



<b>TITLE:</b> Americans with Disabilities Act		<b>PROCEDURE #:</b> 304-B
<b>DEPT:</b> Business Services		<b>PROGRAM:</b> Risk Management
<b>EFFECTIVE DATE:</b> 8/05	<b>REVIEWED:</b> 03/15	<b>REVISED:</b> 05/19

**OBJECTIVE:** To establish procedures for handling non-employee concerns regarding provision of or access to county programs, services, or activities

**REFERENCE:** Policy # 304

**POLICY STATEMENT:** The ADA and ADAA prohibit state or local government employers from discriminating against qualified individuals with disabilities in employment practices and access to public programs, activities, and services. Employment practices include job application procedures, hiring, firing, advancement, compensation, training and other terms, conditions and privileges of employment.

**APPLICABILITY:** Individuals not employed by Marion County.

**PROCEDURES:**

1. Access and Accommodation Requests:

- 1.1. Individuals needing ADA accommodations or services in order to participate in a Marion County program, activity or event should make their request to the county department sponsoring the program.
- 1.2. Requests for accommodations must be received as soon as possible, but not less than two business days before an activity or event.
  - 1.2.1. Less than two-day notice may not allow adequate time to secure necessary equipment or other resources to accommodate access requests.

2. Complaint and Investigation Process:

- 2.1. Complaints alleging discrimination by Marion County or its employees on the basis of an individual’s disability should be submitted to the Marion County Risk Manager. The risk manager has been designated by the county to coordinate complaints and compliance efforts.

**SUBJECT: AMERICANS WITH DISABILITIES ACT**

Email: [riskmanagement@co.marion.or.us](mailto:riskmanagement@co.marion.or.us)

Mail: Risk Manager  
Marion County  
PO Box 14500  
Salem OR 97309  
503.589.3295

- 2.2. A complaint must be filed in writing and should briefly describe the alleged violation of the regulations.
  - 2.2.1. The complaint must contain the name, address and telephone number of the person filing.
  - 2.2.2. The written complaint must be filed within 10 days of the alleged violation.
- 2.3. The risk manager or designee shall conduct the investigation, as may be appropriate, following the filing of a complaint.
- 2.4. These procedures contemplate informal but thorough investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint.
- 2.5. A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by the risk manager and a copy forwarded to the complainant no later than 30 days after its filing.
- 2.6. The risk manager shall maintain separate, confidential files and records for Marion County relating to the complaints filed.
- 2.7. If dissatisfied with the resolution, the complainant may request reconsideration of the case.
  - 2.7.1. Requests for reconsideration must be made to the Marion County Chief Administrative Officer.

Chief Administrative Officer: Phone: (503)588-5212