Numbers
	Yes No X Exits Yes No X Permanent Rooms and Spaces Yes No X Elevators

get us examples and form number so that we can order and distribute to our offices.

And the second s





TO:

All DSS Staff

FROM:

Peter Garcia

Supervisor, Office of Temporary Financial Services

RE:

Americans with Disabilities Act

DATE:

April 13, 2005

The purpose of this memo is to remind staff of our Department's obligation to comply with Title II of the Americans with Disability Act. The law prohibits discrimination based on disability with respect to programs or activities conducted or funded by a government agency.

A disability is defined as a physical or mental impairment that substantially limits one or more major life activities. A person is considered disabled if the person has such a physical or mental impairment, has a record of such impairment, or is regarded as having such impairment. Disability covers a wide range of conditions and includes mobility, vision, hearing, or speech impairments, learning disabilities, chronic health conditions, emotional illness, AIDS, HIV positive and a history of alcoholism or prior substance abuse.

While all DSS buildings currently comply with ADA accessibility requirements, it is important that staff understand that all efforts must be made to assist customers requesting reasonable accommodations. This may include requests for home interviews, telephone interviews (if appropriate), assistance with the completion of an application, and any other request for accommodations.

The Americans with Disability Act requires that a "responsible employer" be identified as the coordinator of ADA compliance activities and be available to answer questions about the law. Westchester County's designated "responsible employer" is Evan Latainer, Director of the Office for the Disabled, who may be reached at (914) 995-2957. Customers who wish to file a formal ADA complaint should be directed to contact me at (914) 995-5566. The Office of Temporary Financial Services will be responsible for assisting customers with complaints of ADA non-compliance. Every reasonable effort should be made to resolve the customers' complaints before a formal complaint is filed.

If there are any questions concerning our department's ADA policy, please contact me.

What's New Details

Americans with Disabilities Act

The Westchester County Department of Social Services is committed to maintaining a barrier free environment so that individuals with disabilities can fully access programs and services. Each of our offices will make every effort to accommodate individuals with special needs.

The Westchester County Office for the Disabled is the County's designated ADA coordinator.

The office can be reached at (914) 995-2957.

To file a formal ADA complaint with the Westchester County Department of Social Services, please call (914) 995-5566.



Andrew J. Spano County Executive

Department of Social Services

Kevin P. Mahon Commissioner

DEPARTMENTAL INFORMATIONAL MEMORANDUM NO. 1248

ATTENTION:

All Non-Services Staff

APPROVED:

SUBJECT:

Interpreter Services Poster (Pub-4842)

Interpreter Services Desk Guide (Pub-4843)

EFFECTIVE:

Immediately

INQUIRIES TO:

Paul Surovich

Office of Temporary Financial Services

112 East Post Road, 5th floor White Plains, NY 10601

Telephone: 995-6055 E-mail: PSS9

I. Purpose

The purpose of this release is two fold:

1. To notify district office staff that the mandated "Interpreter Services Poster" (PUB-4842) and the recommended local district worker's "Interpreter Services Desk Guide" (PUB-4843) have been updated, reformatted and are available for ordering.

DATE: 1

2. To also inform district office staff that the information contained on these documents has been translated into 6 additional languages. The complete list of "Other than English" languages are:

Albanian, Arabic, Bengali, Bosnian, Chinese, Farsi, French, Haitian Creole, Hindi, Italian, Korean, Polish, Russian, Spanish, Tagalog, Ukrainian, Urdu, Vietnamese, Yiddish and Symbol for Deaf/Hearing Impaired.

II. Background

On September 22, 2000, a joint "Local District Commissioner" letter was issued by the Department of Health and the Office of Temporary and Disability Assistance. This letter introduced a mandated "Interpreter Services Poster" and a recommended local district worker's "Interpreter Services Desk Guide". These documents were developed with the purpose of enhancing communication between the workers and clients who had limited English proficiency. It was also felt that these communications tools will expedite the process of engaging interpretation for the client.

III. Program Implications

Local social services offices must continue to post the "Interpreter Services Poster" (PUB-4842) in all Temporary Assistance, Medical Assistance and Food Stamp Benefits client areas.

To assure that the most current version of the "Interpreter Services Poster" is posted, local districts must order the 6/04 poster, as soon as possible.

Local social services offices should also order, and make available to their workers in all program areas, the 6/04 version of the "Interpreter Services Desk Guides" (PUB-4843).

IV. Forms Ordering Information

• Requests for printed copies of the 6/04 versions of the PUB-4842: "Interpreter Services Poster" and the PUB-4843: "Interpreter Services Desk Guide" should be submitted to: OTDA-876 "Request For Forms or Publications", and should be sent to:

Robert Overton 112 East Post Road, 6th floor White Plains, NY 10601

V.

Previous ADMs/INFs	Releases Cancelled	Dept. Regs.	Soc. Serv. Law & Other Legal Ref.	Manual Ref.	Misc. Ref.
95 INF-15		303.1(b)(5); 303.5; 355.1(a)(6) 356.2(a); 351.21(d) 351.26(a)(1)		TASB Chapter 4 Section R Page 20	GIS 99 MA/021

if you need an interpreter

We provide free interpreter services on request. Please go to the reception desk now and we will call someone to interpret for you.



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	ai				

Arabic عربى

Bengali বাংলা

Bosnian Bosanski

Chinese 中文

Farsi فارسي

French Français

Haitian Creole Kreyòl

Hindi हिन्दी

Italian Italiano

Korean 한국어

Polish Polski

Russian Русский

Spanish Español

Tagalog Tagalog

Ukrainian **Український**

Urdu اردو

Vietnamese Tiếng Việt

Yiddish ארדיש

Deaf / Hearing Impaired



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Interpreter Services Desk Guide

If someone comes to you for help and you don't know what language they are speaking, ask them to point to their language on the card. This is the first step in getting them help:



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U.S. Department of Justice Civil Rights Division Disability Rights Section

OMB No. 1190-0009 Exp. Date02/29/2004

Title II of the Americans with Disabilities Act Section 504 of the Rehabilitation Act of 1973 Discrimination Complaint Form

Instructions: Please fill out this form completely, in black ink or type. Sign and return to the address on page 3.

Complainant:
Address:
City, State and Zip Code:
Telephone: Home:
Business:
Person Discriminated Against: (if other than the complainant)
Address:
City, State, and Zip Code:
Telephone: Home:
Business:
Government, or organization, or institution which you believe has discriminated:
Name:
Address:

Title II Complaint Form Page 2 of 4
County:
City:
State and Zip Code:
Telephone Number:
When did the discrimination occur? Date:
Describe the acts of discrimination providing the name(s) where possible fo the individuals who discriminated (use space on page 3 if necessary):
Have efforts been made to resolve this complaint through the internal grievance procedure of the government, organization, or institution? YesNo
If yes: what is the status of the grievance?
Has the complaint been filed with another bureau of the Department of Justice or any other Federal, State, or local civil rights agency or court?
Yes No
If yes:
Agency or Court:
Contact Person:

Address:

Title II Complaint Form	Page 3 of 4
City, State, and Zip Code:	·
. Telephone Number:	
Date Filed:	
Do you intend to file with another agency or court?	
Yes No	
Agency or Court:	
Address:	
City, State and Zip Code:	international distribution of the second
Telephone Number:	
Additional space for answers:	
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Signature:	
Date:	
Return to:	

U.S. Department of Justice 950 Pennsylvania Avenue, NW Civil Rights Division

Department of Social Services 112 East Post Road

MEMORANDUM

To

Distribution #2

Date

July 17, 1997

From

Linda Samuels Deputy Commissioner D.S.S. Personnel

Subject

Sign Language Interpreters

This is to remind you that, under the Americans with Disabilities Act, it is the obligation of the County to provide interpreters for the hearing impaired unless they offer to bring their own.

Attached is a list of individuals under contract with the County for this purpose.

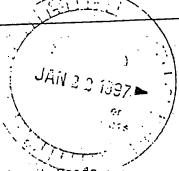
Any bills for these services should be sent to James Marino in Expenditure Accounting.

LS:pp Attachment



OFFICE OF THE COUNTY EXECUTIVE Michaelian Office Building

MEMORANDUM



TO:

. Commissioners and Department Reads

Kathleen D. Gulotta, Director

Office of Advocacy and Community Services

RE:

Pay Rate Increase for Sign Language Interpreters

DATE:

January 15, 1997

This is to advise that effective January 1, 1997, the rate of pay for freelance sign language interpreters under contract with the Office for the Disabled has been increased from \$30 to \$45 with the customary two hour minimum. This change will impact all departments who request an interpreter through the Office for Disabled.

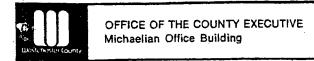
This increase is necessary to insure that we are able to provide intrepreter service as required by the Rehabilitation Act of 1973 and the Americans With Disabilities Act when a deaf person seeks to obtain a service or benefit normally available to hearing people. Professional interpreters in Westchester currently charge between \$45 and \$55 per hour. As we have not raised the hourly rate that we pay in ten years, the pool of interpreters willing to work for our old rate has been shrinking while demand has steadily increased. At the end of 1996, several interpreters refused to sign contracts with the County because the rate had not been adjusted. The overall fiscal impact on Departments, however, will be minimal.

The Office for the Disabled will continue to handle all requests for interpreters from County departments. Please call Angeliki Parashis at 285-2955 when you need to schedule an interpreter and provide as much advance notice as possible.

If you have any questions, please call Richard Manley, Director of the Office for the Disabled, at 285-2958.

Thank you for your cooperation,

cc: Neil J. DeLuca, Deputy County Executive Richard Manley, Dir., Office for the Disabled



MEMORANDUM

DATE:

July 14, 1994

TO:

All County Employees

FROM:

Andrew P. O'Rourke

County Executive

RE:

County, New York State and Federal

Programs, Policies and Benefits

From time to time, we all should re-familiarize ourselves with the many programs, policies, and benefits that are available to us as Westchester County employees. Please make an effort to read the short summaries of these programs, policies and benefits. These are brief and general overviews and are not meant to be a complete and in-depth analysis of a Westchester County employee's legal rights and responsibilities__

AMERICANS WITH DISABILITIES ACT (ADA)

The County of Westchester, like all county, state and local governments, must comply with Title II of the Americans with Disabilities Act of 1990 (ADA). The law prohibits discrimination based on disability with respect to programs or activities conducted or funded by a government entity. In addition, the ADA entitles otherwise qualified employees or candidates for employment to request "reasonable accommodations," in terms of equipment, testing procedures or job-site conditions, in order to permit them to perform the essential functions of a job effectively.

Every local government must identify a "responsible employer" to coordinate ADA compliance activities and answer questions about the law. Westchester County's designated "responsible employer" is Richard Manley, Director of the Office for the Disabled, who may be reached at (914)285-2957.

FAMILY MEDICAL LEAVE ACT (FMLA)

The Family Medical Leave Act of 1993 (FMLA) provides eligible employees with up to 12 weeks of unpaid leave benefits to care for themselves, a child, a parent, and/or a spouse who have a qualifying medical condition. A copy of Your Rights Under the Family Medical Leave Act of 1993 is attached for your information. If you have any questions, please contact your department representative.

AFFIRMATIVE ACTION POLICY

The County of Westchester provides equal opportunity to all individuals in its employment and personnel practices. In accordance with Federal and New York State Human Rights laws, and our own policies, the County of Westchester prohibits discrimination because of race, color, sex, national origin, religion, age, and disability, in all employment practices, including hiring, firing, promotion, compensation and other terms, conditions and privileges of employment. Further, contractors doing business with the County of Westchester are required to meet equal employment opportunity standards. The responsibility for the coordination, implementation and administration of the County's affirmative action policy is vested in the Director of Affirmative Action. If you wish any additional information, you may call the director or his staff at (914)285-2141.

SEXUAL HARASSMENT POLICY

Westchester County prohibits sex discrimination, including sexual harassment, of its employees in any form. The County will take all steps necessary to prevent and stop the occurrence of sexual harassment in the workplace. All employees will be held responsible and accountable for avoiding or eliminating the prohibited conduct. Employees, both male and female, are to be encouraged to report violations of the policy to their supervisors and/or to a staff member of the Office of Affirmative Action or Office for Women.

EMPLOYEE ASSISTANCE PROGRAM (EAP)

The Westchester County Employee Assistance Program (EAP) provides help to employees and their immediate families for a wide variety of problems. Whether it be alcoholism or drug addiction, marital problems, emotional, psychiatric, legal or financial difficulties, assistance can be found through involvement and cooperation in the program. EAP is a confidential, free service. If you wish more information or require assistance, call (914)285-6070.

In addition, here are some other programs you should be aware of:

RETROACTIVE RETIREMENT MEMBERSHIP OR SERVICE CREDIT

Article 18 of the New York Retirement and Social Security Law, which became effective October 24, 1993, now enables certain eligible members of a New York State retirement system to obtain credit for previous public service. Specifically, the law addresses transferring service credits, retroactive membership and credit for previously credited service, for certain individuals under specific conditions.

The new law will allow certain eligible employees, who were members of a New York State Retirement System as of March 31, 1993, to change their date of membership (if they have not previously declined membership) or change their retirement plan, as long as their employment was "continuous" or included a break of not more than one year, or not more than two years, if related to child care.

The Retirement System has prepared a pamphlet entitled <u>Chapter 437</u>, <u>Laws of 1993</u> to detail the rights, obligations (including cost), and requirements of employees, employers and the retirement system with regard to Article 18.

Copies of the pamphlet are available in your department. The forms necessary to apply for prior service credit or earlier membership are available in the Finance Department, Room 730, Michaelian Office Building. The deadline for filing forms to transfer membership between plans is October 24, 1994, and the deadline for filing for retroactive membership is October 24, 1996. All forms must be notarized and filed directly with the New York State Retirement System in Albany.

WESTCHESTER COUNTY CODE OF ETHICS

All public officials, officers and employees of Westchester County are required to read and abide by Westchester County's Ethics and Financial Disclosure law. All employees are required to adhere to the standards of conduct governing a number of areas, including but not limited to the following: gifts, confidential information, representation before one's own agency, representation before any agency for a contingent fee, disclosure of interest in legislation of County contracts, investments in conflict with official duties, private employment or services, future employment and consulting services.

In addition, some specified employees are required by the law to file a financial disclosure statement form within thirty (30) days of their appointment to County service and thereafter on an annual basis.

Penalties for non-compliance to both the standards of conduct and/or the financial disclosure portions of the law may include suspension or removal from office or employment, a civil penalty not less than \$100 or more than \$10,000 and/or a criminal penalty of a class A misdemeanor. Your department furnished you with a copy of the law. If you wish an additional copy, contact your department representative.

DRUG-FREE WORKPLACE

Westchester County government has had a longstanding commitment to maintaining a drug-free workplace. The commitment results equally from a concern for the health and well-being of our employees, and a recognition of our unique responsibility as public servants to maintain the highest standards when conducting public business. If you wish more information concerning the Drug-Free Workplace Policy, contact members of the Office of Criminal Justice Services at (914)285-5966. In addition, remember that the Employee Assistance Program (EAP) has successfully helped thousands of our employees and their families overcome difficult problems, including drug abuse. You may contact an EAP counselor at (914)285-6070. All contacts are kept confidential.

If you have any questions or desire further information about any of these programs, please call the appropriate County Department or check with your department's personnel representative.

Thank you.

AOR/AJG/MAM/emb

YOUR RIGHTS

under the

FAMILY AND MEDICAL LEAVE ACT OF 1993

FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to "eligible" employees for certain family and medical reasons. Employees are eligible if they have worked for a covered employer for at least one year, and for 1,250 hours over the previous 12 months, and if there are at least 50 employees within 75 miles.

REASONS FOR TAKING LEAVE: Unpaid leave must be granted for any of the following reasons:

to care for the employee's child after birth, or placement for adoption or foster care;

• to care for the employee's spouse, son or daughter, or parent, who has a serious health condition; or

 for a serious health condition that makes the employee unable to perform the employee's iob.

At the employee's or employer's option, certain kinds of paid leave may be substituted for unpaid leave.

ADVANCE NOTICE AND MEDICAL CERTIFICATION: The employee may be required to provide advance leave notice and medical certification. Taking of leave may be denied if requirements are not met.

 The employee ordinarily must provide 30 days advance notice when the leave is "foreseeable."

 An employer may require medical certification to support a request for leave because of a serious health condition, and may require second or third opinions (at the employer's expense) and a fitness for duty report to return to work.

JOB BENEFITS AND PROTECTION:

• For the duration of FMLA leave, the employer must maintain the employee's health coverage under any "group health plan."

Upon return from FMLA leave, most employees must be restored to their original or

equivalent positions with equivalent pay, benefits, and other employment terms.

 The use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee's leave.

UNLAWFUL ACTS BY EMPLOYERS: FMLA makes it unlawful for any employer to:

interfere with, restrain, or deny the exercise of any right provided under FMLA;

 discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

ENFORCEMENT:

 The U.S. Department of Labor is authorized to investigate and resolve complaints of violations.

An eligible employee may bring a civil action against an employer for violations.

FMLA does not affect any Federal or State law prohibiting discrimination, or supersede any State or local law or collective bargaining agreement which provides greater family or medical leave rights.

FOR ADDITIONAL INFORMATION: Contact the nearest office of the Wage and Hour Division, listed in most telephone directories under U.S. Government, Department of Labor.