



<b>TITLE:</b> Americans with Disabilities Act		<b>PROCEDURE #:</b> 304-B	
<b>DEPT:</b> Business Services		<b>DIVISION/ PROGRAM:</b> Human Resources	
<b>EFFECTIVE DATE:</b> 8/05	<b>REVIEWED:</b> 2/09, 11/11, 03/15	<b>REVISED:</b> 2/09, 11/11	

**OBJECTIVE:** To establish procedures for handling non-employee complaints of alleged discrimination in the provision of or access to county programs, services, or activities

**REFERENCE:** Policy # 304

**POLICY STATEMENT:** These procedures are adopted to implement Marion County Administrative Policy 304, Americans with Disabilities Act for Marion County employees. Marion County complies with the Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act (ADAA).

**APPLICABILITY:** Individuals who are not employees of Marion County

**PROCEDURES:**

1. Introduction:

Marion County does not discriminate on the basis of disability in admission to, access to, or operations of its programs, services, or activities. Under Title II of the ADA, each county program or service, when viewed in its entirety, will be readily accessible to and usable by qualified individuals with disabilities. Marion County will make reasonable modifications to policies and procedures for qualified individuals with disabilities to participate in programs, services or activities unless doing so would cause a fundamental alteration in the nature of a program or service or would result in an undue financial or administrative burden on the county.

2. Access and Accommodation Requests:

- 2.1. Individuals needing ADA accommodations or services in order to participate in a Marion County program, activity or event should make their request to the Marion County department sponsoring the program.
- 2.2. Requests for accommodations must be received as soon as possible, but not less than two business days before an activity or event.

**SUBJECT: AMERICANS WITH DISABILITIES ACT**

3. Complaint and Investigation Process:

3.1. Complaints alleging discrimination by Marion County or its employees on the basis of an individual's disability should be submitted to the Marion County Risk Manager. The risk manager has been designated by Marion County to coordinate complaints and compliance efforts.

Justine Flora, Risk Manager  
Marion County  
PO Box 14500  
Salem OR 97309  
503.584.7786 (voice)  
email: jflora@co.marion.or.us

3.2. A complaint should be filed in writing, containing the name, address and telephone number of the person filing, and briefly describing the alleged violation of the regulations.

3.3. A complaint should be filed within 10 days after the complainant becomes aware of the alleged violation.

3.4. An investigation, as may be appropriate, shall follow the filing of a complaint. The coordinator or designee shall conduct the investigation. These procedures contemplate informal but thorough investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint.

3.5. A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by the Coordinator and a copy forwarded to the complainant no later than 30 days after its filing.

3.6. The Coordinator shall maintain separate, confidential files and records for Marion County relating to the complaints filed.

3.7. The complainant can request reconsideration of the case in instances where he or she is dissatisfied with the resolution. The request for reconsideration should be made to the Marion County Chief Administrative Officer.