

# NOTICE AND GRIEVANCE PROCEDURE UNDER THE AMERICANS WITH DISABILITIES ACT

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

**Employment:** The City of Dearborn Heights 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.

**Effective Communication:** The City of Dearborn Heights 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 City of Dearborn Heights' 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:** The City of Dearborn Heights 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 the City of Dearborn Heights' 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 the City of Dearborn Heights, should contact the following office as soon as possible but no later than 48 hours before the scheduled event: Christopher Klimchalk, ADA Coordinator, Community and Economic Development Department, 26155 Richardson. Dearborn Heights, MI 48127; Phone: (313)-791-3500; Email: 'Chris Klimchalk' <clklimchalk@ci.dearborn-heights.mi.us>.

The ADA does not require the City of Dearborn Heights 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 the City of Dearborn Heights is not accessible to persons with disabilities should be directed to: Christopher Klimchalk, ADA Coordinator, Community and Economic Development Department, 26155 Richardson. Dearborn Heights, MI 48127; Phone: (313)-791-3500; Email: 'Chris Klimchalk' <clklimchalk@ci.dearborn-heights.mi.us>.

The City of Dearborn Heights 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.

# **City of Dearborn Heights 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 City of Dearborn Heights. The City of Dearborn Heights' personnel policies govern 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.

Forms for filing grievance complaints are available from the City of Dearborn Heights. You are not required to use this form provided you provide the name, address, phone number of complainant and location, date, and description of the problem. To obtain a form for filing a grievance complaint, you should contact:

Christopher Klimchalk, ADA Coordinator  
Community and Economic Development Department  
26155 Richardson. Dearborn Heights, MI 48127  
Phone: (313)-791-3500  
Email: 'Chris Klimchalk' <cklimchalk@ci.dearborn-heights.mi.us>.

The complaint should be submitted by the grievant and/or his/her designee or representative as soon as possible but no later than 60 calendar days after the alleged violation to:

Christopher Klimchalk, ADA Coordinator  
Community and Economic Development Department  
26155 Richardson. Dearborn Heights, MI 48127  
Phone: (313)-791-3500  
Email: 'Chris Klimchalk' <cklimchalk@ci.dearborn-heights.mi.us>.

If the grievant and/or his/her designee or representative could not reasonably be expected to know that the alleged act or violation was discriminatory within the 60 day period, the complaint will still be considered if the grievant and/or his/her designee or representative files the complaint within 60 days of when the grievant became aware that the alleged act or violation was discriminatory.

Within 30 calendar days after receipt of the complaint, ADA Coordinator Christopher Klimchalk or his designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 30 calendar days of the meeting, ADA Coordinator Christopher Klimchalk or his 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 Dearborn Heights and offer options for substantive resolution of the complaint.

If the response by ADA Coordinator Christopher Klimchalk or his designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 21 calendar days after receipt of the response. The appeal should be in writing and should be directed to Mayor Daniel S. Paletko, City of Dearborn Heights, 6045 Fenton, Dearborn Heights, MI 48127. Alternative means of filing appeals, such as personal interviews or a tape recording of the appeal, will be made available for persons with disabilities upon request. The Mayor may designate staff in his office to receive any such appeals.

Within 21 calendar days after receipt of the appeal, the Mayor or his designee will meet with the complainant to discuss the complaint and possible resolutions. Within 21 calendar days after the meeting, the Mayor or his 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 Christopher Klimchalk or his designee, appeals to the Mayor Daniel S. Paletko or his designee, and responses from these two offices will be retained by the City of Dearborn Heights for at least three years.