

## Grievance Procedure under The Americans with Disabilities Act

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 (ADA). It may be used by anyone who wishes to file a concern alleging discrimination on the basis of disability in the provision of services, activities, or programs. The County's personnel policy governs employment related concerns of disability discrimination.

The concern should be made in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date and description of the problem. Alternative means of filing the concern, such as personal interviews or a tape recording of the concern will be made available for persons with disabilities upon request.

The concern should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation.

### Grievance Notice under the Americans with Disabilities Act

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 (ADA), unincorporated Orange County Government will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs or activities.

***Employment:*** Unincorporated Orange County Government 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:*** Unincorporated Orange County Government will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in programs, services and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

***Modifications to Policies and Procedures:*** Unincorporated Orange County Government 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 county offices, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or services for effective communication, or a modification of policies or procedures to participate in a program, service, or activity should contact the department office or the ADA Program Office as soon as possible but no later than 48 hours before the scheduled event.

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

Concerns that a program, service, or activity is not accessible to persons with disabilities should be directed to the respective program activity office or to the ADA Program Office or designee.

Unincorporated Orange County 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.

Within fifteen (15) days after receipt of the concern, the designated program office or designee will meet with the complainant to discuss the concern and the possible resolution. Within 15 days of the meeting, a letter shall be written and where appropriate, in a format accessible to the complainant, such as large print, Braille or audio tape. The response will explain the position of the public entity and offer options for substantive resolution.

If the response does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision with 15 calendar days after receipt of the response to an appropriate high level official.

Within 15 days after receipt of the appeal, the appropriate high level official or designee will meet with the complainant to discuss the concern and possible resolution. Within 15 days calendar days after the meeting, the appropriate high-level official will respond in writing and where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the ADA Program office or designee, appeals to the appropriate high level official or designee, and responses from these two office will be retained by unincorporated Orange County records for at least three years.