

HANDLING REQUESTS FOR ACCOMMODATION AND PROCEDURE FORMS

1.0 Purpose:

It is the policy of The City of Lake Forest to provide access to its programs and services for persons with disabilities in accordance with Title II of the Americans with Disabilities Act (ADA) of 1990, as amended. The City does not discriminate on the basis of disability and, upon request, will provide reasonable accommodation to ensure equal access to its programs, services and activities. Reasonable accommodations or other auxiliary aids and/or services may be provided upon request. To ensure availability, you are advised to make your request at least 72 hours prior to the meeting/event you wish to attend. Due to difficulties in securing Sign Language Interpreters, five or more business days notice is strongly recommended. This policy is to set forth the City's policy for administrative staff on the handling and routing of ADA grievances and accommodation requests so they may be given prompt and careful attention.

2.0 Scope:

The City administrative staff shall have the responsibility of receiving non-employment related ADA-related question, grievance, or accommodation request. Staff members shall be familiar with the proper procedure for effectively handling the information given or requested. Employees requesting information about their rights under the ADA or requesting an accommodation for a disability should be directed by staff to the ADA Coordinator or the Director of Human Resources.

3.0 Action:

ADA Grievance Forms and Accommodation Request Forms will be available at City Hall, Municipal Services, Public Safety, Library, Recreation Center and the Golf Course Club House. These forms (see attached examples) may be used by individuals for filing a grievance alleging non-compliance with ADA or for requesting accommodation in accord with ADA for City-sponsored activities or events. Administrative staff shall provide assistance to the individual in completing the form(s) if needed or requested.

3.1 Grievance Form:

All completed Grievance Forms will be sent to the ADA Coordinator for review. The Coordinator is responsible for the investigation of officially submitted grievances in accord with City procedure.

3.2 Request for Accommodation Form:

All completed forms will be sent to the ADA Coordinator. The Coordinator shall retain a copy of the request and route the form to the department head responsible for the activity or event for which the request is made. The department head, with the assistance of the ADA Coordinator, will evaluate possible accommodations. If an accommodation is identified, the department head will note on the form when and how accommodation was identified. The

form will then be initialed and returned to the ADA Coordinator, who will notify the individual requesting accommodation of the proposed accommodation.

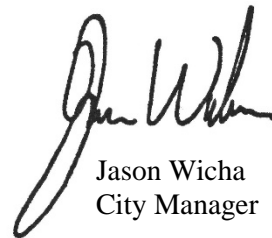
If, the department head and ADA Coordinator concur that no reasonable accommodation cannot be provided without imposing an undue hardship, the ADA Coordinator will be advised the individual requesting the accommodation and will work with the individual to identify possible alternatives.

All completed forms will be kept by the ADA Coordinator for reference and analysis.

NOTE: An individual is not required to utilize City forms. The routing of a grievance or accommodation request will be done in the same manner as when a City form is used. Copies of the original document will be retained by the department head and the original will be sent to the ADA Coordinator.

4.0 Distribution:

HR website, www.citylf.org.



Jason Wicha
City Manager