

| COUNTY OF VENTURA                | 2005<br>ADMINISTRATIVE POLICY<br>MANUAL   |                 | BUILDINGS AND FACILITIES<br>CHAPTER IV (A)<br>Operations   |
|----------------------------------|---|-----------------|--|
| Originating Agency: CEO          | Last Issued<br>1998   | Revised<br>2005 | <u>Policy No. Chapter IV (A) - 7</u><br><br>AMERICANS WITH<br>DISABILITIES ACT (ADA)<br>"PUBLIC ACCOMMODATION" |
| Policy: BOS                      | 1998  | 2015            |  |
| Procedure: CEO                   | 1998  | 2005            |  |
| Forms (if any): N/A              | N/A   | N/A             |  |
| Policy Change Requires:          | <input checked="" type="checkbox"/> CEO Consultation with Board of Supervisors<br><input type="checkbox"/> CEO Approval |                 |  |
| Procedure/Forms Change Requires: | <input checked="" type="checkbox"/> CEO Approval  |                 |  |

## POLICY

It is the policy of the County of Ventura to comply with Title II of the Americans with Disabilities Act (ADA) and its implementing regulations. Title II states, in part, that "no otherwise qualified disabled individual shall, solely by reason of such disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination" in either programs or activities sponsored by a public entity. The County has adopted an internal complaint procedure for prompt and equitable resolution of complaints alleging any action prohibited by the U.S. Department of Justice regulations implementing Title II of the Americans with Disabilities Act (ADA).

## PROCEDURES

Complaints should be addressed to: County of Ventura, County Executive Office, 800 S. Victoria Avenue, Ventura, California 93009-1940, attention of Matt Carroll, Assistant Executive Officer-ADA Coordinator, as the individual designated to coordinate ADA compliance efforts. The phone number is (805) 654-2864. The e-mail address is [CountyExecutiveOffice@ventura.org](mailto:CountyExecutiveOffice@ventura.org).

1. A complaint may be filed in written, verbal, or electronic form and can be submitted to the appropriate address provided above. The complaint shall include the name and address of the person filing it and a brief description of the alleged violation of the regulations.
2. A complaint should be filed within 30 days after the complainant becomes aware of the alleged violation. (Processing of allegations of discrimination, which occurred before this complaint procedure was in place, will be considered on a case-by-case basis.)
3. An investigation, as may be appropriate, shall follow a filing of complaint. The ADA Coordinator or their designated representative shall conduct the investigation. These rules contemplate informal but thorough investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint.
4. A written determination as to validity of the complaint and a description of the resolution, if any, shall be issued by the ADA Coordinator or their representative and a copy forwarded to the complainant no later than 30 days after its filing.

5. The ADA Coordinator shall maintain the files and the records of the County of Ventura relating to the complaints filed.
6. The complainant can request a reconsideration of the case in instances where he or she is dissatisfied with the resolution. The request for reconsideration should be made within 30 days to the ADA Steering Committee and may be in written, verbal or electronic form and directed to the appropriate address as provided above.
7. The right of the person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies such as filing of an ADA complaint with the responsible federal agency or department. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies.