

# **Americans with Disabilities Act**

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

## **Employment**

The City of Denison 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 Denison will generally, upon request, provide appropriate auxiliary aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in City of Denison programs, services, and activities.

Auxiliary aids and services includes, but is not limited to, qualified sign language interpreters, documents in Braille, and other reasonable means of making information and communications accessible to people who have speech, hearing, or vision impairments.

## **Modifications to City Policies, Practices, and Procedures**

The City of Denison will make all reasonable modifications to policies, practices, and procedures 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 City of Denison offices, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of City policies, practices, or procedures to participate in a program, service, or activity of the City of Denison, should contact the office of the ADA Coordinator at (903) 465-2720 as soon as possible but no later than 48 hours before the scheduled program, service, or activity.

The ADA does not require the City of Denison to take any action that would fundamentally alter the nature of its programs, activities, or services, or impose an undue financial or administrative burden.

Complaints that a program, service, or activity of the City of Denison is not accessible to persons with disabilities should be directed to City of Denison ADA Coordinator at (903) 465-2720.

The City of Denison 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.

## ***ADA Coordinator Contact:***

**ADA Coordinator:**  
Christine Wallentine  
(903) 465-2720  
cwallentine@cityofdenison.com

## **Physical Address**

City of Denison  
300 W Main Street  
Denison, TX 75020

## **Grievance Procedure & Form**

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 grievance alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the City of Denison. The City's Personnel Policy governs employment-related grievances of disability discrimination.

Grievances should be made via the City of Denison Grievance Form and contain information about the alleged discrimination such as the location, date, and description of the problem.

Alternative means of filing grievances, such as personal interviews or a tape recording of the grievance, will be made available for persons with disabilities upon request.

The Grievance Procedure and Form may be obtained from the City of Denison web page, [www.cityofdenison.com](http://www.cityofdenison.com).

The grievance shall be submitted by the grievant and/or his/her designee as soon as possible but no later than sixty (60) calendar days after the alleged violation to:

**Christine Wallentine, ADA Coordinator**

**City of Denison**

**300 W Main Street**

**Denison, TX 75020**

Within fifteen (15) calendar days after receipt of the grievance, the ADA coordinator or his/her designee will meet with the grievant to discuss the grievance and the possible resolutions. Within fifteen (15) calendar days of the meeting, the ADA coordinator or his/her designee will respond in writing, and where appropriate, in a format accessible to the grievant. The response will explain the position of the City of Denison and offer options for substantive resolution of the grievance.

If the response by the ADA coordinator or his/her designee does not satisfactorily resolve the issue, the grievant and/or his/her designee may appeal the decision within fifteen (15) calendar days after receipt of the response to the City Manager or his/her designee.

Within fifteen (15) days after receipt of the appeal, the City Manager or his/her designee will meet with the grievant to discuss the grievance and possible resolution. Within fifteen (15) days after the meeting, the City Manager or his/her designee will respond in writing, and where appropriate, in a format accessible to the grievant, with a final resolution of the grievance.

All written grievances received by the ADA coordinator or his/her designee, appeals to the City Manager or his/her designee, and responses from these two offices will be retained by the City of Denison for at least three (3) years.