



**POLICY AND PROCEDURES FOR PROVISION OF SERVICES
TO QUALIFIED PERSONS WITH DISABILITIES**

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1.0 SUBJECT TITLE

Clark County policy and procedures regarding provision of services to qualified persons with disabilities

2.0 PURPOSE

To reaffirm Clark County's policies and practices regarding accessibility to facilities, programs, services and activities of Clark County government to the public; including qualified individuals with disabilities.

3.0 ORGANIZATIONS AFFECTED

- 3.1 Washington Law Against Discrimination (RCW 49.60) - All Clark County Departments, Divisions, Offices and Agencies
- 3.2 Americans with Disabilities Act (ADA) - All Clark County Departments, Divisions, Offices and Agencies
- 3.3 Section 504 of the Rehabilitation Act of 1973 - County departments receiving federal funding for specified programs, services and activities

4.0 REFERENCES

- 4.1 Americans with Disabilities Act of 1990 (ADA) (ADA Amendments Act of 2008)
- 4.2 Washington Law Against Discrimination Chapter 49.60 RCW - Discrimination
- 4.3 Section 504 of the Rehabilitation Act of 1973, as amended (Section 504)
- 4.4 Chapters 2.42, and 70.84 of the Revised Code of Washington (RCW)
- 4.5 Washington State Building Code: International Building Code
- 4.6 Regulations promulgated under Section 504 include those by the U.S. Departments of Agriculture (7 CFR 156), Education (34 CFR 104), Health and Human Services (45 CFR 84), Justice (28 CFR 42), Interior (43 CFR 17), Housing and Urban Development (24 CFR 8), Labor and Transportation (49 CFR 27) implementing the ADA and Section 504 Requirements
- 4.7 Regulations promulgated by Washington State agencies implementing state disability non-discrimination laws

5.0 DEFINITIONS

- 5.1 Disability: Means the presence of a sensory, mental, or physical impairment that:
 - 5.1.1 Is medically cognizable or diagnosable; or
 - 5.1.2 Exists as a record or history; or
 - 5.1.3 Is perceived to exist whether or not it exists in fact.

A disability exists whether it is temporary or permanent, common or uncommon, mitigated or unmitigated, or whether or not it limits the ability to work generally or work at a particular job or whether or not it limits any other activity within the scope of chapter RCW 49.60

- 5.2 Service animal: means an animal that is trained for the purpose of assisting or accommodating a sensory, mental, or physical disability of a person with a disability (RCW 49.60)
- 5.3 Qualified individual with a disability: An individual with a disability who meets the essential eligibility requirements for the receipt of services or the participation in programs or activities provided to the public by Clark County, with or without reasonable modifications to rules, policies, or practices, the removal of architectural or communication barriers, or the provision of auxiliary aids and services (Section 504 of the Rehabilitation Act of 1973, as amended, 42 U.S.C. Section 12131 et seq., 28 CFR Part 35, the Americans with Disabilities Act of 1990, and RCW 49.60).
- 5.4 Barrier-free design: Design that gives users the opportunity for movement without

restriction. By using principles of barrier-free design, people with disabilities will be able to participate fully and avail themselves equally of the opportunities to benefit from Clark County programs and services.

- 5.5 Usability: Within facilities constructed prior to the passage of the ADA, some architectural elements may not meet current codes and requirements for accessibility. If a barrier to access by qualified individuals with disabilities does not result, the facility is usable and complies with this policy. In other cases, though requirements of the applicable laws, codes, and regulations have been met, a barrier may exist to a qualified individual with a disability. In such cases, it may be necessary to modify the element in the facility to make the facility usable by qualified individuals with disabilities providing that such change and/or alteration does not result in an undue financial burden.
- 5.6 Overall Program Accessibility: The ADA requires that programs as a whole be accessible to people with disabilities, and requires Clark County to account how the program's elements work together as a whole and how services are delivered.
- 5.7 Self-evaluation: The evaluation of policies, practices, and physical facilities to identify potential barriers to accessibility and corrective actions to reduce or eliminate those barriers.
- 5.8 Facilities Transition Plan: A written plan which identifies physical barriers to accessibility and prepares a schedule of activities to remove said barriers and improve accessibility. By definition, a transition plan must:
 - 5.8.1 Identify physical barriers that limit accessibility to county buildings and facilities and thereby limits access to programs, activities or services;
 - 5.8.2 Outline of the methods which will be used to remove the barriers and make the facility more accessible;
 - 5.8.3 Schedule steps to achieve improved compliance; and
 - 5.8.4 Identify management staff responsible for the plan's implementation.

6.0 POLICIES

- 6.1 In accordance with Title II of the ADA and its implementing regulations, Section 504, WAC 51-40, and RCW 49.60 (collectively called the "disability non-discrimination laws"), no qualified individual with a disability shall, on the basis of such a disability, be subjected to discrimination or be excluded from participation in, or denied the benefits of the services, programs, activities or physical facilities which Clark County provides to the public.
- 6.2 Clark County departments shall comply with the provisions of the disability non-discrimination laws regarding access applicable to programs, activities, services, and physical facilities.
- 6.3 To the extent possible, Clark County departments will ensure that buildings and facilities are accessible by qualified individuals with disabilities. Where buildings and facilities cannot be made accessible, overall program accessibility must be ensured.

- 6.4 Physical facilities owned by Clark County shall comply with the applicable regulations on barrier-free design and physical accessibility. (IBC, ANSI)
- 6.5 When leasing office space Clark County will attempt to locate facilities that comply with the applicable regulations on barrier-free design and physical accessibility. (IBC, ANSI)
- 6.6 The construction and renovation of County facilities shall comply with applicable regulations on barrier-free design and physical accessibility. (IBC, ANSI, RCW, WAC)
- 6.7 Public meetings will be held at accessible locations and in such a manner that qualified persons with disabilities are able to fully participate.
- 6.8 Qualified persons with disabilities shall not be discriminated against in participation on boards, commissions, or on advisory and planning committees.
- 6.9 All Clark County offices and programs shall be accessible to users of TTYs (teletypewriters), via the Washington Relay Service. Inmates in the Clark County jail shall have access to TTYs.
- 6.10 Clark County departments and offices shall provide written notice on all written documents and communiqués' distributed to the public information on how to request alternate formats. At a minimum, information shall include the following: " For alternate formats, contact the Clark County ADA Office – 1300 Franklin Street Vancouver, WA; V (360) 397-2000; Relay Service 7-1-1 or (800) 833-6388; Email: ada@clark.wa.gov".
- 6.11 Individuals with disabilities accompanied by service animals will be afforded access to all Clark County facilities, programs, services, and activities as are open to other members of the public, unless the service animal's presence or behavior creates a fundamental alteration to the program or service being provided or presents a direct threat to safety. In addition, Clark County will afford access to individuals, with or without a disability, accompanied by service animals-in-training. Individuals and their accompanying service animals-in-training will be subject to the conditions and limitations established by law and applicable to individuals with disabilities and their service animals.
- 6.12 Upon advance request, reasonable steps will be taken to furnish appropriate auxiliary aids and services (e.g., assistive listening devices, sign language interpreters, Braille) to afford a qualified individual with a disability an equal opportunity to participate in and enjoy the benefits of the services, programs, activities, and facilities provided to the public by Clark County. Primary consideration will be given to the requests of the qualified individual with a disability unless another equally effective accommodation is available, or the use of the means requested would result in a fundamental alteration of the service, program, and activity or in undue financial or administrative burden.
- 6.13 All Clark County contractors, except contractors providing tangible goods, shall comply with Section 504/ADA Disability Assurance of Compliance, unless an accessibility waiver is obtained.
- 6.14 All Clark County departments administering Section 504 contracts whereupon the contractor, other than another government entity, provides programs, services, or activities to the public, shall require the contractor to comply with the Section 504/ADA requirements applicable to governments. The contracting county department shall monitor respective contracts for compliance with Section 504/ADA.
- 6.15 A procedure will provide an avenue for prompt and equitable resolution of grievances alleging discrimination on the basis of disability in the County's provision of programs,

services, and activities, and access to physical facilities.

7.0 PROCEDURES

<u>Action By:</u>	<u>Action:</u>
Board of County Commissioners	7.1 Appoint Citizen ADA Advisory Committee members 7.2 Approve County policies
County Administrator	7.3 Appoint ADA Coordinator(s). 7.4 Serve as the final point of appeal regarding ADA grievances
Prosecutor's Office - Civil	7.5 Review draft County policies and ADA legal issues 7.6 Serve as Clark County's legal representative
ADA Coordinator	7.7 Draft County policies on accessibility and procedures to accommodate qualified persons with disabilities 7.8 Conduct evaluation of all County facilities, programs, services, and activities for ADA compliance 7.9 Prepare training materials for all County employees 7.10 Manage activities of Citizen ADA Advisory Committee 7.11 Conduct accessibility surveys, with citizen ADA advisory committee, of all county facilities and prepare written reports 7.12 Ensure Clark County owned and leased facilities are evaluated to determine compliance with the applicable regulations on barrier-free design and physical accessibility and ensure that they are usable by qualified individuals with disabilities whenever possible 7.13 Prepare, maintain and update the county Transition Plan 7.14 Prepare, maintain and update the County's ADA web page 7.15 Prepare Section 504 Compliance policies, reports

	<p>and forms</p> <p>7.16 Assist department Section 504 compliance coordinators</p> <p>7.17 Review and update the County's ADA policy and procedures as required</p> <p>7.18 Provide technical assistance to Clark County departments on disability access issues and disability non-discrimination laws regarding access.</p> <p>7.19 Receive, coordinate activities, and assist in the resolution of grievances alleging discrimination based on disability by Clark County</p> <p>7.20 Maintain ADA complaint file and records</p> <p>7.21 Coordinate training of county employees assigned to assist persons with disabilities during building and facility evacuations (C.E.R.T.)</p>
Citizen ADA Advisory Committee	7.22 Advise Clark County in developing strategies, systems, and guidelines in implementing the Transition Plan
Section 504 Coordinators	<p>7.23 Ensure compliance to all Section 504 mandates on all federally funded programs, services and activities</p> <p>7.24 Monitor contractors to ensure contract provisions requiring compliance with disability non-discrimination laws regarding access are satisfied (Note: Contractor paperwork includes a section regarding disability access - "504/ADA Assurance of Compliance")</p>
Facilities Management – Manager	7.25 Review transition plans – Prepare cost estimates, perform or contract work and establish completion deadlines
General Services Director	<p>7.26 Prepare and submit budget requests for ADA transition plan funding</p> <p>7.27 Responsible for management of the Transition Plan</p>
Department Heads/Directors	7.28 Appoint a Section 504 Coordinator as necessary (Federal Funding)



Americans with Disabilities Office Risk Management Office

	<p>7.29 Ensure all written documents and communiqués' distributed to the public include information on how to request alternate formats – See Section 6.10</p> <p>7.30 Ensure respective department employees complete required ADA training</p>
Public Works	<p>7.31 Prepare, maintain and update Sidewalk Transition Plan</p> <p>7.32 Prepare and maintain Title VI Plan regarding federally funded transportation programs</p>
Human Resource Department	<p>7.33 Prepare all County policies and procedures relating to employment to include issues regarding RCW 49.60</p> <p>7.34 Address employee grievances</p> <p>7.35 Provide reasonable accommodations to employees (RCW 49.60)</p> <p>7.36 Appoint a Grants Compliance Coordinator, <i>(when feasible)</i> whose duties include, in part, assisting and providing oversight to county departments and Section 504 Coordinators</p>
Clark County Departments with responsibility for any owned or leased facilities.	<p>7.37 Any space being considered for lease by a Clark County agency will be evaluated by staff knowledgeable about disability non-discrimination laws regarding access, regulations, and codes. If a County department must lease space in a building that is not accessible to qualified individuals with disabilities, the department will provide written justification to the General Services Department prior to entering into the lease. The letter of justification will include corrective actions that will be taken to make the building as accessible as possible and usable by qualified individuals with disabilities. If usability is not possible, the letter of justification will include how overall program accessibility will be achieved. The General Services Department will approve the leasing or work further with the department to ensure compliance</p>

Employees	7.38 Complete ADA training 7.39 Assist disabled citizens in acquiring and access County programs, services and activities
Employee Grievant	7.40 Initiate grievance by contacting the Clark County Human Resource Department

8.0 RESPONSIBILITIES

- 8.1 The Clark County Administrator is responsible for ensuring the County's compliance with disability non-discrimination laws regarding access. Under the law, Clark County is required to have at least one designated ADA coordinator. The General Services Department shall designate an ADA Coordinator(s) to facilitate the County's efforts to comply with disability non-discrimination laws regarding access.
- 8.2 Department heads and officials shall cooperate with the Clark County Administrator and other county departments to ensure compliance with disability non-discrimination laws regarding access, accommodation, county policy and related procedures. Compliance-related activities include documenting:
 - 8.2.1 Accessibility accommodations made within departments;
 - 8.2.2 Participation in the evaluation of programs, services, activities, and physical facilities to identify potential barriers to accessibility;
 - 8.2.3 The preparation of necessary Disability Corrective Action Plans and/or Disability Transition Plans; and,
 - 8.2.4 Allocation of funding to implement such plans.
- 8.3 The ADA Coordinator will provide technical assistance to Clark County personnel on disability access issues.
- 8.4 The ADA Coordinator shall establish and implement internal grievance procedures to receive and resolve grievances from the public alleging non-compliance with disability non-discrimination laws regarding access. The County Administrator will serve as the point of appeal regarding ADA grievances.
- 8.5 The ADA Coordinator shall also develop such other policies and procedures necessary to improve accessibility of programs, services, activities, and physical facilities of Clark County government.

9.0 ADA GRIEVANCES - COMPLAINT PROCEDURE

- 9.1 Clark County Grievance Procedure – Purpose - The grievance procedure established herein shall address concerns regarding Title II of the ADA and Section 504 of the Rehabilitation Act of 1973, as it applies to Clark County department programs, services and activities. The grievances procedure may be used to file a complaint alleging:
 - 9.1.1 Policies or the provision of services, activities, programs, or benefits provided by Clark County.
 - 9.1.2 Discrimination of Section 504 of the Rehabilitation Act of 1973

9.1.3 Structural and parking accessibility issues on county owned or controlled property.

9.1.4 Note: Employment complaints shall be directed to the Clark County Human Resource Department and investigated pursuant to Human Resource policies and applicable labor contracts.

9.2 Complaint Procedure and Format

9.2.1 The complaint should be in writing and contain information regarding the alleged discrimination to include the name, address, phone number of complainant and location, date, and description of the alleged incident. 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. (Refer to Section 20)

9.3 Complaint Filing

The grievant and/or his/her designee should submit the complaint as soon as possible but no later than 180 calendar days after the alleged violation to:

Clark County ADA Coordinator
General Services Department
1300 Franklin Street - Suite 644
Vancouver, WA 98660
(Voice) 360-397-2000; (FAX) (360) 397-6027
Relay Service 711 or (800) 833-6388
Email: ADA@Clark.WA.GOV

9.4 Complaint Review

9.4.1 Within 15 calendar days after receipt of the complaint, the ADA Coordinator will meet/contact the complainant to discuss the complaint and the possible resolutions. Within 30 calendar days of the meeting, the ADA Coordinator will respond in writing, and where appropriate, in format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of Clark County and offer options for substantive resolution of the complaint.

9.4.2 Complaints involving employment issues will be referred to the Human Resources Department for review and investigation.

9.5 Complaint Appeal Process

9.5.1 If 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 within 15 calendar days after receipt of the response to the Clark County Administrator Officer or his or her designee.

9.5.2 Within 15 calendar days after receipt of the appeal, the County Administrator or his/her designee will meet with the complainant to discuss the complaint and

possible resolutions. Within 15 calendar days after the meeting the County Administrator 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. The County Administrator or his designee may, when appropriate, utilize the services of county mediation programs to resolve complaints.

9.6 Complaint Retention

9.6.1 All written complaints received by the ADA Coordinator, appeals to County Administrator or his or her designee, and responses from the ADA Coordinator and County Administrator or his or her designee will be kept by Clark County for at least three years.

10.0 SECTION 504 - COMPLIANCE (FEDERAL GRANTS)

10.1 The objective of Section 504 of the Rehabilitation Act of 1973 is to ensure that entities receiving federal funding or grants do not discriminate against persons with disabilities. Some Clark County departments receive federal funding in support of specific programs, services and activities administered by those departments.

10.2 24 CFR PART 8 – SECTION 504 - “No otherwise qualified individual with a disability in the United States... shall, solely by reason of her or his disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program, service or activity receiving Federal financial assistance or under any program or activity conducted by any Executive agency or by the United States Postal Service.”

11.0 SECTION 504 - RECIPIENT DEFINED

11.1 Regulations define “recipient” as any State or its political subdivision, any instrumentality of a State or its political subdivision, any public or private agency, institution, organization, or other entity, or any person to which Federal financial assistance is extended for any program or activity directly or through another recipient, including any successor, assignee, or transferee of a recipient, but excluding the ultimate beneficiary of the assistance. An entity or person receiving housing assistance payments from a recipient on behalf of eligible families under a housing assistance payments program or a voucher program is not a recipient or sub-recipient merely by virtue of receipt of such payments [24 CFR 8.3].

12.0 SECTION 504 - COVERAGE

12.1 Section 504 covers all programs, services and activities of recipients of federal financial assistance, including, for example:

12.1.1 Outreach and public contact, including contact with program applicants and participants

- 12.1.2 Eligibility criteria
- 12.1.3 Application process
- 12.1.4 Admission to the program
- 12.1.5 Tenancy, including eviction
- 12.1.6 Service delivery
- 12.1.7 Employment policies and practices

13.0 SECTION 504 - PROHIBITIONS AGAINST DISCRIMINATION

Guarantee	Prohibition
Opportunity to participate	13.1 Denying a qualified individual with disabilities the opportunity to participate in, or benefit from, the housing, aid, benefit, or service
Equality of benefits	13.2 Failing to afford a qualified individual with disabilities the opportunity for equal participation and benefit
Equality of opportunity	13.3 Failing to provide a qualified individual with disabilities a program or service that affords the same opportunity to benefit as that afforded others.
No unnecessary difference or separateness	13.4 Providing different or separate housing, aid, benefits or services on the basis of disability unless providing such is necessary to provide housing or benefits that are as effective as that provided to persons without disabilities
No assistance to entities that discriminate	13.5 Providing significant assistance to an agency, organization or person that discriminates on the basis of disability in any aspect of a federally assisted activity
Opportunity to serve on boards	13.6 Denying a qualified individual with disabilities the opportunity to participate as a member of planning or advisory boards
No denial of right to a dwelling	13.7 Denying a dwelling to an otherwise qualified buyer or renter because of a disability of that buyer or renter or

	another prospective tenant
No discriminatory limitation of benefits	13.8 Limiting in any other manner a qualified individual with disabilities in the enjoyment of any right, privilege, advantage, or opportunity afforded to others
Most integrated setting	13.9 Providing programs or services to qualified individuals with disabilities in settings that are unnecessarily separate, segregated or restricted

14.0 SECTION 504 - CLARK COUNTY RESPONSIBILITIES

- 14.1 To comply with Section 504, Clark County departments receiving federal funding shall:
- 14.1.1 Take steps to ensure effective communication with applicants, beneficiaries, and members of the public. [24 CFR 8.6]
 - 14.1.2 Take steps to ensure that employment activities, including job announcements, recruitment, interviews, hiring, work assignments, promotions and dismissals, do not discriminate on the basis of disability. [24 CFR 8.10 – 8.13]
 - 14.1.3 Ensure that all non-housing programs are operated in a manner that does not discriminate on the basis of disability and that new construction and alterations of non-housing facilities are made accessible in accordance with applicable standards. [24 CFR 8.21]
 - 14.1.4 Operate existing housing programs in a manner that does not discriminate on the basis of disability, and take steps, as needed, to ensure that existing housing programs are readily accessible to and usable by persons with disabilities. Develop and implement a transition plan to assure compliance. [24 CFR 8.24]
 - 14.1.5 Provide reasonable accommodations which may be necessary for a person with a disability to use or participate in the program, service or activity; unless the recipient can demonstrate that the accommodation will result in an undue financial and administrative burden or a fundamental alteration in the nature of the program, service or activity. A reasonable accommodation is an adaptation or modification to a policy, program, service, or workplace which will allow a qualified person with a disability to participate fully in a program, take advantage of a service, or perform a job. Reasonable accommodations may include, but are not limited to, adjustments or modifications to buildings, facilities, dwellings, and may also include provision of auxiliary aids, such as readers, interpreters, and materials in accessible formats. [24 CFR 8.4, 8.11,

8.20, 8.21, 8.24, 8.25, 8.33]

- 14.1.6 Pay for a reasonable accommodation needed by the individual (e.g., a ramp to a unit) unless providing that accommodation would be an undue financial and administrative burden or a fundamental alteration of the program. [24 CFR 8.4, 8.11, 8.20, 8.21, 8.24, 8.25, 8.33]
- 14.1.7 Ensure that all new construction of housing facilities is readily accessible to and usable by persons with disabilities, and meets the requirements of applicable accessibility standards. [24 CFR 8.22 and 8.32]
- 14.1.8 Ensure that substantial alterations, when undertaken, meet the requirements for new construction. [24 CFR 8.23(a)] Ensure that all other alterations, to the maximum extent feasible, meet the requirements of the applicable accessibility standards. [24 CFR 8.23(b)]
- 14.1.9 Conduct any required needs assessments (for recipients who are public housing agencies) to determine the extent to which the housing needs of persons with disabilities are being met in the recipient's program and in the community. [24 CFR 8.25]
- 14.1.10 Distribute accessible dwelling units throughout projects and sites and make such units available in the same ranges of sizes and amenities to provide housing choices for persons with disabilities that are the same as those provided by others. [24 CFR 8.26]
- 14.1.11 Adopt suitable means to ensure persons with disabilities are made aware of the availability of accessible units and to maximize use of accessible units by individuals needing the features of these units. [24 CFR 8.27]
- 14.1.12 Conduct any required self-evaluations of programs, services, and activities to determine if they are programmatically and physically accessible to persons with disabilities, and involve persons with disabilities in these evaluations. [24 CFR 8.51]
- 14.1.13 Recipients with 15 or more employees – designate an employee to ensure the recipients' programs, services and activities meet the requirements of Section 504; adopt a grievance procedure to effect due process standards and prompt and equitable resolutions of complaints. [24 CFR 8.53]
- 14.1.14 Recipients with 15 or more employees – notify participants, beneficiaries, applicants and employees of their nondiscriminatory provisions. [24 CFR 8.54]
- 14.1.15 Maintain records and reports of efforts to meet the requirements of Section 504, and keep these records on file so that they are available if a complaint is filed, or if {a Federal compliance office} conducts a compliance review. [24 CFR 8.55]

15.0 SECTION 504 - DEPARTMENT SECTION 504 COORDINATOR RESPONSIBILITIES

- 15.1 Assure that respective departments comply with all grant requirements through developing, implementing and monitoring processes.
- 15.2 Creates and ensures that appropriate communication of complaint procedures for the public, employees and service recipients are posted or made known.
- 15.3 Creates and implements effective communication mechanisms to acquaint participants, beneficiaries, applicants and employees of rights under all grants.
- 15.4 Assures that sub-recipients comply with all grant requirements and that sub-recipients have complaint and compliance procedures in place.
- 15.5 Investigate complaints filed under Title VI of the Civil Rights Act of 1964 as amended, Section 504 of the Rehabilitation Act of 1973, Civil Rights Restoration Act of 1987, and the Americans with Disabilities Act of 1990, relating to any program or activity administered by Clark County, as well as to sub-recipients, consultants and contractors.
- 15.6 Serves as the department liaison with grantor agencies on compliance issues including on-site compliance monitoring activities.
- 15.7 Works with the County ADA Coordinator as needed when grant requires ADA compliance.
- 15.8 Maintain all related files and reports.

16.0 SECTION 504 - ADA COORDINATOR AND HUMAN RESOURCE GRANTS COMPLIANCE RESPONSIBILITIES

- 16.1 The Clark County ADA Coordinator and Human Resource Grants Compliance Officer, (*when position is occupied*) will assist department 504 Coordinators with ADA compliance issues pursuant to Federal grant compliance requirements. Responsibilities include but may not be limited to:
 - 16.1.1 Direct complaints and inquiries regarding grants to the appropriate county departments.
 - 16.1.2 Assist County Department 504 Coordinators with complaints and investigations regarding alleged non-compliance of grant mandates.
 - 16.1.3 Prepare ADA accessible surveys for inspections.
 - 16.1.4 Assist with ADA inspections when requested.
 - 16.1.5 Serve as a resource on ADA issues.

17.0 SECTION 504 - CONTRACTOR ASSURANCE OF COMPLIANCE

- 17.1 Contractors, sub-contractors and entities participating in Section 504 programs will be required to show compliance with the ADA and Section 504 regulations. Clark County has established a recording procedure for all Section 504 contractor participants. Assurance of compliance documentation will be required. Documentation includes:

- 17.1.1 Section 504 of the Rehabilitation Act of 1973 & ADA – General Information
- 17.1.2 ADA Self-Evaluation Questionnaire
- 17.1.3 Checklist for Readily Achievable Barrier Removal
- 17.1.4 Assurance of Compliance Form
- 17.1.5 Corrective Action Plan
- 17.1.6 Notice to Program Applicants.

18.0 SECTION 504 - NOTICE TO PARTICIPANTS AND APPLICANTS OF PROGRAM

Where possible, Section 504 Coordinators will distribute and post (or have posted) a notice to applicants and participants, that the program, service or activity is federally funded and must meet the mandates of Section 504 of the Rehabilitation Act of 1973 and the ADA. The Notice to Participants and Applicants of Program Form can be obtained by contacting the Clark County ADA Compliance Office.

19.0 SECTION 504 - COMPLAINTS

Persons with disabilities who believe they have been subjected to discrimination prohibited by Section 504 may file a complaint with the Clark County ADA Compliance Office, U.S. Department of Justice or the U.S. Department of Housing and Urban development when discrimination in housing is alleged. Any person who believes that a specific class of persons has been subjected to discrimination prohibited by Section 504 and who is a member of that class or who is the authorized representative of a member of that class may file a complaint with the department. [24 CFR 8.26(c)] To file a complaint, contact should be made with the Clark County ADA Compliance Office, the U.S. Department of Justice 950 Pennsylvania Avenue, NW; Civil Rights Division; Disability Rights - NYAVE, Washington D.C. 20530 or Fair Housing HUD – U.S Department of Housing and Urban Development; Seattle Federal Office Building; 909 First Avenue, Room 205; Seattle, WA 98104 -1000.

20.0 FORMS AND DOCUMENTS

The listed forms and documents are available at the Clark County Americans with Disabilities Compliance Office.

- 20.1 ADA Citizen Advisory Committee Application Form
- 20.2 Citizen - Complaint Form - Programs Services and Activities
- 20.3 Citizen - Reasonable Accommodation - Programs Services and Activities
- 20.4 Notice Under the Americans with Disabilities Act
- 20.5 Section 504 - Assurance of Compliance
- 20.6 Section 504 - Checklist for Existing Facilities
- 20.7 Section 504 - Corrective Action Form
- 20.8 Section 504 - Federal Complaint Form

- 20.9 Section 504 - General Information
- 20.10 Section 504 - Notice - ADA & Section 504 of the Rehabilitation Act of 1973
- 20.11 Section 504 - Request for Reasonable Accommodation
- 20.12 Section 504 - Self-Evaluation Questionnaire Form
- 20.13 Superior Court ADA Accommodation Policy
- 20.14 Superior Court Request for Accommodation
- 20.15 Transition Plan

21.0 POLICY REVISIONS

Date	Item
December 2010	Prosecutor's Office – Civil Division – Policy Revision Review – Mr. Lawrence Watters
December 2010	Human Resources Department Review – Mr. Joe Hertig
December 14, 2010	Revised Policy Adopted by BOCC
February 4, 2011	Section 9.3 – Period to file a complaint changed to 180 days from 60 days