

TOWN OF CLOVER SOUTH CAROLINA

Reasonable Accommodations Policy and Grievance Procedure

PURPOSE: To provide a reasonable policy and procedure that will ensure: 1) equal opportunities for disabled persons to participate in and benefit from services, programs, or activities sponsored by the Town; 2) a bias free environment for disabled employees, or for disabled persons who seek employment with the town; and, 3) prompt and equitable resolution of complaints alleging discrimination on the basis of a disability.

STATEMENT OF POLICY: The Town of Clover does not discriminate on the basis of race, color, national origin, sex, religion, age, marital status, or disability in employment or the provision of services. It is the intent of the Town to guarantee disabled persons equal opportunity to participate in or enjoy the benefits of Town services, programs, or activities, and to allow disabled employees a bias free work environment. The Town, upon request, will provide reasonable accommodation in compliance with the Americans With Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973.

The Town is committed to creating an environment in which facilities for public meetings and general public use are accessible. Furthermore, the Town will provide auxiliary aids and services (interpreters, readers, assisted listening devices, text telephones, large print materials, audio tape, help in filling out forms, and other similar services and actions) if necessary and if such reasonable accommodation can be provided without undue hardship to the Town. Disabled persons may request the auxiliary aids and services of their choice, which will be given primary consideration.

The Town has a commitment to ensure equal opportunities for disabled town employees. Every reasonable effort will be made to provide an accessible work environment and additional accommodations, including auxiliary aids and services. Employment practices (e.g. hiring, training, testing, transfer, promotion, compensation, benefits, termination, etc.) will be administered in such manner as to not promote discrimination of disabled employees.

Recruitment and selection processes will grant equal opportunity for employment to qualified applicants and will not discriminate on the basis of disability. Reasonable accommodation will be provided upon request during an application/interview process.

The Town is also committed to ensure equal opportunity for disabled persons to participate on boards and commissions. Board and commission meetings will be held in accessible locations; requested auxiliary aids will be provided; and accommodation provided during the selection process of board and commission members.

All future construction and renovation of Town-owned buildings and facilities will be carried out in accordance with current ADA accessibility best practices.

In the event citizens, employees, or other participants in the Town's programs, services, and activities feel the Town has violated their rights under the ADA, this policy provides a grievance procedure for handling such complaints.

Town staff will be trained to ensure that disabled persons may participate in and benefit from Town programs, services, and activities.

GRIEVANCE PROCEDURE:

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of Town programs, services and activities or in employment practices and policies.

Complaints should be addressed to: Town Administrator, ADA Coordinator, Town of Clover, PO Box 1060, 116 Bethel Street, Clover, SC 29710, (803) 222-9495. The Town Administrator has been designated to coordinate ADA compliance efforts. The coordinator shall maintain the files and records of the Town relating to the complaints filed and ensuing investigations.

1. A complaint may be filed either in writing or verbally. It shall consist of the name, address, and phone number of the person filing it, or on whose behalf it is filed, and a description of the alleged violation of the ADA regulations.
2. A complaint should be filed within thirty (30) calendar days after the complainant becomes aware of the alleged violation.
3. An investigation, as may be appropriate, shall follow a filing of complaint. The investigation shall be commenced by the ADA Coordinator, or the designee of the ADA Coordinator, within fifteen (15) calendar days following the filing of complaint. The investigation will be informal but thorough, affording all interested persons and their representatives, if any, an opportunity to submit information relevant to such investigation.
4. A written determination as to the validity of the complaint and a resolution of the complaint, if any, shall be issued by the ADA Coordinator and a written copy mailed to the complainant within thirty (30) calendar days following the filing of the complaint.
5. The complainant may request a reconsideration of the case determination of the Town Administrator in instances where he or she is dissatisfied with the decision of the Town Administrator. The request for reconsideration should be made within ten (10) calendar days following the date the complainant receives the determination of the Town Administrator. The request for reconsideration shall be made to the Town Council through the Town Clerk, Town of Clover, PO Box 1060, 116 Bethel Street, Clover, SC 29710. The Town Council shall review the records

of said complaint and may conduct further investigation when necessary to obtain additional relevant information and shall issue its decision thereon within thirty (30) calendar days of the filing of the request for reconsideration. A copy of said decision shall be mailed to the complainant. The decision of the Town Council is final.

6. The complainant's right to prompt and equitable resolution of the complaint must not be impaired by his or her pursuit of other remedies, such as the filing of a complaint with the U.S. Department of Justice, U.S. Department of Housing and Urban Development, or any other appropriate federal agency. Furthermore, the filing of a lawsuit in state or federal district court can occur at any time. The use of this grievance procedure is not a prerequisite to the pursuit of other remedies.
7. These rules shall be construed to: 1) protect the substantive rights of interested persons, 2) meet appropriate due process standards, and 3) comply with the ADA and implementing regulations.

Approved by Town Council March 12, 2012
Date