	COUNTY OF SAN BERNARDINO POLICY MANUAL	NO. 06-13	ISSUE 2 PAGE 1 OF 1 EFFECTIVE 08/05/08
SUBJECT:	**AMERICANS WITH DISABILITIES ACT TITLE II – PUBLIC ACCESS**	APPROVED *PAUL BIANE* CHAIRMAN, BOARD OF SUPERVISORS	

POLICY

It is the policy of the County of San Bernardino to provide access to its programs and services for individuals with disabilities in accordance with Title II of the Americans with Disabilities Act of 1990 (ADA). Oversight of compliance activities is the responsibility of the Public Access ADA Coordinator.

AUTHORITY

Title II of the ADA prohibits discrimination in the services, programs, and activities of all state and local governments on the basis of disability and establishes requirements for making programs accessible to individuals with disabilities and for providing equally effective communications.

PURPOSE

To establish complaint resolution procedures in compliance with Title II of the ADA to ensure public access to all County facilities, programs, services and activities.

PROCEDURES

The County of San Bernardino has established, pursuant to Title II {28 C.F.R. PART 35.107(b)} of the ADA, a formal complaint procedure to be used by individuals with disabilities alleging violation of Title II of the ADA. The Department of Risk Management administers the investigation of such complaints. All inquiries concerning the County's efforts to make its programs and services accessible to individuals with disabilities should be directed to the Department of Risk Management, Public Access ADA Coordinator at 222 West Hospitality Lane, 3rd Floor, San Bernardino, CA 92415-0016; (909) 386-8682 (voice) or California Relay Service – 711 (for TTY users).

Individuals are not required by federal regulations to use this complaint procedure, but may file a complaint directly with the appropriate federal enforcement agency.

ATTACHMENTS

ADA Public Notice, ADA Grievance Procedure, and Public Access ADA Complaint Form

COUNTY OF SAN BERNARDINO
ADA PUBLIC NOTICE

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

Employment: County of San Bernardino 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: County of San Bernardino 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 County of San Bernardino's programs, services, and activities.

Modifications to Policies and Procedures: County of San Bernardino 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 of San Bernardino 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 County of San Bernardino, should contact the office of the program, service or activity coordinator as soon as possible but no later than 48 hours before the scheduled event.

The ADA does not require the County of San Bernardino 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 County of San Bernardino is not accessible to persons with disabilities should be directed to:

Eileen Egland, Public Access ADA Coordinator
Department of Risk Management
222 West Hospitality Lane, 3rd Floor
San Bernardino, CA 92415
eegland@rm.sbcounty.gov
Phone: (909) 386-8682
California Relay Service 7-1-1 (for TTY users)

County of San Bernardino 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.

This notice is available in alternate formats from the Public Access ADA Coordinator.

COUNTY OF SAN BERNARDINO
ADA GRIEVANCE PROCEDURE

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, programs, or benefits by the County of San Bernardino. The County's Personnel Policy 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. A form will be provided to you by the Public Access ADA Coordinator upon request. 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 the alleged violation to:

Eileen Egland, Public Access ADA Coordinator
Department of Risk Management
222 West Hospitality Lane, 3rd Floor
San Bernardino, CA 92415
Phone: (909) 386-8682
California Relay Service 7-1-1 (for TTY users)

Within 15 calendar days after receipt of the complaint, the Public Access ADA Coordinator or designee will discuss with the complainant the complaint and possible resolutions. Within 15 calendar days of the discussion, the Public Access ADA Coordinator or designee will respond in writing, and where appropriate, in a format accessible to the complainant. The response will explain the position of the County of San Bernardino and offer options for resolution of the complaint.

If the response by the Public Access ADA Coordinator or designee does not satisfactorily resolve the issue, the decision may be appealed within 15 calendar days after receipt of the response, to the Director of Risk Management or designee.

Within 15 calendar days after receipt of the appeal, the Director of Risk Management or designee will discuss with the complainant the complaint and possible resolutions. Within 15 calendar days after the meeting, the Director of Risk Management or 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 Public Access Coordinator or designee, appeals to the Director of Risk Management or designee, and responses from these two offices will be retained by the Department of Risk Management for at least three years.

This notice is available in alternate formats from the Public Access ADA Coordinator.

Print Form | Submit by Email

Current Date

PUBLIC ACCESS - ADA COMPLAINT FORM

CONTACT INFORMATION

Complainant: Constituant

Email

Name

Phone Number

Address

City

State

Zip Code

COMPLAINT INFORMATION

Nature of Complaint

Department

Facility Address

City

Additional Info

Accommodation requested

Official Use Only

Investigation Results

Date Investigated

Dept Date

Committee Date

Closed Date

Signature