

## ADA - Notice Under the Americans With Disabilities Act

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### Policies and Procedures

#### Notice Under the Americans With Disabilities Act

In accordance with the requirements of title II of the Americans with Disabilities Act of 1990 ("ADA"), the Department of Public Social Services will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

**Effective Communication:** Department of Public Social Services will upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in Department of Public Social Services programs, services, and activities, including qualified sign language interpreters, documents in large print, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

**Modifications to Policies and Procedures:** Department of Public Social Services 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. For example, individuals with service animals are welcomed in Department of Public Social Services offices, even where pets are generally prohibited.

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 Department of Public Social Services, should contact the ADA Hotline at (844) 586-5550 as soon as possible, but no later than 48 hours before the scheduled event.

The ADA does not require the Department of Public Social Services 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 Department of Public Social Services is not accessible to persons with disabilities should be directed to the ADA Hotline at (844) 586-5550.

Department of Public Social Services 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.

#### Grievance Procedure

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs,

or benefits by the Department of Public Social Services. The County's Personnel Policy governs employment-related complaints of disability discrimination.

The complaint should contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. 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.

The complaint should be submitted by the complaining party and/or his/her representative as soon as possible but no later than 180 calendar days after the alleged violation to:

Civil Rights Section  
12860 Crossroads Parkway South  
City of Industry, CA 91746

All written complaints received by the Civil Rights Section, appeals to the Chief Executive Office Disability Civil Rights Section, and responses from these two offices will be retained by the Department of Public Social Services for at least three years.