



Reasonable Accommodation and Grievance Procedures

Recommended Title II Policies and Procedures by the Town of Tonawanda
ADA Working Group

December 18, 2017



Reasonable Accommodation and Grievance Procedure (External Requests) – Title II

- ▶ The working group recommends the Town Board adopt the following policy and procedure for addressing external requests.
- ▶ External requests are defined as those coming from a non-Town employee or applicant for employment.
- ▶ For instance, an external request can originate from:
 - ▶ A town resident seeking assistance
 - ▶ A town vendor
 - ▶ Someone working or recreating or using Town facilities/services



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- ▶ As required by federal and state laws, the Town of Tonawanda will make reasonable accommodations to persons within the town, such as residents, who meet the criteria to seek and receive reasonable accommodations for the provision of Town services, unless providing such accommodations would impose an undue hardship upon the Town.
- ▶ This process is established to meet the requirements of the ADA and federal and state laws. 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 Tonawanda.
- ▶ Persons with a disability who seek a reasonable accommodation to utilize Town services or facilities should complete a Request for Reasonable Accommodation form and submit that form to ADA Coordinator Rachelle Uschold. The form and this procedure would be placed on the Town website at a visible landing page.



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- ▶ The complaint would be in writing and contain information about the alleged discrimination. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, can be made available by the Town for persons with disabilities upon request.
- ▶ The complaint should be submitted by the complainant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to Ms. Uschold.
- ▶ If Ms. Uschold renders an unfavorable decision, the person seeking an accommodation may appeal her decision. The appeal will be directed to ADA Appeals Officer Eileen Fleming.