

ADA Compliance & Requests for Assistance

Following the requirements of Title II of the Americans with Disabilities Act of 1990 as amended, the City of Garfield Heights will not subject anyone to discrimination, nor discriminate against qualified individuals with disabilities on the basis of disability in the City's services, programs, or activities.

Employment

The City does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations issued by the U.S. Equal Employment Opportunity Commission under title I of the Americans with Disabilities Act (ADA).

Effective Communication

Upon request, the City will provide communication aids and services – including qualified sign language interpreters and documents in Braille - for qualified persons with disabilities.

Modifications to Policies & Procedures

The City will make reasonable modifications to policies and programs for people with disabilities. For example, service animals are welcomed in City offices, even where pets are generally prohibited.

Requests

Anyone who requires an auxiliary communication aid or service, or a modification of policies or procedures to participate in a City program, service, or activity, should email Jeffrey Jerome, ADA Coordinator and Chief of Staff, at jjerome@garfieldhts.org or call at 216-475-1829.

Complaints

Complaints that a City program, service, or activity is not accessible to persons with disabilities should be directed to the ADA Coordinator or to the Director of Law.

The City will not charge a person with a disability for providing auxiliary aids/services or for making reasonable modifications of policy. The ADA does not require the City to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

ADA Grievance Procedure

The City also has developed an ADA Grievance Procedure (below) under the Americans with Disabilities Act of 1990 to ensure proper and timely responses to complaints alleging disability discrimination by the City in its services, activities, programs or benefits.

ADA Grievance Procedure

The City of Garfield Heights has an ADA Compliance Policy (above). Anyone may file a complaint alleging that they were subject to disability discrimination, or that they encountered disability discrimination by the City in the denial of the benefits of its services, activities, or programs. The City developed this Grievance Procedure under the Americans with Disabilities Act of 1990, as amended.

Submission Process

1. Write a complaint that includes:
 - a. Information about the alleged discrimination
 - b. The complainant's name, address, and phone number
 - c. Location, date and description of the problem
2. Submit the complaint within 60 calendar days of the alleged violation by email to the Law Department (Jeffrey Jerome, Chief of Staff, jjerome@garfieldhts.org), or by mail to:

ADA Coordinator
Chief of Staff
5407 Turney Road
Garfield Heights, OH 44125

3. The ADA Coordinator (or designee) will meet with the complainant within 15 calendar days to discuss the complaint and the possible resolutions.
4. The ADA Coordinator (or designee) will respond in writing within 15 calendar days of the meeting. The response will explain the position of the City and offer options for resolution of the complaint.
5. The complainant (or designee) may appeal the decision to the City's Director of Law (or designee) within 15 calendar days after receiving the City's response, if it does not satisfactorily resolve the issue.
6. Within 15 calendar days after receipt of the appeal, the City's Director of Law or designee will meet with the complainant to discuss the complaint and possible resolutions.
7. Within 15 calendar days after the meeting, the City's Director of Law or designee will respond in writing with a final resolution of the complaint.

Additional Information

Persons with disabilities can also request to file non-written complaints, such as recorded statements, personal interview, etc.

All written complaints received by the ADA Coordinator (or designee), appeals to the City's Director of Law (or designee), and responses will be retained by the City for at least three (3) years. Employment-related complaints of disability discrimination are covered by the City's Personnel Policy.