

## 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 Euless will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

**Employment:** The City of Euless 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 Euless 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's 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:** The City of Euless 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 City 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 Euless, should contact the office of the ADA Coordinator, Connie Scott-Ortiz, 201 North Ector Dr, Euless, TX 76039, 817 685 1439, as soon as possible but no later than 48 hours before the scheduled event.

The ADA does not require the City of Euless 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 Euless is not accessible to persons with disabilities should be directed to Connie Scott-Ortiz, ADA Coordinator, 201 North Ector Dr, Euless, TX 76039.

The City of Euless 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.

## **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 complaint alleging discrimination on the basis of disability in the provision of services, activities, or programs by the City of Euless. The City of Euless' Personnel Policy governs employment-related complaints of disability discrimination.

Complaints shall be submitted in writing to the office of the ADA Coordinator. The written documentation shall include:

- a. The name, address and telephone number of the complainant;
- b. A narrative and/or statement, in sufficient written detail including date and time of the incident to fully define and explain an alleged violation of the ADA regulations;
- c. A narrative and/or statement, in sufficient written detail, identifying proposed recommendations, from the complainant's viewpoint, to adequately resolve an alleged violation; and
- d. Any other written information or documentation to more fully explain or identify an alleged violation.

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 as soon as possible but no later than 60 calendar days after an alleged violation to:

Connie Scott-Ortiz  
ADA Coordinator  
201 North Ector Drive  
Euless, TX 76039

Within 15 calendar days after receipt of a complaint, the ADA Coordinator or designee will acknowledge receipt of the complaint and may, at his discretion, meet with the complainant to discuss an alleged violation and possible resolutions.

Within 30 calendar days after receipt of a complaint, the ADA Coordinator or designee will respond in writing or, if requested, in an alternative format accessible to the complainant, such as large print or audio tape. The response will explain the position of the City of Euless 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 may file an appeal within 15 calendar days after receipt of the response. The appeal should be in writing and addressed to:

Gary McKamie  
City Manager  
201 North Ector Drive  
Euless, TX 76039.

Within 15 calendar days after receipt of the appeal, the City Manager or designee, will acknowledge receipt of the appeal and may, at his discretion, meet with the complainant to discuss the complaint and possible resolutions.

Within 30 calendar days after receipt of the appeal, the City Manager or designee will respond in writing, or if requested, in an alternative 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 City Manager or designee, and responses from these offices will be retained by the City of Euless for a period of at least three years.