

## **City of Woodburn Americans with Disabilities Act Notice and Procedure**

In accordance with the requirements of title II of the Americans with Disabilities Act of 1990, the City of Woodburn will not discriminate against qualified individuals with disabilities on the basis of disability in the City's services, programs, or activities.

***Employment:*** Woodburn 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 Americans with Disabilities Act (ADA).

***Effective Communication:*** The City of Woodburn 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'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:*** Woodburn will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all City programs, services, and activities. For example, individuals with service animals are welcomed in City offices, even where pets are generally prohibited. The ADA does not require the city to make those modifications that would fundamentally alter the nature of its programs or services.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a City program, service, or activity, should contact the person or department who scheduled the event as soon as possible but no later than 48 hours before the scheduled event.

The ADA does not require the City to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

The City 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.

***Accessible Services, Activities, and Facilities:*** The City of Woodburn's Library, located at 280 Garfield Street, Woodburn, OR, 97071, provides accessible library services to all Woodburn residents. The library facility includes two large meeting rooms for special programs/events. To ensure accessibility for all, the doors to these

rooms are propped open and remain open throughout any special event open to the public.

**ADA Questions & Complaints:** The City of Woodburn has an ADA Coordinator and a grievance procedure in place. This is to ensure that complaints are handled promptly. Equitable resolution is strived for through the review process. Please contact the ADA Coordinator with questions or complaints about the ADA compliance efforts.

ADA Coordinator  
City of Woodburn, Human Resources Department  
270 Montgomery St., Woodburn, Oregon 97071  
503-982-5228

**Woodburn's ADA Grievance Procedure:** The City of Woodburn has adopted a grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by the U.S. Department of Justice regulations implementing Title II of the Americans with Disabilities Act. Complaints should be addressed to: ADA Coordinator, City of Woodburn, 270 Montgomery St., Woodburn, Oregon 97071, Phone: 503-982-5228 who has been designated to coordinate ADA compliance efforts.

1. A complaint regarding access or discrimination should be filed in writing and contain the following: the name and address of the person filing a complaint, and a briefly describe the alleged violation of the regulations and any city employee involved in the violation.
2. A complaint should be filed within 30 days after the complainant becomes aware of the alleged violation.
3. The ADA Coordinator shall investigate, as may be appropriate, and issue a written determination and resolution within 30 days of the complaint's submittal. This procedure anticipates informal but thorough investigations, affording all interested persons and their representative, if any, an opportunity to submit evidence relevant to the complaint.
4. The resolution referenced above shall include remedial measures found necessary to correct discriminatory effects on the complainant and assurances that the City will take steps to prevent reoccurrence of the access or discrimination problem.
5. If the complaint cannot be resolved to the satisfaction of the complainant by the ADA Coordinator, the complainant may bring any unresolved concerns to the City Administrator. The City Administrator shall review the investigation materials and consider the complainant's concerns prior to making a final determination.
6. The ADA Coordinator shall maintain the files and records of the City of Woodburn relating to the complaints as required under the ADA and the City Records Retention Schedule.
7. The right of a person to a prompt and equitable resolution of the complaint filed, hereunder, shall not be impaired by the person's pursuit of other remedies, such as the filing of an ADA complaint with the responsible federal department or

agency. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies.

8. These rules shall be construed to protect the substantive rights of interested persons to meet the appropriate due process standards, and to assure that the City of Woodburn complies with the ADA and implementing regulations.
9. All decisions shall be sent by regular mail to the complainant within 30 calendar days of the date the complaint is made to the ADA Coordinator or an appeal made to the City Administrator and shall be retained in the program file. Other forms of notification may be provided upon request.
10. The ADA Coordinator may modify this grievance and appeal process in order to assure equal access to programs, services and activities for people with disabilities.
11. This grievance process is not meant to be used for any personnel, EEO, or labor agreement grievance procedure for the City of Woodburn. Contact the City Human Resources Department for further information regarding Title I grievances.