

City of Carrollton
Reasonable Modification Policy
Access to Programs, Services, and Activities

NON-DISCRIMINATION

No person shall, on the grounds of race, color, or national origin, be excluded from participation, be denied benefits of, or be subjected to discrimination under any City program or activity.

INDIVIDUALS WITH DISABILITIES

No qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of services, programs or activities of the City, or be subjected to discrimination by the City. Nor shall the City exclude or otherwise deny equal services, programs, or activities to an individual because of the known disability of an individual with whom the individual is known to have a relationship or association.

DEFINITION

A “qualified individual with a disability” is an individual with a disability who, with or without reasonable modifications to rules, policies, or practices, the removal of architectural, communication or transportation barriers, or the provision of auxiliary aids and services, meets the essential eligibility requirements for the receipt of services or the participation in programs or activities provided by the City.

REASONABLE MODIFICATION

The City shall make reasonable modifications in policies, practices, or procedures when the modifications are necessary to avoid discrimination on the basis of disability, unless the City can demonstrate that making the modifications would fundamentally alter the nature of the services, program, or activity.

COMMUNICATIONS

The City shall take the appropriate steps to ensure that communications with applicants, participants, and members of the public with disabilities are as effective as communications with others. To this end, the City shall furnish appropriate auxiliary aids and services where necessary to afford an individual with a disability an equal opportunity to participate in, and enjoy the benefits of, a service, program, or activity conducted by the City. In determining what type of auxiliary aid or services is necessary, the City shall give primary consideration to the requests of the individuals with disabilities.

AUXILIARY AIDS AND SERVICES

“Auxiliary aids and services” includes:

1. Qualified interpreters, note takers, transcription services, written materials, assistive listening systems, and other effective methods for making aurally delivered materials available to individuals with hearing impairments.
2. Qualified readers, taped texts, audio recordings, brailled materials, large print materials, or other effective methods for making visually delivered materials available to individuals with visual impairments.
3. Acquisition or modification of equipment or devices.
4. Other similar services and actions.

LIMITS OF REQUIRED MODIFICATION

The City is not required to take any action that it can demonstrate would result in a fundamental alteration in the nature of a service, program, or activity, or in undue financial and administrative burdens. Any decision that compliance with its responsibility to provide effective communication for individuals with disabilities would fundamentally alter the service, program, or activity or unduly burden the City shall be made by the Board after considering all resources available for use in funding and operating the program, service, or activity. The decision shall be accompanied by a written statement of the reasons for reaching that conclusion.

NOTICE

The City shall make available to applications, participants, beneficiaries, and other interested persons information regarding the provisions of Title II of the Americans with Disabilities Act (ADA) and its applicability to the services, programs, or activities of the City. The information shall be made available in such manner as the City ADA Coordinator finds necessary to apprise such persons of the protections against discrimination assured them by the ADA.

City ADA Coordinator

The City ADA Coordinator shall coordinate the City’s efforts to comply with and carry out its responsibilities under Title II of the ADA, including any investigation of any complaint communicated to it alleging its noncompliance or alleging any actions that would be prohibited under the ADA. The City shall make available to all interested individuals the name, office address, and telephone number of the employee(s) so designated and shall adopt and publish procedures for the prompt and equitable resolution of complaints alleging any action that would be prohibited under the ADA.

ADA Coordinator – Faith Pullen

Office Address – 315 Bradley St. Carrollton, GA 30117

Telephone Number – (770) 830-2000

Problem-Solving Procedures

Policy:

It is the intent of the City to treat all persons consistently and to provide the public the opportunity to have their complaints heard and answered in a timely and orderly basis. The problem-solving procedures set forth below shall be the means for implementing this policy. If the person is not in agreement with the decision reached under the informal procedure, he/she may present his/her complaint in writing to the City Manager or his/her designee. The City Manager or his/her designee shall render a decision and comments in writing five (5) working days after receipt. The decision of the City Manager shall be final.

Provisions:

- A. Grievance: As used in the policy, a grievance is limited to a complaint or request of a reasonable accommodation because of a disability. Please follow the procedure set forth in our "Problem-Solving Procedure." We will discuss the matter with you, investigate your request, and to the extent possible, attempt to reasonably accommodate you.
- B. Informal Grievance Discussions: Whenever possible, grievances should be resolved by informal discussions between the grievant and City designee.
 - 1. **Step 1:** Anyone who feels he or she has a grievance should privately discuss it in an informal manner with the City designee. He/She will be given an oral decision within three (3) days after the discussion.
 - 2. **Step 2:** If he or she is not satisfied with the decision in Step 1, or the City fails to comply with the established time limits, he or she may continue the grievance by discussing it with the City Manager. The complainant will be given an oral decision within three (3) days after the discussion.

**CITY OF CARROLLTON
ADA GRIEVANCE FORM**

Name: _____

Address: _____

Phone Number: _____

Email Address: _____

Location of
Problem: _____

Description
of Problem: _____

***Please attach additional pages if needed**

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 30 calendar days after the alleged violation:

City of Carrollton
ATTN: ADA Coordinator – Faith Pullen
315 Bradley St.
Carrollton, GA 30117
fpullen@carrollton-ga.gov