



CITY OF CORAL GABLES DISABILITY NON-DISCRIMINATION POLICY

The City of Coral Gables welcomes individuals with disabilities (residents and visitors). The City is committed to complying with the Americans With Disabilities Act (“ADA”), the Florida Civil Rights Act and related laws. It is the City’s policy that an individual shall not be excluded from participation in or denied the benefits of the City’s services, programs and activities because of that individual’s disability, or otherwise be discriminated against on the basis of disability.

The City has appointed an ADA Coordinator to assist and provide information to individuals with disabilities:

Raquel Elejabarrieta, Esq.
2151 Salzedo Street, Suite #540
Coral Gables, FL 33134
E-mail: ada@coralgables.com
Telephone (voice): 305-722-8686
TTY/TDD: 305-442-1600

REASONABLE ACCOMMODATION

The City will provide reasonable accommodations to an individual with a disability, unless doing so would fundamentally alter the nature of the City’s service, program or activity, or impose an undue financial or administrative burden on the City. The review process for determining a potential reasonable accommodation is intended to be an individualized, flexible and interactive process and will involve discussions between the City and the individual requesting the accommodation. The City’s ADA Coordinator will oversee this process.

PROCEDURE TO REQUEST A REASONABLE ACCOMMODATION

An individual with a disability who believes that he/she needs a reasonable accommodation should submit a completed “Reasonable Accommodation Request Form” to the City as indicated below. An individual may also make a verbal request for accommodation. In that circumstance, the City may request that the individual complete the “Accommodation Request Form” to provide the City with the information relevant to the individual’s request.

The City asks that an individual submit an accommodation request at least seven (7) days in advance, unless a shorter time period is necessitated by the circumstances. However, the City may need more than seven (7) days to determine and make arrangements for a reasonable

accommodation due to the nature of the request or the availability of appropriate outside vendors and resources (if applicable).

Request Related To A Public Meeting: A request for a sign language interpreter or other auxiliary aide and service to ensure effective communication for an individual with a disability to attend or participate in a public meeting should be submitted to the City's ADA Coordinator.

Request Related To A Service, Program or Activity (*other than a public meeting*): A request for a reasonable accommodation (including a sign language interpreter) in order for an individual with a disability to attend or participate in a service, program or activity of the City should be submitted to the City's ADA Coordinator or the Director of the sponsoring department.

SERVICE ANIMALS

The City welcomes service animals accompanying individuals with disabilities on City property or who are attending or participating in the City's services, programs or activities. At the City, a service animal is defined as any dog or miniature horse trained to do work or perform tasks for the benefit of an individual with a disability. These tasks may include, but are not limited to, guiding a person who is visually impaired or blind, alerting a person who is deaf or hard of hearing, pulling a wheelchair, assisting with mobility or balance, alerting and protecting a person who is having a seizure, or retrieving objects.

Individuals must retain control of their service animal at all times and are responsible for any damage to City property caused by their service animal. City employees are not permitted to take control of service animals and the City will not provide food for the animal. A service animal may be excluded or removed from the City's property or from the location of a City service, program or activity if the animal is not controlled, if the animal is not housebroken, or if the animal's behavior causes a direct threat to the health and safety of others.

GRIEVANCE PROCEDURE

An individual may file a grievance under this policy if the individual believes that he or she: (i) has been discriminated against on the basis of disability by the City; (ii) has been excluded from participation in or denied the benefits of a City service, program or activity on the basis of disability; or (iii) has been denied a reasonable accommodation to access a City service, program or activity.

To file a grievance, the individual must complete and submit the City's "Disability Discrimination Grievance Form." The form is available upon request from the ADA Coordinator and on the City's website: www.coralgables.com (*under the "Services" tab*). The form may be submitted by fax, mail or email to the ADA Coordinator (ada@coralgables.com), or completed on-line on the City's website. Upon request, the ADA

Coordinator (or the ADA's Coordinator's designee) will assist an individual with a disability in completing the grievance form, or will provide an alternative format for filing a grievance, such as a personal interview or audio recording.

The City investigates grievances received within thirty (30) days from the date of the alleged incident, provided that the grievance form is complete and that it indicates a possible violation of this policy. The investigation, which is conducted by the ADA Coordinator or a designee, may include interviews with the complainant and witnesses and review of the records or documents relevant to the grievance. The City will endeavor to conclude the investigation within thirty (30) days of its receipt of the grievance, however a longer period may be necessary based on the circumstances of the alleged incident. If the investigation determines that a violation of this policy occurred, the City will take corrective action to address the issue.

If more information is needed to investigate the grievance, the City will contact the complainant, who will have ten (10) days to submit the additional information. If the complainant does not submit the information, the City may close the case. The City may also close the case if the complainant no longer wishes to pursue the grievance.

After completion of the investigation, the City will issue a notice of the investigation results and the corrective action, if applicable, to the complainant in writing or, when appropriate, in an alternative format, such as large print, Braille or an audio file.

If the complainant wishes to have a review of the investigation determination, he or she has ten (10) days from the date of the written notice to submit a written request for review of the determination to the City Manager. The City will respond to the request for review in writing or, when appropriate, in an alternative format.

An individual may also submit a written complaint directly to Florida Department of Transportation (FDOT):

Florida Department of Transportation Equal Opportunity Office
ATTN: Title VI Complaint Processing
605 Suwannee Street MS 65
Tallahassee, FL 32399

FDOT serves as a statewide clearinghouse for Title VI purposes and will either assume jurisdiction over the complaint or forward it to the appropriate federal or state authority for continued processing.

If information is needed in another language, please contact the ADA Coordinator.

PUBLIC RECORDS NOTICE

Requests for accommodation and grievances filed with the City and any written responses connected therewith will be maintained as public records by the City in accordance with Chapter 119, Florida Statutes.