



Town of Chapel Hill ADA Policy – External

Policy Number: PP 1-9B

Issue Date: 03/08/2024

Approved By: Chris Blue, Town Manager

POLICY

Consistent with Title II of the Americans with Disabilities Act (ADA), the Town believes and commits that "No qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity, or be subjected to discrimination by any such entity."

The Town strives for:

- Town buildings being wheelchair accessible and having Braille signage, fire alarms with visual and audio alerts, and staff with basic information about helping people with disabilities;
- Providing clear information on the Town website and other messages that can be read by people with limited sight and/or by electronic reading devices; and
- Welcoming people with disabilities who want to participate in Town programs and services wherever possible.

PURPOSE

This policy and corresponding procedures are consistent with the federal regulations contained in Title II of the Americans with Disabilities Act of 1990 (ADA) or Section 504 of the Rehabilitation Act of 1973 ("the Act") and guide prompt and equitable resolution of complaints alleging an action prohibited by the Act.

REFERENCES

[Americans with Disabilities Act, Title II](#)

[Rehabilitation Act of 1973, Section 504](#)

[Anti-Harassment Policy PP5-1](#)

APPROVAL

Chris Blue, Town Manager

R.E.S.P.E.C.T.
VALUES



Responsibility: We acknowledge that our duties impact the jobs of many other employees. We take ownership over our roles within the organization as a way to demonstrate our consideration for the time and efforts of our fellow employees as well as pride in our own work.



Equity: Although we may hold different roles in the organization, we all work toward the common goal of serving the Town and the Town's residents and customers. Therefore, we seek and support policies and actions that are administered consistently and fairly to everyone regardless of rank, tenure or personal background.



Safety: We strive to maintain our own mental and physical well-being and the well-being of those around us. We are dedicated to a work environment that minimizes risk of injury or accident. We are also dedicated to an environment that provides for honest and courteous discussion of workplace issues without fear of repercussion.



Town of Chapel Hill ADA Procedures - External

Policy Number: PP 1-9B

Issue Date: 03/08/2024

Approved By: Wade Gulledge, Risk Manager

PROCEDURES

Town ADA Coordinator

The ADA Coordinator can assist with questions related to accommodation requests. The Town ADA Coordinator is:

Wade Gulledge

wgulledge@townofchapelhill.org

919-969-5118

Town of Chapel Hill

405 Martin Luther King Jr. Blvd.

Chapel Hill, NC 27514-5705

Effective Communication and Access to Programs and Services

The Town strives to effectively communicate with community members with disabilities and their caregivers. When requested, the Town will generally provide appropriate aids and services for qualified persons with disabilities for equal participation in Town programs, services and activities. This may include sign language interpreters, documents in Braille, and other ways of making information accessible to people who have speech, hearing or vision impairments.

Anyone with a hearing or speech impairment may also use Relay NC, a telecommunications relay service managed by the North Carolina Division of Services for the Deaf and Hard of Hearing and available by calling 711 or 1-800-735-0341.

Access to Town Buildings and Public Spaces

The Town strives to maintain ADA accessibility in the public built environment. This includes but is not limited to wheelchair access, Braille signage, and similar physical features in Town buildings and facilities and public sidewalks, intersections, parking lots, greenways and trails that can be navigated by individuals with sight, hearing or mobility challenges.

How to Get Accommodations

If someone with a disability or their caregiver seeks accommodations, there are multiple ways to request them from the Town:

1. Contact the department that runs the program, service, building or space. If they are not sure which department to contact, they can email info@townofchapelhill.org or call 919-968-2743.
2. Town staff have information to assist, including but not limited to:
 - The location of wheelchair-friendly entrances, parking, and restrooms
 - Information about programs, services and resources for people with disabilities in that building or department

- Printing information in Braille
- Hiring American Sign Language (ASL) interpreters for essential programs and services

3. Contacting the Town's ADA Coordinator (see above for contact information).

Requesting a Reasonable Accommodation

Community members with disabilities are entitled to reasonable accommodations for their disabilities. If a department does not have an accommodation available when requested, they must consult the Town's ADA Coordinator before denying an accommodation. A Town staff team including, but not limited to, the Town ADA coordinator, the Department staff for the requested accommodation, and someone from that Department's leadership will review requests for cost, burden to staff, and other factors. This team will document their decision and respond to the person who submitted the request as to whether it will be granted.

Submitting a Grievance to the Town

If a community member is denied an accommodation they feel is reasonable, they may submit a grievance complaint ("Grievance") through the procedure below. This must be started within sixty (60) days of learning the accommodation will not be granted. Grievances received more than sixty (60) days later may not be considered.

Issues that may be grieved include but are not limited to the following: denying a requested accommodation, inadequate accommodation, an inaccessible Town program, activity or service due to disability, and discrimination based on disability.

If the Grievance is for a Transit accommodation, they should refer to [this](#).

If the Grievance is for a Public Housing accommodation, they should contact housing@townofchapelhill.org.

For all other Grievances, please follow the steps below:

1. Submit your Grievance to the Town ADA Coordinator in one of the following ways:
Call 919-969-5118
Email wgulledge@townofchapelhill.org
Send it in writing to:
Attention: Wade Gulledge, ADA Coordinator
Town of Chapel Hill
405 Martin Luther King Jr. Blvd.
Chapel Hill, NC 27514-5705

The Grievance must include the date the accommodation asked for was denied, what department oversees the program or communication, who they spoke to about the accommodation request, and any other information that staff should know.

2. The ADA Coordinator will confirm the complaint was received within ten (10) business days. If the complaint is incomplete, the ADA Coordinator will try to get in touch to get all needed information.
3. The ADA Coordinator will review the complaint and gather information from Town staff close to the program, service or communication needing accommodation.
4. The ADA Coordinator will communicate with the complainant about their Grievance as it is reviewed and discussed by Town staff.

5. A written report of findings about the Grievance and a suggested solution if any, shall be issued no more than sixty (60) days after the ADA Coordinator receives Grievance. The report shall include:
 - a. a description of the complaint
 - b. a finding of facts
 - c. a description of how the Grievance will or will not be resolved
5. The person with the complaint may ask for reconsideration of the Grievance if they are dissatisfied with the resolution. The request for reconsideration should be made in writing within thirty (30) days to the ADA Coordinator. The Town Manager will make final decision on reconsideration of the filed complainant.

PROCEDURES
CONT.

PROCEDURES
APPROVAL

Wade Gulledge, Risk Manager

Wade Gulledge
Wade Gulledge (Mar 8, 2024 12:07 EST)

PROCEDURES
CONT.

Records Maintenance

The Town's ADA Coordinator shall maintain records of all such complaints in accordance with the NC Records of Retention Laws, but for no less than a period of five (5) years.

FORMS AND
INSTRUCTIONS

None

ADDITIONAL
CONTACTS

None

DEFINITIONS

None

APPENDICES

None

SCOPE

This policy replaces and supersedes any previous Town policies, departmental policies, handbooks, or unwritten policies or practices covering the same subject. Departmental policies in compliance with this policy are referenced in Section XI below, **Related Information**.

POLICY HISTORY