



Parks and Recreation Department

Procedure of Requests for Reasonable Accommodations for Title II of the Americans With Disabilities Act

Purpose:

To protect qualified individuals with disabilities from discrimination on the basis of disability in the services, programs or activities offered through the Town of Castle Rock Parks and Recreation Department in accordance with the requirements of [Title II of the Americans with Disabilities Act](#) of 1990 ("ADA").

Policy Summary:

To achieve the purpose defined above, the Parks and Recreation Department shall work with the Town of Castle Rock's designated ADA Coordinator, Kristin Read, whose role is to provide information and services to Town staff and the general public to provide accommodations for persons with disabilities.

An accommodation shall be defined as a reasonable modification or adjustment that enables a qualified person with a disability to enjoy the same access to employment, facilities, services, activities and programs that are enjoyed by persons without disabilities.

The ADA Coordinator shall be responsible for ensuring that the Town of Castle Rock complies with Title II of the Americans With Disabilities Act and Section 504 of the Rehabilitation Act of 1973, as well as other federal and state laws relating to disability. The ADA Coordinator shall provide disability-related information, services and resources for both employees and the public. The Ada Coordinator shall also process accommodation requests and provide reasonable accommodations when deemed appropriate for employees and the public to promote equal access and opportunity for persons with disabilities.

Furthermore, the Town of Castle Rock will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the Town of Castle Rock 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.

In addition, the Town of Castle Rock will make all reasonable modifications to policies and programs to ensure that persons with disabilities have an equal opportunity to enjoy all of its programs, services and activities. For example, individuals with service animals are welcome in the Town of Castle Rock offices, even where pets are generally prohibited.



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Procedure:

General Procedure

The ADA Coordinator shall address the structural accessibility needs of employees and the public. The ADA Coordinator shall be the central point of contact to receive complaints and requests for reasonable accommodations from employees and the public. The ADA Coordinator shall receive all documentation required to determine disability status.

Anyone who has questions or concerns, or 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 the Town of Castle Rock, shall contact the ADA Coordinator at 720-733-3552, [email](#) or fax at 303-660-1024 as soon as possible but no later than 48 hours before the scheduled event. Requests for accommodations may also be submitted through the [Reasonable Accommodation Request Form](#). Face-to-face meetings may be requested through the communication channels outlined above.

To determine whether an individual is eligible for an accommodation under the ADA, the ADA Coordinator may ask for documentation of an individual's medical condition. Having a medical condition alone is not enough to make an individual eligible for an accommodation. Under the ADA, a person with a disability must have a physical or mental impairment that substantially limits one or more major life activities, such as breathing, eating, sleeping, walking, talking, manual tasks, hearing, caring for oneself, standing, lifting and reading.

The ADA requires the ADA Coordinator to keep medical information confidential. However, the law allows the ADA Coordinator to share information regarding your medical condition with individuals who are considered to have a legitimate reason and need to know the information. These persons can include first aid and safety personnel, personnel investigating compliance with the ADA, and other persons considered to have a legitimate need to know. The law does not prohibit the individual from voluntarily discussing their condition or medical information with others.

Grievance Procedure Under the Americans with Disabilities Act

This grievance procedure is established to meet the requirements of [Title II of The Americans with Disabilities Act](#) of 1990 ("ADA") and the [ADA Amendment Act of 2008](#). 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 Castle Rock.

Complaints should be submitted in writing and contain information about the alleged discrimination such as name, address and phone number of complainant and location,



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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 complainant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Town of Castle Rock
Assistant Town Manager Kristin Read
100 N. Wilcox St.
Castle Rock, CO 80104
Phone: 720-733-3552
[Email](#)

Within 15 calendar days after receipt of the complaint, the ADA coordinator or her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the ADA coordinator or her designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille or audiotape. The response will explain the position of the Town of Castle Rock and offer options for substantive resolution of the complaint.

If the response by the ADA coordinator or her designee does not satisfactorily resolve the issue, the complainant and or her designee may appeal the decision, within 15 calendar days after receipt of the response, to the Town Manager or his designee.

Within 15 calendar days after receipt of the appeal, the Town Manager or his designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Town Manager or his designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint. If the response by the Town Manager or his designee does not satisfactorily resolve the issue, the complainant may file a complaint with the U.S. Department of Justice, Civil Rights Division.

All written complaints received by the ADA coordinator or her designee, appeals to the Town Manager or his designee, and responses from the Town of Castle Rock will be retained by the Town for at least three years.

Title I Complaint Procedure

In accordance with [Title I of the ADA](#), the Town of Castle Rock Personnel Guidelines govern employment-related complaints on the basis of disability. Complaints related to employment practices and discrimination under Title I of the ADA, shall be submitted to



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the Town of Castle Rock Human Resources Division or the U.S. Equal Employment Opportunity Commission.