

COMPLIANCE WITH THE AMERICANS WITH DISABILITIES ACT

1. In accordance with the requirements of title II of the Americans with Disabilities Act of 1990 (“ADA”), the Spartanburg County Parks Department (SCPD) will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.
2. **Effective Communication:** The SCPD, as needed, or upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the SCPD’s programs, services, and activities.
3. **Modifications to Policies and Procedures:** The SCPD will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. The ADA does not require the SCPD to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden. The SCPD 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.
4. Complaints that a program, service, or activity of the SCPD is not accessible to persons with disabilities should be directed to the Parks and Recreation Director, Spartanburg County Parks Department, 9039 Fairforest Road, Spartanburg, SC 29301.
5. **Grievance Procedure.** The SCPD has established a Grievance Procedure to meet the requirements of the Americans with Disabilities Act of 1990 (“ADA”). 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 by the SCPD. (The Spartanburg County Employee Handbook governs employment-related complaints of disability discrimination.)
 - a. Any ADA-related complaint must be provided to the SCPD ADA Coordinator in writing and must contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem.
 - b. Alternative means of filing complaints - such as personal interviews or a tape recording of the complaint - will be made available for persons with disabilities upon request.
 - c. The complaint must be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to the ADA Coordinator.

- d. Within 15 calendar days after receipt of the complaint, the ADA Coordinator or his designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the ADA Coordinator or his designee will respond in writing, and where appropriate, in a format accessible to the complainant. The response will explain the position of the SCPD and offer options for substantive resolution of the complaint.
- e. If the response by the ADA Coordinator or his designee 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 the County Administrator or his designee. Within 15 calendar days after receipt of the appeal, the County Administrator or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the County Administrator or his/her designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.
- f. All written complaints received by the ADA Coordinator or his/her designee, appeals to the County Administrator or his/her designee, and responses from these two offices will be retained by the SCPD for at least three years.