



NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT AND THE REHABILITATION ACT



In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 ("ADA") and Section 504 of the Rehabilitation Act of 1973 ("Section 504"), the City of Chico will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Employment: City of Chico does not discriminate on the basis of 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 ADA.

Program Benefits and Services: City of Chico does not discriminate on the basis of disability in allowing individuals with disabilities the right to participate in, and have access to, program benefits and services, and complies with all regulations promulgated by Section 504 of the Rehabilitation Act of 1973.

Reasonable Accommodation

Effective Communication: City of Chico will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in its 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: City of Chico will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. For example, individuals with service animals are welcomed in City of Chico 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 program, service, or activity of City of Chico, should contact the office of the City of Chico ADA/Section 504 Coordinator as soon as possible but no later than 48 hours before the scheduled event.

City of Chico 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.

The ADA and Section 504 do not require the City of Chico to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

Complaints

Complaints that a program, service, or activity of City of Chico is not accessible to persons with disabilities should be directed to the City of Chico ADA/Section 504 Coordinator at the contact information provided below.

COORDINATOR FOR EMPLOYMENT	COORDINATOR FOR PUBLIC SERVICES
Jamie Cannon, Human Resources Manager 411 Main Street, First Floor, Chico, CA (530) 879-7900 Jamie.Cannon@ChicoCA.gov	Including program accessibility, communications, and architectural barrier removal Brendan Ottobani, Public Works Director - Engineering 411 Main Street, Second Floor, Chico, CA (530) 879-6900 Brendan.Ottobani@ChicoCA.gov



Grievance Procedure under The Americans with Disabilities Act and The Rehabilitation Act



This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA") and Section 504 of the Rehabilitation Act of 1973 ("Section 504"). 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 City of Chico. The City's Personnel Policy governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number 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 by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

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Within 15 calendar days after receipt of the complaint, the City's ADA/Section 504 Coordinator or their designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the City's ADA/Section 504 Coordinator or their designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the City of Chico and offer options for substantive resolution of the complaint.

If the response by the City's ADA/Section 504 Coordinator or their designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the City Manager or their designee.

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

All written complaints received by the City's ADA/Section 504 Coordinator or their designee, appeals to the City Manager or their designee, and responses from these two offices will be retained by the City of Chico for at least three years.