



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

Employment: The City of Tolleson 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 Tolleson 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 Tolleson'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 Tolleson 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 Tolleson 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 Tolleson should contact the City's ADA Coordinator as soon as possible but no later than 48 hours before the scheduled event.

The ADA does not require the City of Tolleson 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 Tolleson is not accessible to persons with disabilities should be directed to the City's ADA Coordinator.

The City of Tolleson 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.

ADA Coordinator:

Wendy Jackson
9555 West Van Buren Street
Tolleson, Arizona 85353
(623) 474-4989, 7-1-1/TTY
Wendy.Jackson@Tolleson.AZ.Gov





City of Tolleson

Grievance Procedure Under Section 504 and The Americans With Disabilities Act

This Grievance Procedure is established to meet the requirements of Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990 ("ADA"). It may be used by any member of the public 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 Tolleson.

Procedure

The complaint 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 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 complainant or his/her representative as soon as possible but no later than 90 calendar days after the alleged violation to:

Wendy Jackson, ADA Coordinator/Employee Resources Director
9555 West Van Buren Street, Tolleson, AZ 85353
(623) 474-4989, 7-1-1/TTY
Wendy.Jackson@Tolleson.AZ.Gov

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or her designee will meet with the complainant to discuss the complaint and the possible resolutions. The ADA Coordinator or her designee will respond in writing within 15 calendar days of the meeting, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or compact disc.

Appeal of Decision

The complainant or his/her representative may appeal the decision to the City Manager or his/her designee within 15 calendar days of receipt of the City's response.

Within 15 calendar days after receipt of the appeal, the City Manager or his designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the City Manager or his designee will respond in writing, with a final resolution of the complaint in a format accessible to the complainant.

Record

All written complaints received by the ADA Coordinator or her designee, appeals to the City Manager or his designee, and responses from these two offices will be retained per the City records retention schedule.

Assistance from the City in preparing a grievance is available at no charge if needed due to either a disability or language limitation. Assistance will be provided through the Human Services Department at 623-936-7111, TTY 711 or 9555 West Van Buren Street, Tolleson, Arizona 85353.

