

**Chelan County
Fire Protection District No. 1
Policies and Operating Guidelines**

Policy: **COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT**
Article: **III** Approved and Issued: **April 11, 2018**
Policy: **22**

1.0 POLICY

In accordance with the requirements of the Americans with Disabilities Act of 1990 (ADA), Chelan County Fire District 1 will not discriminate against qualified individuals with disabilities, on the basis of disability, in the services, activities, or physical facilities provided to the public.

2.0 SCOPE

This Policy applies to all fire district activities and services including employment, public facilities and contractors.

3.0 GENERAL

Chelan County Fire District 1 will not directly, through contract or other arrangement discriminate against persons with disabilities in providing aid, benefits, services or employment.

4.0 GUIDELINES

- 4.1 The Fire District does not discriminate on the basis of disability in its hiring or employment practices and complies with U.S. Equal Employment Opportunity Commission regulations under Title I of the ADA.
- 4.2 The Fire District will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in services and activities.
- 4.3 The Fire District will make all reasonable modifications to policies and programs to ensure that people with disabilities have a equal access to its services and activities.
- 4.4 Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures should contact the Fire District at 136 S. Chelan Avenue, Wenatchee Washington as soon as possible but no later than 72 hours before a scheduled event.
- 4.5 The ADA does not require the Fire District to take action that would fundamentally alter the nature of programs or services, or impose undue financial or administrative burden.
- 4.6 To the extent possible, the Fire District will ensure public facilities are usable by qualified individuals with disabilities. Where public facilities cannot be made usable, overall services and activities will be ensured.
- 4.7 Fire District personnel will receive information about ADA requirements; including emergency procedures in dealing with those with disabilities, as appropriate.
- 4.8 Fire District contractors shall comply with the requirements of the ADA and its regulations; this may be documented in contract general terms and conditions.

5.0 GRIEVANCE PROCEDURE

- 5.1 This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Fire District. The Fire District's Personnel Policy governs employment-related discrimination complaints.
- 5.2 The Fire District has designated the following employee as responsible for receiving and processing discrimination complaints (Complaint Officer):
- Chief Brian Brett**
136 S. Chelan Avenue
Wenatchee Washington
- 5.3 Complaints that a Fire District service or activity is not accessible to persons with disabilities should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation.
- 5.4 The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.
- 5.5 The Fire District 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
- 5.6 Within 15 calendar days after receipt of the complaint, the Complaint Officer or his designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Complaint Officer or his designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the Fire District and offer options for substantive resolution of the complaint.
- 5.7 If the response does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Chair of the Chelan County Fire District 1 Board of Commissioners or his designee.
- 5.8 Within 15 calendar days after receipt of the appeal, the Chair of the Fire Commissioners or his designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Chair of the Fire Commissioners or his designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.
- 5.9 All written complaints received by the Fire District, appeals and responses will be retained by the Chelan County for at least three years.

Approved by Chelan County Fire District 1 Board of Fire Commissioners April 11, 2018
Phil Dormaier, Chairman