

## **NORTH CAROLINA EDUCATION LOTTERY POLICIES AND PROCEDURES MANUAL**

### **CHAPTER 1 – ADMINISTRATION**

#### **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.

Compliance Officer – a NCEL employee that inspects and assists Retailers with ADA compliance.

ADA Review Committee – a committee that reviews all Retailers who have not achieved full ADA compliance with respect to ADA's expectations 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.

Sales Representative (SR) – a NCEL employee who is responsible for promoting and merchandising lottery products at retail locations within an assigned geographic area.

##### **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.

A Sales Representatives (SR) will conduct the initial inspection of new locations. An NCEL Compliance Officer will inspect contracted retail locations for accessibility and will re-inspect locations upon corrections of the ADA compliance issues. The Compliance Officer will also investigate complaints against Retailers related to handicapped accessibility.

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##### PROCEDURE

1. The SRs will inspect prospective Retailers and complete an ADA checklist. The Compliance Officers will inspect locations of contracted Retailers and complete an ADA checklist.
2. The Compliance Officer/SR will forward the checklist 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 other aspects of processing the application.
4. If an accessibility/service issue does exist, RCA will send a letter stipulating a 90-day deadline for the Retailer to become compliant. RCA will follow-up with the Retailer forty-five (45) days before the deadline to review the Retailer's progress.
5. If the Retailer fails to provide a progress report by the end of the ninety (90) day period, RCA will contact the Retailer again to request a progress report.
6. If, after the ninety (90) day period, corrective action has not begun, RCA will convene the ADA Review Committee to determine if circumstances warrant an additional extension to achieve compliance. The ADA Review Committee will also determine whether the Retailer should be suspended up to thirty (30) days or until the issue(s) is corrected, whichever occurs first. If the issue(s) remains unresolved at the end of the extension period, the ADA Review Committee will determine whether the Retailer should be terminated.
7. When RCA receives notice of corrective action, the Compliance Officer or the SR will re-inspect the location and provide a new ADA checklist to RCA.
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 convene the ADA Review Committee to determine whether the Retailer should be terminated.

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