

NORTH CAROLINA EDUCATION LOTTERY POLICIES AND PROCEDURES MANUAL

CHAPTER 1 – ADMINISTRATION POLICIES

1.06 – RETAILER HANDICAPPED ACCESSIBILITY

PURPOSE

To ensure that Retailers under contract with the NCEL to sell Lottery products provide equal access and service to consumers of Lottery products.

DEFINITIONS

Americans with Disabilities Act (ADA) - a federal law requiring public and private entities to provide their goods and services to disabled persons on an equal basis as the rest of the general public.

Anniversary Inspection – an ADA inspection every three (3) years.

ADA Review Committee – a committee that handles issues that are escalated to NCEL Legal Department and/or Executive Director.

Initial Inspection – The first ADA inspection for a location, usually within the first year of sales.

RCA Compliance Representative – a NCEL employee that inspects and assists Retailers with ADA compliance for accessibility to Lottery products.

Retailer - a person or business with whom the NCEL has contracted to sell Lottery products.

Retailer Contracts Administration (RCA) - the department within the NCEL that processes retailer applications and manages retailer contracts.

POLICY

The NCEL distributes its Lottery products through contracted Retailers. The Retailer certifies via its Retailer's contract that its location is in compliance with applicable provisions of the ADA for accessibility to Lottery products.

An NCEL RCA Compliance Representative will inspect contracted retail locations for accessibility to Lottery products and will re-inspect locations upon corrections of the ADA compliance issues. The RCA Compliance Representative will also investigate complaints against Retailers related to handicapped accessibility to Lottery products.

NORTH CAROLINA EDUCATION LOTTERY POLICIES AND PROCEDURES MANUAL

CHAPTER 1 – ADMINISTRATION POLICIES

1.06 – RETAILER HANDICAPPED ACCESSIBILITY

PROCEDURE

1. An RCA Compliance Representative will inspect locations of contracted Retailers and complete an ADA checklist and take pictures.
2. The RCA Compliance Representative will forward the checklist and pictures to RCA for administrative follow-up.
3. If no accessibility/service issue exists, RCA will approve the Retailer as compliant with respect to the ADA's accessibility requirements, specifically the accessibility to Lottery products, and proceed with processing the ADA waiver.
4. If an accessibility/service issue does exist, RCA will send a letter stipulating a 90-day deadline for the Retailer to become compliant to qualify for the 8-week waiver.
5. RCA will follow-up with the Retailer forty-five (45) days before the deadline to review the Retailer's progress.
6. If the Retailer fails to provide a progress report by the end of the ninety (90) day period, an additional letter is sent to remind Retailer that they can still qualify for the 4-week waiver after the 90-day deadline has exceeded but before the 180-day deadline has exceeded.
7. When RCA receives notice of corrective action, the RCA Compliance Representative will re-inspect the location and provide a new ADA checklist and pictures to RCA. If within the 90-day deadline, the Retailer will qualify for the 8-week waiver. If within the 180-day deadline, the Retailer will qualify for the 4-week waiver. After the 180-day deadline, the Retailer will no longer qualify for any waiver.
8. If accessibility issues no longer exist, RCA will fully approve the Retailer as compliant with respect to the ADA's accessibility requirements, specifically the accessibility to Lottery products.
9. If accessibility issues still exist, RCA will send a letter outlining the issues still existing with the 180-day deadline listed.
10. If accessibility issues still exist after the 180-day, the Retailer will exist as non-compliant retailer until the Anniversary Inspection every 3 years.

NORTH CAROLINA EDUCATION LOTTERY POLICIES AND PROCEDURES MANUAL

CHAPTER 1 – ADMINISTRATION POLICIES

1.06 – RETAILER HANDICAPPED ACCESSIBILITY

