



## **ADA Policy**

It is the policy of Lancaster Bible College (LBC) not to discriminate against qualified individuals with a disability with regard to any aspect of education experience or employment. LBC is committed to complying with the American with Disabilities Act of 1990 (ADA), ADA Amendments Act of 2008, and Section 504 of the Rehabilitation Act of 1973. These acts protect persons with disabilities from discrimination associated with access to or participation in college programs and services. LBC recognizes some individuals with disabilities may require reasonable accommodations.

If you are disabled or become disabled (meaning you have a mental or physical impairment substantially limiting one or more major life activities or a major bodily function) and you require a reasonable accommodation, you must do the following:

*Employees:* Contact the HR Benefits Coordinator to begin the interactive process which will include discussing your disability, limitations, and possible reasonable accommodations that may enable you to perform the functions of your position, make the workplace environment readily accessible to and usable by you, or otherwise allow you to enjoy equal benefits and privileges of employment at the college. Employees may submit requests for accommodation using the attached Accommodation Request Form. Employees may be asked to provide medical documentation in a format acceptable to LBC confirming their disability status, ability to perform the essential functions of their job, and need for reasonable accommodation.

*Students:* Contact the Disability Services Office to begin the interactive process which will include discussing your disability, limitations, and possible reasonable accommodations that may enable you to enjoy equal benefits and privileges of the education experience at the college, or make the college environment readily accessible to and usable by you. Students may submit requests for accommodation by using the Accommodation Request Form. Students seeking accommodation must submit documentation of physical or mental disability from qualified medical or testing personnel. Expenses incurred in obtaining such documentation are the responsibility of the student.

*Employee Contact:* HR Benefits Director – [humanresources@lbc.edu](mailto:humanresources@lbc.edu) or 717.560.8205

*Student Contact:* Disability Services Director - [DSO@lbc.edu](mailto:DSO@lbc.edu) or 717.560.8200, ext. 5383

## **Complaint Procedures**

The following policy has been developed to protect the rights of individuals with disabilities and to assure Lancaster Bible College compliance. For additional information regarding the ADA, you may visit the ADA website: [www.ada.gov](http://www.ada.gov).

The ADA Compliance Officer has been designated by the college to administer ADA compliance efforts. To ensure prompt resolution of complaints, individuals with disabilities who have a complaint against LBC are encouraged to contact the ADA Compliance Officer within thirty (30) calendar days of the event giving rise to

the complaint, or the date he or she became aware of the event, whichever occurred later. Complaints should be initiated by contacting the ADA Compliance Officer in the Office for Institutional Effectiveness:

Dawn Brandt, Compliance Coordinator, ADA Compliance Officer  
Office for Institutional Effectiveness  
[DBrandt@lbc.edu](mailto:DBrandt@lbc.edu)  
Office: 717.560.8237

The ADA Compliance Officer will, at the request of the complainant, review the issue(s) and first seek to resolve the matter informally. This informal process will include discussions with the staff and/or faculty member(s) involved with the concern.

If the complaint remains unresolved, the complainant will be provided with the ADA Compliance Complaint Form. This form should be completed and returned to the ADA Compliance Officer. Students are encouraged to do so within fifteen (15) days of receiving the form. After receiving the completed Complaint Form and supporting documents, the ADA Compliance Officer will conduct a formal review and will issue a written decision to the extent feasible, within 30 days of the date the form is submitted.

If the complaint continues to remain unresolved, the complainant can request reconsideration of the resolution. Students are encouraged to make requests for reconsideration within seven (7) days to the Provost or Senior Vice President of Student Experience.

**Confidentiality:** Complaints under this policy will be kept confidential except as necessary to conduct the investigation. Information will only be shared with those who have a legitimate educational purpose or for other legally permissible purposes. Breaches of confidentiality may result in disciplinary action.

**Retaliation:** Civil rights regulations prohibit institutions from retaliating against anyone who files a complaint with the Office for Civil Rights, the Department of Education, the Equal Employment Opportunity Commission, or the U.S. Department of Justice, or because they assist or take part in a subsequent investigation.

**Federal contacts:**

U. S. Department of Education (Office for Civil Rights) - 800.421.3481

Equal Employment Opportunity Commission – 800.669.4000 voice 800.669.6820 TT

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