

# City of Morristown

*Incorporated 1855*



## City of Morristown ADA Policy

The intent of this policy is to insure that individuals with disabilities are provided with full and equal enjoyment of the programs, Services and activities provided by the City of Morristown. The City has a sincere commitment to the satisfaction and accommodation of all our citizens, regardless of disability.

The responsibility for the ongoing commitment and adherence to this policy lies with each city employee, management and the ADA compliance committee. A copy of this policy and procedures will be provided to and executed by each appropriate employee and placed in said employee's personnel file.

### POLICY AND PROCEDURE

An ADA compliance committee will be set up comprised of employees from various departments along with the ADA Compliance Officer. The main purpose of the committee is to coordinate ADA policy and guidelines and provide guidance for issues that may come about. The committee will work closely with the Compliance Officer to be proactive in addressing ADA concerns and to provide solutions for issues that may arise. Also the committee will do an annual inspection of all City property and programs to ensure that we are meeting the needs of the public.

1. All individuals, whether disabled or not, shall not be discriminated against and shall be served in the same order in which each respective individual seeks assistance.
2. All staff will be provided the authority to make minor changes in procedures as required accommodating an individual. If extensive or permanent changes are needed, these changes will be brought to the ADA Compliance Officer or a committee member, via the Department Head, to discuss the solution(s) and course of action including but not limited to funding.
3. All reasonable effort will be made to ensure that all individuals are afforded the opportunity to function independently.
4. Where readily achievable (financially and structurally possible) permanent solutions have been implement providing for barrier free design for all disabilities.

5. All equipment and features that are required to provide ready access to individuals with disabilities will be maintained in working order. Accessible routes will not be blocked and accessible entrances will remain unlocked during operating hours.
6. Within all notices or communication regarding public programs, services, or activities, information can be requested regarding special needs of individuals. Information can be obtained regarding accommodations needed for participation based on;
  - a. Mobility limitations/needs
  - b. Communication needs
  - c. Visual impairments
7. Where the removal of structural barriers has been determined as not readily achievable, alternate methods of providing equal access to programs, facilities, or services will be provided if readily achievable.
8. This policy and procedures is not intended to be inclusive of all possible practices appertaining to persons needing special accommodations. All requests will be considered as each individual is unique and may require creative and thoughtful solutions.
9. Any individual who believes that the City should provide additional accommodations or access to the disabled shall direct their request/complaint to the City's ADA Coordinator pursuant to the ADA Grievance Procedures attached.

## City of Morristown ADA Grievance Procedure

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act (ADA). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in employment practices and policies or the provision of services, activities, programs, or benefits by the City of Morristown.

The City's policy is to expedite response to all citizen requests or questions including those involving ADA Compliance. Therefore, the grievance procedure shall begin with the City's regular customer service system.

### Procedure

1. The first notice to the City of ADA complaint/questions may be made via telephone, verbal or written form. Upon request, alternative means of filing complaints, such as personal interviews or a tape recording will be made available to persons with disabilities. The request/complaint shall be directed to the responsible Department. Within five (5) workdays, the Department Head will contact the complainant of the action taken, information requested, and date of action and contact person for further information.
2. In the event that the complainant is not satisfied with the actions and/or answers resulting from step #1, the complainant shall file a written complaint with the City's ADA Coordinator as identified below.
3. The written complaint shall contain information about the alleged discrimination such as name, address, phone number of the complainant and location, date, and description of the problem. The form attached may be used for this purpose. Upon request, alternative means of filing complaints, such as personal interview or a tape recording of the complaint, will be made available for persons with disabilities.
4. The complaint shall be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 days after the alleged violation.
5. All complaints shall be submitted to:  
Larry Clark  
Administrative Services Director  
City of Morristown  
P.O. Box 1499  
Morristown, TN 37816  
423-581-0100
6. Within 15 business days of receipt of the complaint, the ADA Coordinator will contact the complainant to discuss the complaint and possible resolution. The ADA Coordinator will submit the complaint to the ADA Committee for review and possible solutions.

7. Within 15 business days of the contact, the ADA Coordinator will contact the complainant, in the format accessible to the complainant. The response will explain the position of the City and offer options for resolution of the complaint.
8. If the Complainant believes that the response by the ADA Coordinator does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision of the ADA Coordinator to the City Administrator. Said appeal shall occur within 15 business days after the receipt of the response form the ADA Coordinator or designee.
9. Within 15 days after the receipt of the appeal, the City Administrator or his/her designee will meet with the complainant to discuss the complaint and possible solutions. Within 10 days after the meeting, the City Administrator or designee will respond in the appropriate format with a final resolution.