

COUNTY OF SHASTA		Number
ADMINISTRATIVE MANUAL		1-117
SECTION:	General Administration	Rights of Persons With Disabilities; Complaint Procedures
INITIAL ISSUE DATE:	May 24, 2005	
LATEST REVISION DATE:	July 13, 2012	
PAGE NO:	Page 1 of 7	

PURPOSE

To provide procedures to be followed when the County receives a written complaint about access to County buildings, facilities, services, programs, or activities by persons with disabilities.

POLICY

It is the policy of the Shasta County Board of Supervisors that the County does not discriminate on the basis of disability in admission to, access to, or operations of its buildings, facilities, programs, services, or activities. The County does not discriminate on the basis of disability in its hiring or employment practices.

The Board of Supervisors has appointed the Director of Support Services to act as the County’s Americans With Disabilities Act (“ADA”) Coordinator to oversee the County’s anti-discrimination efforts.

County departments will take reasonable steps to make their buildings, facilities, services, programs, and activities equally accessible to all members of the public. The law requires that each public service, program, or activity conducted by a public entity, when viewed in its entirety, be readily accessible to and useable by individuals with disabilities. However, a public entity is not necessarily required to make each of its existing facilities fully accessible. Conversely, making facilities accessible does not necessarily insure that programs and services are accessible, as there are other aspects of program accessibility. These include materials or auxiliary aids to allow a person with a disability to fully participate in or take advantage of programs or services offered by the various Shasta County departments.

The County will make reasonable modifications to policies and programs to ensure that members of the public who have disabilities have an equal opportunity to utilize County programs, services, and activities. However, the law does not require the County to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

The County will generally, upon request, provide appropriate aids and services to facilitate communication for qualified persons with disabilities so they can participate equally in the County’s programs, services, and activities, including sign language interpreters, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments. Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a County program, service, or activity, should contact the

COUNTY OF SHASTA		Number
ADMINISTRATIVE MANUAL		1-117
SECTION:	General Administration	Rights of Persons With Disabilities; Complaint Procedures
INITIAL ISSUE DATE:	May 24, 2005	
LATEST REVISION DATE:	July 13, 2012	
PAGE NO:	Page 2 of 7	

affected office or department for assistance as soon as possible, but not later than 48 hours before the scheduled event. When necessary, the County will also make documents available in braille, but securing a braille version of a document may take several weeks.

The County will not place a surcharge on an 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 or other assistive devices.

Complaints that a County building, facility, program, service, or activity is not accessible to persons with disabilities should be directed to the ADA Coordinator at 1450 Court Street, Suite 348, Redding, California 96001-1676; telephone (530) 225-5515; California Relay 711 or 1-800-735-2922; fax (530) 225-5345; e-mail ADACoordinator@co.shasta.ca.us. The Complaint Form that is attached to this policy must be used for complaints about accessibility.

This policy is not applicable to complaints which are addressed through established administrative procedures, including, but not limited to, fair hearings or code enforcement proceedings.

PROCEDURES

The following sets forth the procedures to be followed by all County departments:

1. Complaint Form
 - (a) Every County department shall keep copies of this policy and the attached Complaint Form on hand to provide to any member of the public who wishes to submit a complaint about access to County buildings, facilities, services, programs or activities by persons with disabilities.

2. Distribution of Complaint
 - (a) When a written complaint is received by a County department head or manager, it will be immediately "date stamped."
 - (b) Copies of the complaint shall be immediately forwarded to the County's ADA Coordinator and the County Counsel.

COUNTY OF SHASTA		Number
ADMINISTRATIVE MANUAL		1-117
SECTION:	General Administration	Rights of Persons With Disabilities; Complaint Procedures
INITIAL ISSUE DATE:	May 24, 2005	
LATEST REVISION DATE:	July 13, 2012	
PAGE NO:	Page 3 of 7	

- (c) Copies of the complaint will also be forwarded to the County Executive Officer/Clerk of the Board and the Board of Supervisors.

3. Investigation

- (a) If the complaint relates to access to County buildings or facilities by persons with disabilities, the ADA Coordinator, in consultation with the Director of Public Works and the County Counsel, will promptly investigate the complaint and determine if a modification to a County facility is necessary and, when appropriate, will schedule the modification in the County's Barrier Removal/Transition Plan, in consultation with the head of the department occupying the building or facility. A response will be sent to the complainant as soon as reasonably possible.
- (b) If the complaint relates to access by persons with disabilities to County programs, services or activities, the ADA Coordinator, in consultation with the County Counsel and the head of the department against which the complaint was made, will promptly investigate the situation, determine if any accommodation should be made, and then provide a written response to the complainant as soon as reasonably possible.

4. Distribution of Responses

- (a) A copy of the response(s) will be forwarded under confidential cover to the County Executive Officer/Clerk of the Board and Chief Deputy Clerk of the Board.
- (b) The Chief Deputy Clerk of the Board, or his or her designee, will provide a copy of the response(s) to each member of the Board of Supervisors.

5. Access to File

The Grand Jury is authorized to have access to the complaints and the responses. Other access is subject to the provisions of the Public Records Act (Government Code section 6250, *et seq.*).

Attachment: Form: Complaint Regarding Access to Buildings, Facilities, Programs, Services or Activities of the County of Shasta.

COUNTY OF SHASTA		Number
ADMINISTRATIVE MANUAL		1-117
SECTION:	General Administration	Rights of Persons With Disabilities; Complaint Procedures
INITIAL ISSUE DATE:	May 24, 2005	
LATEST REVISION DATE:	July 13, 2012	
PAGE NO:	Page 4 of 7	

RESPONSIBLE DEPARTMENTS

County Administrative Office/Clerk of the Board
County Counsel
Support Services
Public Works
Resource Management

REFERENCES

Administrative Update--07/13/2012
BOS Policy Resolution No. 2005-3--5/24/05

COUNTY OF SHASTA		Number
ADMINISTRATIVE MANUAL		1-117
SECTION:	General Administration	Rights of Persons With Disabilities; Complaint Procedures
INITIAL ISSUE DATE:	May 24, 2005	
LATEST REVISION DATE:	July 13, 2012	
PAGE NO:	Page 5 of 7	

ATTACHMENT A

**COMPLAINT REGARDING ACCESS TO BUILDINGS,
FACILITIES, PROGRAMS, SERVICES OR ACTIVITIES OF THE
COUNTY OF SHASTA**

Shasta County is committed to making all of its buildings, facilities, programs, services and activities accessible to everyone, including persons with disabilities. If you believe that a County building or facility is not accessible to you because of a disability, or that a County program, service or activity is inaccessible to you because of the way the program, service or activity is conducted, please fill out and submit this form to the County's Americans with Disabilities Act ("ADA") Coordinator.

Contact information for person making this complaint:

Your Name _____

Address _____

Phone/Fax _____

E-mail _____

Today's date: _____

Please identify the particular County building, facility, program, service or activity to which you were denied access, or to which your access was impaired or limited:

COUNTY OF SHASTA		Number
ADMINISTRATIVE MANUAL		1-117
SECTION:	General Administration	Rights of Persons With Disabilities; Complaint Procedures
INITIAL ISSUE DATE:	May 24, 2005	
LATEST REVISION DATE:	July 13, 2012	
PAGE NO:	Page 6 of 7	

If not stated above, please indicate where this took place (address or description of County building or facility): _____

On what date(s) did this occur? _____

Describe the condition of the County building or facility, or the manner in which the program, service or activity was offered or conducted, that made access difficult or impossible: _____

What do you suggest that the County should do to make the building, facility, program, service or activity accessible to you or to other persons with disabilities? _____

If you discussed the lack of access or impairment of access with a County employee, please state his/her name or job title: _____

Please use the back of this form if you wish to provide any additional information.

COUNTY OF SHASTA		Number
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SECTION:	General Administration	Rights of Persons With Disabilities; Complaint Procedures
INITIAL ISSUE DATE:	May 24, 2005	
LATEST REVISION DATE:	July 13, 2012	
PAGE NO:	Page 7 of 7	

Please note that this Complaint Form is to be used for complaints about County buildings and facilities, and the programs, services or activities offered by the County of Shasta, and not those owned or offered by the state, a city, the Shasta County Office of Education, a school, or a private business.

After completing this form, please submit it to Shasta County's ADA Coordinator:

ADA Coordinator
1450 Court Street, Suite 348
Redding, California 96001-1676
Fax (530) 225-5345
ADAcoordinator@co.shasta.ca.us

Alternate formats of this Complaint Form can be obtained by contacting the ADA Coordinator.

Copies of the County's Administrative Policy 1-117, *Rights of Persons With Disabilities; Complaint Procedures*, can also be obtained from the ADA Coordinator.