



## NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

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

***Employment:*** St. Joseph County, Indiana 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:*** St. Joseph County, Indiana will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in St. Joseph County, Indiana programs, services, and activities.

***Modifications to Policies and Procedures:*** St. Joseph County, Indiana 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.

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 St. Joseph County, Indiana, should contact Anthony M. Zappia, Attention: ADA Coordinator, 7<sup>th</sup> Floor County-City Building, 227 West Jefferson Boulevard, South Bend, Indiana 46601, Phone Number 574-277-8720, Fax number 574-235-7849, as soon as possible but no later than 48 hours before the scheduled event.

The ADA does not require St. Joseph County, Indiana 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 St. Joseph County, Indiana is not accessible to persons with disabilities should be directed to the ADA Coordinator, 7<sup>th</sup> Floor County-City Building, 227 West Jefferson Boulevard, South Bend, Indiana 46601, Phone Number 574-277-8720, Fax number 574-235-7849.

St. Joseph County, Indiana 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.



## ST. JOSEPH COUNTY, INDIANA Grievance Procedure under The Americans with Disabilities Act

The St. Joseph County Board of Commissioners, in accordance with the Americans with Disabilities Act of 1990 ("ADA") has adopted this Grievance Procedure to ensure prompt and equitable resolution of complaints alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the County of St. Joseph, Indiana. Employment related claims of disability discrimination are governed by the County's Personnel Policy.

The steps in the St. Joseph County's Grievance Procedure are as follows:

1. File written Complaint no later than 60 calendar days after the date of the alleged violation. Information must include:
  - Name, address, phone number, e-mail (if applicable) of person filing the grievance.
  - Name, address, phone number, e-mail (if applicable) of person alleging grievance on behalf of someone else
  - Date, location and approximate time alleged violation occurred
  - Narrative description of the alleged violation
  - Remedy or desired County corrective action

The complaint should be submitted to:

Anthony M. Zappia, St. Joseph County Attorney  
ADA Coordinator  
7<sup>th</sup> Floor County-City Building, 227 West Jefferson Boulevard, South Bend, Indiana 46601

**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.**

2. County's ADA Coordinator will acknowledge Complaint within 20 calendar days after receipt of the Complaint. The ADA Coordinator or Designee may meet with the Complainant to discuss the Complaint and explore informal resolution to problem.
3. If informal resolution is not reached, then within 30 calendar days after initial response under Step 2, the ADA Coordinator or Designee will respond in writing, and where appropriate, in a format accessible to the Complainant, such as large print, or audio tape. The response will explain the position of the County of St. Joseph, Indiana and offer options for substantive resolution of the Complaint.

4. If the response by the ADA Coordinator or Designee does not satisfactorily resolve the issue, the Complainant and/or his/her designee may appeal the decision. This appeal should be made to the Board of County Commissioners or their designee within 15 calendar days after receipt of the ADA Coordinator's response, and this appeal request must be made in writing.

5. The Board of County Commissioners or their Designee shall meet with the Complainant within 15 calendar days after receipt of the appeal to discuss the Complaint and possible resolutions.

6. Within 15 calendar days after that meeting, the Board of County Commissioners or their 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 Coordinator or Designee, appeals to the Board of County Commissioners or their Designee, and responses from these two offices will be retained by the County of St. Joseph, Indiana for a period of three (3) years.