

City of Jonesboro, Arkansas  
Americans with Disabilities Act  
Title II Compliance Guide

October 2019

# ADDITIONAL RESOURCES

The ADA Information Line is a service provided by the Department of Justice. This toll-free phone number provides access to ADA specialists during business hours and access to on-demand assistance materials 24 hours a day. Department of Justice publications can also be ordered through the Line 24 hours a day through the Information's Line's voicemail system.

**ADA Information Lines: Voice: 800-514-0301; TTY: 800-514-0383**

Another valuable resource is the Department of Justice's ADA Home Page on the Internet. This web site provides access to ADA regulations and assistance materials, including newly released assistance material. You can also find links to other federal agencies with ADA responsibilities.

**ADA Home Page - [www.ada.gov](http://www.ada.gov)**

## ***The ADA and City Governments: Common Problems***

A publication that compiles common problems with Title II compliance. [www.ada.gov/comprob](http://www.ada.gov/comprob)

## ***ADA Guide for Small Towns***

A guide for small local governments, including cities, towns, townships, and rural counties. The publication addresses special concerns of the ADA's requirements for local governments and gives practical examples. [www.ada.gov/smtown](http://www.ada.gov/smtown)

## ***Title II Technical Assistance Manual (1993) and Supplements***

A manual explaining what state and local governments must do to ensure that their services, programs, and activities are provided to the public in a non-discriminatory manner. [www.ada.gov/taman2](http://www.ada.gov/taman2)

## ***Department of Justice ADA Mediation Program***

A publication describing the Department's ADA mediation program, including locations of ADA mediators and examples of successful mediation efforts. [www.ada.gov/mediation\\_docs/mediation-program](http://www.ada.gov/mediation_docs/mediation-program)

## ***ADA Information Services***

A list with the telephone number and Internet address of federal agencies and other organizations that provide information and technical assistance to the public about the ADA. [www.ada.gov/agency](http://www.ada.gov/agency)

## ***Commonly Asked Question About the ADA and Law Enforcement***

A publication explaining ADA requirements for ensuring that people with disabilities receive the same law enforcement services and protections.

[www.ada.gov/q&a\\_law](http://www.ada.gov/q&a_law)

## ***Access for 9-1-1 and Telephone Emergency Services***

A publication explaining the requirements for direct, equal access to 9-1-1 for persons who use teletypewriters (TTY).

[www.fcc.gov/general/access-9-1-1-and-telephone-emergency-services](http://www.fcc.gov/general/access-9-1-1-and-telephone-emergency-services)

## ***ADA Best Practices Tool Kit for State and Local Governments***

A publication designed to teach state and local government officials how to identify and remove barriers that prevent people with disabilities from gaining equal access to state and local government programs, services, and activities. [www.ada.gov/pcatoolkit/toolkitmain](http://www.ada.gov/pcatoolkit/toolkitmain)

## **Other Helpful Web Resources:**

[www.adata.org](http://www.adata.org)

[www.askjan.org](http://www.askjan.org)

## ADA COORDINATOR

I, Harold Perrin, Mayor of the City of Jonesboro, Arkansas, hereby appoints the Human Resources Director (HRD), as ADA coordinator for the city. HRD recognizes that as the ADA coordinator, he/she will serve as liaison between the city and the public and is responsible for posting notices and grievance procedures and initiating transition plans and self-evaluations for the city's property and services.

HRD also recognizes his/her duty to receive complaints from the public and oversee their investigation.

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Signature of Human Resources Director

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Signature of Mayor

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Date

## **GRIEVANCE PROCEDURE**

- A. Persons shall be allowed to submit complaints regarding access or other alleged discrimination in writing by completing the ADA Complaint Form, which will be provided to you or to someone on your behalf by request. If the individual submitting the complaint is unable to do so in writing, the complaint may be submitted verbally to the ADA coordinator.
- B. Once completed, the ADA Complaint Form should be given to the ADA coordinator for resolution.

The ADA coordinator for the City of Jonesboro is:

Human Resources Director

300 S. Church Street

Jonesboro, AR 72401

870-933-4640

TTY: 800-514-0383 Voice: 800-514-0301

HR@jonesboro.org

- C. The ADA coordinator should meet with the complainant and try to provide a decision within fifteen (15) working days of the complaint being filed, not counting the date of the filing itself.
- D. If the complaint cannot be resolved to the satisfaction of the complainant by the ADA coordinator, it will be forwarded to the mayor. The mayor will review the complaint, meet with the complainant and try to provide a decision within fifteen (15) working days of the date of the ADA coordinator's decision, not counting the date of the decision.
- E. If the complaint cannot be resolved to the satisfaction of the complainant by the mayor, it will be forwarded to the city council. The city council's decision is the final decision of the city and it should be made within thirty (30) days of the mayor's decision, not counting the day of the decision.
- F. A record of the action taken on each request or complaint will be maintained as part of the records or minutes at each level of the grievance process.

**CITY OF JONESBORO, ARKANSAS**  
**AMERICANS WITH DISABILITIES COMPLAINT FORM**

Please describe in writing (or verbally to the ADA coordinator, if unable to communicate in writing) your concern or complaint and identify the approximate time, date, and place of occurrence, as well any city employees you believe to have been involved.

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What do you think would resolve the problem or complaint?

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Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Email Address: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Representative Name: \_\_\_\_\_

Representative Signature: \_\_\_\_\_

# NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990, the City of Jonesboro will not discriminate against qualified individuals with disabilities on the basis of disability in the provision of the city's services, programs, or activities.

***Employment:*** The City of Jonesboro is an equal opportunity employer and does not discriminate on the basis of disability in its hiring or employment practices. The City of Jonesboro complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under Title I of the Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act (ADAA).

***Effective Communication:*** The City of Jonesboro 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, including qualified sign language interpreters, documents in braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

***Modifications to Policies and Procedures:*** The city will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all city programs, services, and activities. For example, individuals with service animals are welcomed in city offices, even where pets are generally prohibited, as long as the animal does not create a legitimate safety risk or fundamentally alter the nature of the city's services.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a city program, service, or activity, should contact the office of the ADA coordinator, Human Resources, as soon as possible but no later than 48 hours before the scheduled event.

The ADA does not require the city to take any action that would fundamentally alter the nature of its programs or services or impose an undue financial or administrative burden.

***Complaint/Grievance Procedure:*** Complaints that a city program, service, or activity is not accessible to persons with disabilities should be directed to the Human Resources Director, ADA coordinator, at 870-933-4640 or TTY: 800-514-0383; Voice: 800-514-0301.

Forms on which to file your complaint will be provided or, if necessary, your complaint will be heard verbally. A record of your complaint and the action taken will be maintained in a special complaint file in the ADA coordinator's office. A decision concerning any ADA grievance will be considered by the designated ADA coordinator within 15 days of being filed.

The city will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.