



Rockdale County BOC External ADA Policy and Procedure Americans with Disabilities Act (ADA) Reasonable Accommodation and Grievance

Reasonable Accommodation

As required by federal and state laws, the Rockdale County BOC will make reasonable accommodations to persons within the County, such as residents, who meet the criteria to seek and receive reasonable accommodations for the provision of County services, unless providing such accommodations would impose an undue hardship upon the County.

The requirement to provide reasonable accommodations applies to disabilities that are known to the County. The reasonable accommodations process, including a description of key terms, is set forth below and should be followed by persons requesting reasonable accommodation from the County.

Definition of Key Terms

A **requestor** is an individual with a disability who requests reasonable accommodations (if needed) to access County services or facilities.

A **disability** is (1) a physical, medical, mental or psychological impairment, or (2) a history or record of such an impairment, or (3) being regarded as having such an impairment.

Undue hardship is action that is excessively costly, extensive, substantial, or disruptive, or that would fundamentally alter the nature or operation of the County's business.

Reasonable accommodations, which are described more fully below, are modifications or adjustments to that promote equal opportunities to access County services or facilities for an individual with a disability. Accommodations are not reasonable if they impose an undue hardship of the employer.

ADA Coordinator (Title II) refers to the County's responsible employee for ADA and reasonable accommodation issues under Title II of the Americans with Disabilities Act.

ADA Appeals Officer refers to the County's appeals officer for ADA and reasonable accommodation issues under Title II of the Americans with Disabilities Act

Reasonable Accommodation Request Process

Persons with a disability who seek a reasonable accommodation to utilize County services or facilities should complete a Request for Reasonable Accommodation form (attached) and submit that form to Risk Management Administrator, Marcus A. Williams 770-272-7575 (office) or marcu.williams@rockdalecountyga.gov.

Grievance Procedure

The Grievance Procedure is established to meet the requirements of the ADA and federal and state laws. 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 in Rockdale County.

The County maintains other policies governing employment-related complaints of disability discrimination for County employees or applicants for employment. This Grievance Procedure is intended for use for persons other than County employees or applicants for employment alleging discrimination or complaining about an ADA or reasonable accommodation matter.

Filing a Complaint

For those persons filing an ADA complaint against Rockdale County, the complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number and email of the complainant and the location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, can be made available by the County for persons with disabilities upon request.

The complaint should be submitted by the complainant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Marcus Williams
981 Milstead Ave, Conyers, Ga 30012
770-278-7576
marcus.williams@rockdalecountyga.gov

Within 15 calendar days after receipt of the complaint, TM will contact the complainant to discuss the complaint and the possible resolutions.

Within 15 calendar days of that dialogue/meeting TM will respond in writing, and/or where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of Rockdale County and offer options for substantive resolution of the complaint.

Appealing a Decision

If the response by TM 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:

ADA Appeals Officer Toni Holmes, Director of Talent Management
Rockdale County Department of Talent Management
981 Milstead Ave, Conyers, Ga 30013 marcus.williams@rockdalecountyga.gov

Within 15 calendar days after receipt of the appeal, Director Holmes or her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, Director Holmes or her designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

Record Retention

All written complaints received by Talent Management, appeals to Director Holmes and responses will be retained by the Rockdale County Board of Commissioners for at three years.

Policy Changes

The County reserves the right to delete, modify, amend or terminate this policy at any time, with or without prior notice.

Approved this 27th day of March 2018


Rockdale County
Board of Commissioners

Osborn Nesbitt, Sr., Chairman

ATTEST:


Jennifer O. Rutledge, County Clerk