



CITY OF VISALIA
Notice of Compliance and Grievance Procedure
Under the Americans with Disabilities Act

NOTICE OF COMPLIANCE

In accordance with the requirements of Title II of the Americans with Disabilities Act (ADA) of 1990, Section 504 of the Rehabilitation Act of 1973 (Section 504), and the California Fair Employment and Housing Act (FEHA), the City of Visalia will not discriminate against qualified individuals on the basis of disability in its services, programs, or activities. Complaints that a program, activity or service of the City of Visalia is not accessible should be directed to the ADA Coordinator:

Shonna Oneal, ADA Coordinator
City of Visalia Administration
220 N. Santa Fe St.
Visalia CA 93292
559-713-4053
adacoordinator@visalia.gov

Employment: The City of Visalia does not discriminate on the basis of disability in its hiring or employment practices (See *City Personnel Policy #101: Equal Employment Opportunity*) and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under Title I of the ADA, Section 504, and FEHA.

Effective Communication: The City of Visalia 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 Visalia's programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communication accessible to people who have speech, hearing, or vision impairments.

Modifications to Policies and Procedures: The City of Visalia 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 within applicable standards are welcome in the City of Visalia's offices and facilities, 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 Visalia, should contact the ADA Coordinator at adacoordinator@visalia.gov or call 559-713-4053 as soon as possible but no later than 48 hours before the scheduled event. Please note that depending upon the nature and circumstances of the requested aid, service, or modification, additional advance notice may be required. If you have specialized needs or require more information, please contact the ADA Coordinator.

The ADA, Section 504 and FEHA do not require the City of Visalia 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 Visalia is not accessible to persons with disabilities should be directed to ADA Coordinator at adacoordinator@visalia.gov or call 559-713-4053.

The City of Visalia 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.



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GRIEVANCE PROCEDURE

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA")/Section 504 Rehabilitation Act 1973 (Section 504). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the City of Visalia. The City's Personnel Policy #101 governs employment-related complaints of disability discrimination.

The complaint should be 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. Written complaints should be signed by the complainant or his/her authorized representative. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or their designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Shonna Oneal, ADA Coordinator
City of Visalia Administration
220 N Santa Fe Street
Visalia CA 93292
559-713-4053
adacoordinator@visalia.gov

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the ADA Coordinator or designee will respond in writing, 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 City and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator or designee does not satisfactorily resolve the issue, the complainant and/or designee may appeal the decision within 15 calendar days after receipt of the response to the Assistant City Manager or designee.

Within 15 calendar days after receipt of the appeal, the Assistant City Manager or designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Assistant City Manager or his/her designee 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 Coordinator or designee, appeals to the Assistant City Manager or designee, and responses from these two offices will be retained by the City for at least three years.