



# CITY OF BOUNTIFUL

**MAYOR**  
Kendalyn Harris

**CITY COUNCIL**  
Beth Child  
Kate Bradshaw  
Richard Higginson  
Matt Murri  
Cecilee Price-Huish

**CITY MANAGER**  
Gary R. Hill

## **NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT**

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 (ADA) and Section 504 of the Rehabilitation Act, Bountiful City will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

### **Employment**

Bountiful City 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. Bountiful City's personnel policies govern employment-related accommodations and disability-related concerns or complaints. Employees should direct their requests to the Human Resources Manager.

### **Effective Communication**

Bountiful City will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the City's programs, services, and activities. This includes:

- Qualified sign language interpreters
- Documents in Braille
- Other formats or tools to make communications accessible for individuals with speech, hearing, or vision impairments.

### **Modifications to Policies and Procedures**

Bountiful City will make reasonable modifications to policies and procedures to ensure equal opportunity for individuals with disabilities. For example, service animals are welcomed in City facilities, even where pets are normally prohibited.

Anyone who requires an auxiliary aid or service, or a modification of policies or procedures to participate in a program, service, or activity of Bountiful City, should contact the ADA Coordinator or the City department sponsoring the event. Requests should be made as early as possible, but no later than 48 hours before the scheduled event.

The ADA does not require Bountiful City to take actions that would fundamentally alter its services or impose an undue financial or administrative burden. Complaints about accessibility or accommodations should be directed to Bountiful City's ADA Coordinator.

Bountiful City will not place a surcharge on individuals with disabilities to cover the cost of providing reasonable accommodations or auxiliary aids/services.

## **GRIEVANCE PROCEDURE UNDER THE AMERICANS WITH DISABILITIES ACT**

This grievance procedure is established to meet the requirements of the ADA and provides a process for individuals to file complaints of disability discrimination regarding City services, programs, or activities.

### **Filing a Complaint**

Complaints should be submitted in writing and include:

- The complainant's name, address, and phone number
- A description of the alleged discriminatory action, including date, location, and nature of the issue

Alternate methods of filing (e.g., personal interviews, audio recordings) will be made available upon request for individuals with disabilities.

Complaints must be submitted no later than 60 calendar days after the alleged incident to Bountiful City's ADA Coordinator.

### **Investigation and Response**

- Within 15 calendar days, the ADA Coordinator (or designee) will meet with the complainant to discuss the issue and possible resolutions.
- Within 15 calendar days of the meeting, the ADA Coordinator will provide a response in writing or another accessible format. The response will detail the City's position and proposed resolution.

### **Appeal Process**

If the complainant is not satisfied with the ADA Coordinator's response, they may appeal in writing to the City Manager within 15 calendar days of receiving the response.

- The City Manager or designee will meet with the complainant within 15 calendar days to discuss the matter.
- A final written or accessible response will be issued within 15 calendar days of the meeting.

### **Recordkeeping**

All complaints, appeals, and written responses will be retained by Bountiful City for at least three years.

If you have any questions or concerns please contact the Bountiful City ADA Coordinator.

Bountiful City ADA Coordinator  
Phone: 801-298-6144  
Email: [adacompliance@bountiful.gov](mailto:adacompliance@bountiful.gov)