



CITY OF AVENTURA ADMINISTRATIVE POLICY DIRECTIVES AND PROCEDURES MANUAL

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Chapter #	Sub	Page
Date Issued:	June '98	

CHAPTER:	GENERAL ORGANIZATION	APPROVED:	<i>City Manager</i>
SUBJECT:	AMERICANS WITH DISABILITIES ACT (ADA) COMPLIANCE		

PURPOSE

The intent of this policy is to insure that individuals with disabilities are provided with full and equal enjoyment of the programs, services and activities provided by the City of Aventura. The City has a sincere commitment to the satisfaction and accommodation of all our citizens, regardless of disability.

The responsibility for the ongoing commitment and adherence to this policy lies with each city employee and ultimately with management. A copy of this policy and procedures will be provided to and executed by each appropriate employee and placed in said employee's personnel file.

POLICY & PROCEDURE

1. All staff will be provided the authority to make minor changes in procedures as required to accommodate an individual. If extensive or permanent changes are needed, management, with input from the individual as to his/her preference, will be responsible for making decisions as to what is necessary and appropriate.
2. Where readily achievable (i.e. financially and structurally possible) permanent solutions have been implemented providing for barrier free design for all disabilities.
3. All reasonable effort will be made to ensure that all individuals are afforded the opportunity to function independently.
4. All equipment and features that are required to provide ready access to individuals with disabilities will be maintained in working order. Accessible routes will not be blocked and accessible entrances will remain unlocked during operating hours.
5. All individuals, whether disabled or not, shall not be discriminated against and shall be served in the same order in which each respective individual seeks assistance.
6. Reader services, Braille and/or tape services for printed material will be provided for those with visual impairments.
7. Telephones compatible to hearing aids and TDD's will be available for use by individuals with hearing or speech impairments. Appropriate training will be provided to staff to allow for incoming calls for hearing or speech impaired individuals.
8. Policy will be modified to permit the use of service animals.
9. Interpreter services for public meetings and accessible transportation services will be provided if requested. The availability of these services will be publicized in announcements.
10. Appropriate signage will be provided to identify accessible features.



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POLICY & PROCEDURES (cont.)

11. Within all notices or communication regarding public programs, services, or activities, information can be requested regarding special needs of individuals. Information can be obtained regarding accommodations needed for participation based on;

mobility limitations/needs,
communication needs and
visual impairments
12. Where the removal of structural barriers has been determined as not readily achievable, alternate methods of providing equal access to programs, facilities, or services will be provided if readily achievable. Example: Providing an alternative accessible meeting room should there be a room where accessibility cannot be readily provided.
13. In the event a person with a disability is attempting to seek information and/or assistance from any city employee said employee shall ask the individual if he/she would like to move to a table and/or counter within a reasonable and accessible distance from the main counter for information or assistance purposes.
14. At least one customer service area within each City facility will contain one telephone for employee to use to communicate with individuals using text telephones. At least one employee who will have contact with individuals in the ordinary course of his/her employment duties will be required to know how to use the text telephone in order to communicate with individuals using same.
15. Employees will also provide, when required, reading services to individuals with vision impairments, and provide pad and pencil to individuals with hearing or speech impairments.
16. This policy and procedures is not intended to be inclusive of all possible practices pertaining to persons needing special accommodations. All requests will be considered independently as each individual is unique and may require creative and thoughtful solutions.
17. Any individual who believes that the City should provide additional accommodations or access to the disabled shall direct their request/complaint to the City's ADA Coordinator pursuant to the ADA Grievance Procedures attached hereto as Attachment 1.

CITY OF AVENTURA ADA GRIEVANCE PROCEDURE

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

The City's policy is to expedite response to all citizen requests or questions including those involving ADA Compliance. Therefore, the grievance procedure shall begin with the City's regular customer service system as contained in Chapter 2, Subsection 4 of the City's Administrative Policy Directives and Procedures APDP Manual. A copy of that document is attached hereto.

PROCEDURE

1. The first notice to the City of an ADA complaint/questions may be made via telephone, verbal or written form. Upon request, alternative means of filing complaints, such as personal interviews or a tape recording will be made available to persons with disabilities. The request/complaint shall be directed to the office of the City Manager and processed pursuant to APDP 2.4. Within five (5) workdays, the City customer service contact shall notify the complainant of the action taken, information requested, date of action and contact person for further information.
2. In the event that the complainant is not satisfied with the actions and/or answers resulting from step #1, the complainant shall file a written complaint with the City's ADA Coordinator as identified in #4 below.
3. The written complaint shall contain information about the alleged discrimination such as name, address, phone number of the complainant and location, date, and description of the problem. The form attached hereto may be used for this purpose. Upon request, alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities.
4. The complaint shall be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation.

All complaints shall be submitted to:

Antonio Tomei
Capital Projects Manager/ADA Coordinator
City of Aventura Government Center
19200 West Country Club Drive
Aventura, FL 33180
(305) 466-8923

5. Within 15 business days of receipt of the complaint, the ADA Coordinator will contact the complainant to discuss the complaint and possible resolutions. Within 15 business days after the meeting, the ADA Coordinator will respond in writing, and where appropriate, a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the City of Aventura and offer options for substantive resolution of the complaint.
6. If the complainant believes that the response by the ADA Coordinator does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision of the ADA Coordinator to the City Manager. Said appeal shall occur within 15 business days after receipt of the response from the ADA Coordinator or his or her designee.
7. Within 15 business days after receipt of the appeal, the City Manager or his or her designee will meet with the complainant to discuss the complaint and possible solutions. Within 15 business days after the meeting, the City Manager or his or her designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.
8. All written complaints received by the ADA Coordinator, appeals to the City Manager or his or her designee, and the responses from the ADA Coordinator and City Manager or his or her designee will be kept by the City of Aventura for at least three years.



Click the "?" above for Help

**CITY OF AVENTURA
COMPLAINT FORM
PURSUANT TO THE
AMERICANS WITH DISABILITIES ACT**
(Please type or print clearly)

Name: _____

Date incident occurred: _____

Address: _____

City of Aventura Department where incident occurred: _____

State: _____ Zip Code: _____

Address where incident occurred: _____

Home telephone: _____

Have you contacted anyone in the above named department regarding your complaint? ____ Yes ____ No

Business telephone: _____

If yes, name and telephone number of contact person: _____

Have you filed a formal complaint with the department? ____ Yes ____ No

If yes, Name: _____ Telephone: _____ Date: _____

Describe nature of grievance (Be specific--name, dates, locations, etc.):
(Attach additional sheet if necessary.)

Explain why you feel the City of Aventura has discriminated against you on the basis of your disability:

Signature of Complainant

Date Completed

Return completed form to: ADA Coordinator
City of Aventura, Office of the City Manager
19200 West Country Club Drive
Aventura, FL 33180

Date Received by ADA Coordinator: _____