



CITY OF CORAL GABLES DISABILITY NON-DISCRIMINATION POLICY

The City of Coral Gables is committed to complying the Americans With Disabilities Act (“ADA”). It is the City’s policy that an individual shall not be excluded from participation in or denied the benefits of the City’s services, programs and activities because of that individual’s disability, or otherwise be discriminated against on the basis of disability. The City will provide reasonable modifications in its policies, practices or procedures for an individual with a disability, unless the modification would fundamentally alter the nature of the City’s service, program or activity.

The City has appointed an ADA Coordinator to assist and provide information to individuals with disabilities:

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Coral Gables, FL 33134
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Telephone (voice): 305-722-8686
TTY/TDD: 305-442-1600

PROCEDURE TO REQUEST A REASONABLE MODIFICATION

Request Related To A Public Meeting: A request for a sign language interpreter or other auxiliary aide and service to ensure effective communication for an individual with a disability to attend or participate in a public meeting should be submitted to the City’s ADA Coordinator at least three (3) business days in advance.

Request Related To A Service, Program or Activity (*other than a public meeting*): A request for a reasonable modification of a policy, practice or procedure of the City or for a sign language interpreter or other auxiliary aide and service in order for an individual with a disability to attend or participate in a service, program or activity of the City should be directed to the City’s ADA Coordinator or the Director of the Department responsible for that service, program or activity. The request must be submitted to the ADA Coordinator or responsible Department Director at least three (3) business days in advance of the scheduled service, program or activity.

GRIEVANCE PROCEDURE

An individual may file a grievance under this policy if the individual believes that he or she: (i) has been discriminated against on the basis of disability by the City; (ii) has been excluded from participation in or denied the benefits of a City service, program or activity on the basis of disability; or (iii) has been denied a reasonable modification to access a City service, program or activity.

To file a grievance, the individual must complete and submit the City's "Disability Discrimination or Modification Grievance Form." The form is available upon request from the ADA Coordinator and on the City's website: www.coralgables.com (*Please see the "ADA Notice" tab under the "Government" tab and in the bottom right of every webpage*). The form may be submitted by fax, mail or email to the ADA Coordinator, or completed on-line on the City's website. Upon request, the ADA Coordinator (or the ADA's Coordinator's designee) will assist an individual with a disability in completing the grievance form, or will provide an alternative format for filing a grievance, such as a personal interview or audio recording.

The City investigates grievances received within thirty (30) days from the date of the alleged incident. The City will only investigate grievances that are complete and that indicate a possible violation of this policy. The investigation may include interviews with the complainant and witnesses and review of the records or documents relevant to the grievance. The City will endeavor to conclude the investigation within thirty (30) days of its receipt of the grievance, however a longer period may be necessary based on the circumstances of the alleged incident. If the investigation determines that a violation of this policy occurred, the City will take corrective action to address the issue.

If more information is needed to investigate the grievance, the City may contact the complainant, who will have ten (10) days to submit the additional information. If the complainant does not submit the information, the City may close the case. The City may also close the case if the complainant no longer wishes to pursue the grievance.

After completion of the investigation, the City will issue a notice of the investigation results and the corrective action, if applicable, to the complainant in writing or, when appropriate, in an alternative format, such as large print, Braille or an audio file.

If the complainant wishes to have a review of the investigation determination, he or she has ten (10) days from the date of the written notice to submit a written request for review of the determination. The request should be submitted to the ADA Coordinator. The City will respond to the request for review in writing or, when appropriate, in an alternative format, such as large print, Braille, or an audio file.

If information is needed in another language, please contact the ADA Coordinator.