



Americans With Disabilities Act Grievance Procedure

This grievance procedure is established to meet the requirements of the 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 Town of Boone.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number, email address 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 as soon as possible, preferably within 60 calendar days of the alleged violation to: Terry Story, ADA Coordinator, PO Drawer 192, Boone, NC 28607, (828)268-6200, terry.story@townofboone.net.

Within 15 calendar days after receipt of the complaint, Terry Story will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Terry Story will respond in writing, and where appropriate, in format that is accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the Town of Boone and offer options for substantive resolution of the complaint.

If the response by Terry Story does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of the response to the Town Manager or designee.

Within 15 calendar days after receipt of the appeal, the Town Manager or designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Town Manager or designee will respond in writing, and, where appropriate, in a format that is accessible to the complainant, with a final resolution of the complaint.



Town of Boone Notice

Americans with Disabilities Act Public Notice of Nondiscrimination

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990, the Town of Boone will not discriminate against qualified individuals with disabilities based on disability in Town's services, programs, or activities.

Employment: The Town does not discriminate based on 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 Town of Boone will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they may participate equally in the Town 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: The Town of Boone will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all Town programs, services, and activities. For example, individuals with service animals are welcomed in Town 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 Town program, service, or activity, should contact the office of ADA Coordinator Terry Story phone: 828-268-6200, email: terry.story@townofboone.net as soon as possible but no later than 5 business days before the scheduled event.

The ADA does not require the Town to take any action that will 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 the Town of Boone is not accessible to persons with disability should be directed in writing to the ADA Coordinator, Terry Story, PO Drawer 192 Boone, NC 28607.

The Town 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.