

## THE AMERICAN WITH DISABILITIES ACT (ADA)

The Americans with Disabilities Act of 1990 (ADA) is landmark federal legislation that opens up services and employment opportunities to the millions of Americans with disabilities. The ADA affects access to employment; state and local government programs and services; transportation, and access to places of public accommodation such as businesses, non-profit service providers; and telecommunications.

### MONMOUTH MEDICAL CENTER ADA COMMITMENT AND COMPLIANCE

Monmouth Medical Center is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of their disability as provided by the Americans with Disabilities Act.

Monmouth Medical Center's management, and all supervisors and employees share direct responsibility for carrying out Monmouth Medical Center's commitment to the ADA.

#### ■ ADA Complaints

If you wish to file an ADA complaint of discrimination with Monmouth Medical Center, please contact Monmouth Medical Center via 732-222-5200 or 300 Second Avenue, Long Branch, NJ 07740.

#### ■ What Happens to my ADA Complaint of Discrimination to Monmouth Medical Center?

All ADA complaints of discrimination received by Monmouth Medical Center are routed to local area management for prompt investigation and resolution. All complaints received will be investigated, so long as the complaint is received within 180 days from the date of the alleged discrimination. Monmouth Medical Center will provide appropriate assistance (online and otherwise) to complainants who are limited in their ability to communicate in English or require accommodation. Complainants will be requested to leave contact information for follow up about the complaints.

Monmouth Medical Center aims to complete investigations into all complaints received, within 90 days of receipt. In instances where additional information is needed to complete an investigation, the investigator will contact the complainant using the contact information provided. Failure of the complainant to provide contact information or any requested additional information may result in a delay in resolution, or the administrative closure of the complaint.

Once a complaint investigation is complete, complainants will receive a notice of finding via their preferred/available mode of contact (phone, email, U.S. post, etc.). If no contact information is provided, a note regarding the outcome of the investigation will be saved on file for a minimum of three years. Complainants can contact Monmouth Medical Center's Patient Satisfaction department at any time to check on the status of their complaint.

#### ■ Filing a Complaint Directly to the Federal Transit Administration

A complainant may choose to file an ADA complaint with the Federal Transit Administration by contacting the Administration at:

Federal Transit Administration  
Office of Civil Rights  
Attention: Complaint Team  
East Building, 5<sup>th</sup> Floor – TCR  
1200 New Jersey Avenue, SE  
Washington, DC 20590

#### ■ Further questions about Monmouth Medical Center, Inc.'s ADA Obligations

For additional information on Monmouth Medical Center non-discrimination obligations and other responsibilities related to ADA, please call 732-222-5200 or write to:

Monmouth Medical Center, Inc.  
Attn: Patient Satisfaction Department  
300 Second Avenue  
Long Branch, NJ 07740

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Long Branch, NJ 07740

732.222.5200

[rwjbh.org/monmouth](http://rwjbh.org/monmouth)