

## **2.13 AMERICANS WITH DISABILITIES ACT**

The District strives to make its programs and facilities accessible to all interested persons, including those with physical or mental disabilities.

The District's Americans with Disabilities Act ("ADA") Compliance Officer is responsible for overseeing the District's ADA program to ensure such access. The District provides appropriate information to applicants, participants, and other interested persons to inform them of the rights and protections afforded by the ADA. Methods of providing this information include, for example, the publication of information in handbooks, manuals, and pamphlets that are distributed to the public. (42 U.S.C. 12101-17)

The District has adopted the following grievance procedure to provide prompt and equitable resolution of complaints alleging any action that would be prohibited by the U.S. Department of Justice regulations implementing Title II of the ADA. The procedure was established to provide persons with disabilities a mechanism to voice concerns, to resolve disputes and differences relating to the ADA, and to ensure compliance by the District.

### **Grievance Procedure:**

The District has established the following set of procedures to resolve grievances.

1. Complaint or grievances should be filed in writing and contain the name and address of the person filing it, and briefly describe the alleged violation of the regulations. Complaints should be addressed to the ADA Compliance Officer, Oregon Park District, 304 S 5<sup>th</sup> Street, Oregon 61061.
2. When appropriate, an investigation shall be made of all complaints relating to the District's compliance with the ADA by the ADA Compliance Officer when brought to his/her attention by any District employee, constituent, visitor, or participant.
3. The District's primary objective in complaint resolution is to resolve the complaint's allegations of discrimination promptly and appropriately. The District will initiate immediate action to investigate and resolve any complaint as soon as it is received in writing. In addition to its formal complaint investigative process, the District may also utilize an expedited complaint resolution process called Early Complaint Resolution (ECR), whereby the District attempts to resolve the outstanding complaint issue(s) through mediation. The ECR process provides both parties involved the opportunity to immediately resolve the allegations prompting the complaint. Both the District and the Complainant must be willing to participate in this mediation process. Either party may end the process at any time, if it appears that a resolution cannot be reached. In that case, the more formal investigation procedure described below will be conducted.

4. The Complainant has the right to file a complaint directly with the appropriate state and/or federal agencies even if a complaint has been or will be filed with District. The right of a person to a prompt and equitable resolution of the complaint filed shall not be impaired by the person's pursuit of other remedies.
5. If the Complainant or District chooses to enter into a formal investigation process, the District must begin the investigation with five working days of notification by the Complainant. The Complainant shall be notified in writing by the Executive Director of the successful resolution of the grievance, the reason why the grievance cannot be resolved, or the time schedule for its resolution within 15 working days after notification by the Complainant.
6. The Complainant may appeal the Executive Director's decision to the Board. The Board shall hear the appeal and recommend confirmation, modification or revocation of the Executive Director's decision. The decision of the Board shall be final and shall be sent in writing to the Complainant. All Board actions shall be completed within 20 working days following written notice of appeal.
7. The ADA Compliance Officer shall maintain a record of all complaints filed.