

NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

In accordance with the requirements of title II of the Americans with Disabilities Act of 1990 (ADA), the **Regional Government Services Authority** will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Employment: Regional Government Services Authority 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 requirements.

Effective Communication: Regional Government Services Authority will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in Regional Government Services Authority's 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: Regional Government Services Authority 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 Regional Government Services Authority meetings, 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 Regional Government Services Authority, should contact the ADA Coordinator, **Tiffany Buraglio**, at tburaglio@rgs.ca.gov or at 831.308.2717 as soon as possible but no later than 48 hours before the scheduled event.

The ADA does not require the Regional Government Services Authority to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

Complaints that a program, service, or activity of Regional Government Services Authority is not accessible to persons with disabilities should be directed to the ADA Coordinator.

Regional Government Services Authority 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.

**Regional Government Services Authority
Grievance Procedure under
The Americans with Disabilities Act**

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 (ADA). 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 Regional Government Services Authority. The 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 designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Tiffany Buraglio, ADA Coordinator, Regional Government Services Authority
PO Box 1350
Carmel Valley, CA 93924
tburaglio@rgs.ca.gov
831.308.2717

Within 15 calendar days after receipt of the complaint, ADA Coordinator or designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, ADA Coordinator or 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 Regional Government Services Authority and offer options for substantive resolution of the complaint.

If the response by ADA Coordinator or designee does not satisfactorily resolve the issue, the complainant and/or designee may appeal the decision within 15 calendar days after receipt of the response to the Executive Director or designee.

Within 15 calendar days after receipt of the appeal, the Executive Director or designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Executive Director or 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 ADA Coordinator or designee, appeals to the Executive Director or designee, and responses from these two offices will be retained by the Regional Government Services Authority for at least three years.