

ADA Notice and Grievance Procedure

NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 (“ADA”), the City of La Puente will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs or activities.

Employment: The City of La Puente does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under Title I of the ADA.

Effective Communication: The City of La Puente will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the City of La Puente’s programs, services and activities.

Modifications to Policies and Procedures: The City of La Puente will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services and activities. For example, individuals with service animals are welcomed in the City of La Puente’s offices, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication or a modification of policies or procedures to participate in a program, service or activity of the City of La Puente should contact the office of the ADA Coordinator (626) 855-1515 as soon as possible but no later than forty-eight (48) hours before the scheduled event.

The ADA does not require the City of La Puente to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

Complaints that a program, service or activity of the City of La Puente is not accessible to persons with disabilities should be directed to the ADA Coordinator (626) 855-1515.

The City of La Puente will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

CITY OF LA PUENTE AMERICANS WITH DISABILITIES ACT GRIEVANCE PROCEDURE

The City of La Puente hereby adopts this internal grievance procedure to provide for prompt and equitable resolution of complaints alleging any action that is prohibited by Title II of the Americans with Disabilities Act (hereinafter "ADA"). The City has designated the City Risk Manager as the ADA Coordinator.

In the event a request for access to programs, services or facilities cannot be resolved, an individual may file a grievance either orally or in writing by contacting the ADA Coordinator, City of La Puente, Risk Manager, 15900 E. Main Street, La Puente, CA 91744, (626) 855-1515, California Relay Service at 1-800-735-2929 (TTY) or 1-800-735-2922 (Voice). The City's ADA Coordinator is available to disabled persons requiring assistance to file a grievance. The City's communications regarding the grievance will be in a format accessible to the grievant.

The procedure to file a grievance is as follows:

Step 1.

A written grievance should be filed on the ADA Grievance Form attached hereto. If the grievance is not filed on the Grievance Form, it should nonetheless contain the following information:

- The name, address, and telephone number of the person filing the grievance.
- The name, address, and telephone number of the person alleging the ADA violation, if other than the person filing the grievance.
- A description of the alleged violation and the remedy sought.
- Information regarding whether a complaint has been filed with the Department of Justice or other federal or state civil rights agency or court.
- If a complaint has been filed, the name of the agency or court where the complaint was filed, the date the complaint was filed, and the name, address and telephone number of a contact person with the agency with which the complaint was filed.

An oral grievance can be filed by contacting the ADA Coordinator. The oral grievance will be reduced to writing by the ADA Coordinator utilizing the ADA Grievance Form and will be signed by grievant.

Step 2.

The grievance will be either responded to or acknowledged within twenty (20) working days of receipt.

Step 3.

Within sixty (60) calendar days of receipt, the ADA Coordinator will conduct the investigation necessary to determine the validity of the alleged violation. If appropriate, the ADA Coordinator will arrange to meet with the grievant to discuss the matter and attempt to reach an informal resolution of the grievance. Any informal resolution of the grievance will be documented in the City's ADA Grievance File.

Step 4.

If an informal resolution of the grievance is not reached, a written determination as to the validity of the complaint and description of the resolution, if appropriate, shall be issued

by the ADA Coordinator and a copy forwarded to the grievant no later than ninety (90) days from the date of the City's receipt of the grievance.

Step 5.

The grievant may request reconsideration if he/she is dissatisfied with the written determination. The request for reconsideration shall be in writing and filed with the City of La Puente, City Manager, 15900 E. Main Street, La Puente, CA 91744 within thirty (30) days after the ADA Coordinator's determination has been mailed to the grievant. The City Manager shall review the request for reconsideration and make a final determination within ninety (90) days from the filing of the request for reconsideration.

Step 6.

If the grievant is dissatisfied with City's handling of the grievance at any stage of the process or does not wish to file a grievance through the City's ADA Grievance Procedure, the grievant may file a complaint directly with the United States Department of Justice or other appropriate state or federal agency. Use of the City's grievance procedure is not a prerequisite to the pursuit of other remedies.

The resolution of any specific grievance will require consideration of varying circumstances, such as the specific nature of the disability; the nature of the access to services, programs, or facilities at issue and the essential eligibility requirements for participation; the health and safety of others; and the degree to which an accommodation would constitute a fundamental alteration to the program, service, or facility, or cause an undue hardship to the City. Accordingly, the resolution by the City of any one grievance does not constitute a precedent upon which the City is bound or upon which other complaining parties may rely.

File Maintenance

The City's ADA Coordinator shall maintain ADA grievance files for a period of three years.

For More Information, Contact:

City of La Puente
ADA Coordinator
Risk Manager
15900 E. Main Street
La Puente, CA 91744
(626) 855-1515
(800) 735-2929 (TTY)
(800)735-2922 (Voice)

An individual may file a grievance either orally or in writing by contacting the ADA Coordinator. The City's ADA Coordinator is available to disabled persons requiring assistance to file a grievance. The City's communications regarding the grievance will be in a format accessible to the grievant.

CITY OF LA PUENTE ADA GRIEVANCE FORM

Today's Date: _____

Complainant: _____

Address: _____

City, State, Zip: _____

Telephone and E-mail: _____

Individual Discriminated Against: _____

Address: _____

City, State, Zip: _____

Telephone and E-mail: _____

Alleged Violation: Date(s) of Occurrence: _____

Description of Violation and City Department Involved: _____

Requested Action by City to Correct Violation: _____

Has Complaint been Filed with State or Federal Agency: Yes No.

Name of Agency: _____ Date Filed: _____.

Contact Person: _____

Signature: _____