AMERICANS WITH DISABILITIES ACT, TITLE II POLICIES AND PROCEDURES

July 2015 Update

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*This document has **16 point** font body-text and **18 point** font heading-text to enhance visual accessibility.*

Introduction

The purpose of this document is to assist County Departments in understanding the legal requirements of Title II of the Americans with Disabilities Act (ADA) of 1990 and the 2010 ADA Standards for Accessible Design. Under the Civil Rights Act, ADA regulations have been developed and revised to continue the efforts to incorporate universal access throughout the United States.

Title II of the ADA prohibits discrimination against persons with disabilities in all services, programs, and activities provided or made available by state or local governments. Physical and programmatic accessibility means that each government facility and program, when viewed in its entirety, is available and usable by people with disabilities.

Examples of ensuring access to services can include, but are not limited to:

- Use of visual, audio or printed aides;
- Use of an accessible vehicle or mobility device;
- Movement of a program/activity/service to an accessible location;
- Accessibility improvements to an existing facility.

County ADA Coordinators

Title II ADA Coordinator

For issues relating to individual access to County programs and services, the County's ADA Title II Coordinator is available for consultation on any issue related to Title II and Public Accessibility:

Brae Hunter, Title II ADA Coordinator
Human Resources Department, Risk Management Division
455 County Center, 5th Floor
Redwood City, CA, 94063
bhunter@smcgov.org
(650) 599-1151 desk
(650) 647-9930 cell
(650) 363-4864 fax

Title I ADA Coordinator

For issues relating to the accommodation of employees with medical conditions or disabilities, the County's Title I ADA Coordinator is available for consultation regarding employment accessibility, such as reasonable accommodation options:

Jacqueline Cabezas, Title I ADA Coordinator
Human Resources Department, Risk Management
Division 455 County Center, 5th Floor
Redwood City, CA, 94063
jcabezas@smcgov.org
(650) 363-4616 voice
(659) 363-4864 fax

Department Title II ADA Coordinators

Each Department Head will appoint a Title II ADA Coordinator to oversee the programmatic and physical accessibility compliance for the department. Department Title II ADA Coordinators also assist in the management of their department-specific ADA Transition Plans and ADA compliance survey activities.

As needed or as projects arise, Department ADA Coordinators will work directly with the County Title II ADA Coordinator and/or the County's ADA Compliance Committee of the Commission on Disabilities. For more information about the Commission on Disabilities, visit their webpage at https://bnc.smcgov.org/commission-disabilities.

**All references to the "ADA Coordinator" in this document refer to the County Title II ADA Coordinator.*

Policy I - Reasonable Accommodations

The County is committed to providing reasonable accommodations, as defined under applicable federal and state laws and regulations, for persons with disabilities. The County's commitment is part of its ongoing effort to ensure access to County programs, services and activities, and to assist in meeting program eligibility criteria and testing. Accommodations may include physical access to County offices, programs, services, websites, public meetings, and audio aids, visual aids, and speech aids as needed.

Persons with disabilities who are requesting access ("Requestors") are asked to give three (3) business days advance notice if possible. The County actively solicits and considers the input of Requestors concerning their preferences regarding accommodations.

Responsibility

Department Heads are primarily responsible for responding to requests for reasonable accommodations. As needed, the Department Head or designee may contact the County ADA Coordinator for advice/technical assistance regarding a particular request.

Procedures

As appropriate, Departments shall provide notice to the public of the availability of reasonable accommodations on all documents disseminated or made available to the public at large, e.g., materials, brochures, agendas, announcements, advertisements and websites. Examples might include information concerning how to request audio aids, visual aids or speech aids.

Recommended Language for Flyers, Meeting Notices, Etc.

*"In compliance with Title II of the Americans with Disabilities Act, the County will provide reasonable accommodations for persons with disabilities. If possible, please give three (3) business days advance notice of any accommodation needs by calling <**insert internal contact number**> (Voice) or call the California Relay Service (711)."*

*"If you believe the County has not met your rights under Title II of the Americans with Disabilities Act, please contact **<insert Department Head>** by calling **<insert internal contact number>** (Voice) or call the California Relay Service (711)."*

For Public Meetings the Following Statement Should Also Be Included:

"For the benefit of individuals who are sensitive to fragrances, please refrain from wearing fragranced or scented products."

When receiving a request for accommodations, e.g., audio aids, visual aids, and speech aids, the Department Head or designee will:

1. Refer to the Reasonable Accommodations Resource Guide [**Attachment A**] to locate accommodation(s).
2. Whenever possible, arrange for reasonable accommodation(s).
3. Immediately notify the Requestor of the outcome of the request for accommodation(s).

If a Department is unable to provide the requested accommodation(s) or an acceptable alternative, the Department Head shall document in writing the reason(s) for same, and provide a copy to the Requestor and the County ADA Coordinator.

Policy II – Title II ADA Grievance Procedure

Requestors should be informed of their appeal rights and how to access the County's Title II ADA Grievance Procedure. Public notification of the Grievance Procedure should be included on all appropriate County literature, e.g., materials, brochures, agendas, announcements, advertisements and websites.

Responsibility

The primary responsibility for ensuring that Requestors are informed of the County's Title II ADA Grievance Procedure will rest with the Department Head.

Procedures

For programs, activities or services it provides to the public, each Department shall include notification of the Title II ADA Grievance Procedure on all appropriate county literature, e.g., materials, brochures, agendas, announcements, advertisements and websites. (See: Policy I - Recommended Language for Flyers, Meeting Notices, etc.)

The Department Head shall ensure that all appropriate staff is informed of the Title II ADA Grievance Procedure. Each Department shall make available copies of the Title II ADA Grievance Procedure to the public upon request [**Attachment B**].

Policy III – Fragrance-Free Environment

San Mateo County understands that certain individuals may be sensitive to fragrances and chemical-based products and in some cases may experience adverse physical reactions. To ensure that programs, services and activities are accessible to all, it is the County's policy to promote a fragrance-free environment.

The American Lung Association states that allergic and asthmatic patients, as well as those with other conditions, have reported that certain odors, even in very small amounts, can trigger an adverse physical reaction.

Responsibility

Individuals are asked not to bring scented products, cleaners, deodorizers or other personal care products into County facilities. This request should be included in public notices and on displayed signage throughout County facilities.

Scented products may include:

- Hand sanitizers
- Perfume and cologne
- Laundry detergent and softener
- Body soaps, lotions and oils
- Hair products
- Air fresheners
- Essential oils
- Cosmetics
- Scented cleaning products

Procedures

Under this policy, the County respectfully requests that all individuals refrain from wearing perfume, cologne or other personal care products containing fragrances, and use unscented personal care products to the greatest extent possible in order to promote a fragrance-free environment.

Unscented products will be encouraged as standard for County cleaning products, except where facility operations specify cleaners for disinfecting purposes. The County will make every effort to limit the use of cleaning products with strong scents to non-peak hours. If a member of the public or an employee reports an adverse reaction to a specific odor, the County will identify and remove the cause of the odor to the greatest extent possible.

Policy IV – Physical Access to County Buildings

The County will ensure that all County buildings and facilities which are owned, purchased, leased, re-leased, constructed, or renovated, meet to applicable standards and codes for Title II ADA compliance.

Responsibility

The primary responsibility for ensuring that each County building and facility is physically accessible to people with disabilities will rest with the Department Head whose Department is the primary occupant of the building or tenant within a facility.

Leased Property

When negotiating any lease agreement for property with public access, the County, through the Real Property Division of the County Manager's Office, will develop a plan for Title II ADA compliance, including estimated time frames and anticipated financing.

Such plans are to be reviewed and approved by the County ADA Coordinator with the advice of the County's ADA Compliance Committee. The ADA Coordinator will incorporate approved projects into the County's ADA Transition Plan. The Board of Supervisors has the ultimate authority to accept or reject recommended lease agreements.

County-Owned Property

When remodeling existing facilities or constructing new ones, the County, through the Facilities Division of Public Works, will develop a plan for Title II ADA Compliance, including estimated time frames and anticipated financing. Such plans are to be reviewed and approved by the County ADA Coordinator with the advice of the County's ADA Compliance Committee. The ADA Coordinator will incorporate approved projects into the County's ADA Transition Plan.

The County Manager has the ultimate authority to approve or reject recommended ADA improvements.

Procedures

I. **To schedule a formal ADA Site-Evaluation of a new or existing County-owned or leased facility**, departments are to contact Craig McCulloh, Liaison to the Commission on Disabilities, at cmcculloh@smcgov.org or 650-573-2480. An onsite ADA compliance evaluation will be scheduled at the ADA Compliance Committee's earliest convenience. Please allow at least 2 weeks in advance to scheduling the site-evaluation and another 2 weeks for a site-evaluation report to be generated.

II. **To schedule a formal review of planning documents** (such as interior space plans, construction documents, ADA project documents, equipment specification sheets, etc.), departments are to contact Craig McCulloh, Liaison to the Commission on Disabilities, at cmcculloh@smcgov.org or 650-573-2480.

Planning documents will be reviewed at the ADA Compliance Committee Meeting where there are representatives from County departments (Board of Supervisors, County Manager's Office, Planning and Building, and the Title II ADA Coordinator) as well as Commissioners from the Commission on Disabilities.

Departments are encouraged to attend ADA Compliance Committee Meetings, which are scheduled for every 1st Thursday of the month, except August and December.

Policy V - Audio Access in County Buildings

The County will ensure that all County buildings and facilities accessed by the public, which are owned or leased, or are constructed or renovated, undergo a review to assess Title II ADA compliance for audio access. The County will make every effort to ensure the availability of installed assistive listening devices in public meeting rooms with a seating capacity of 50 or more, per the 2010 ADA Standards, and provide portable assistive listening devices in smaller rooms.

Responsibility

The primary responsibility for ensuring review of County buildings and facilities for ADA Title II compliance for audio access will rest with the County ADA Coordinator with the advice of the Commission on Disabilities' ADA Compliance Committee.

The primary responsibility for ensuring that plans for construction, renovation, purchase, or lease of County buildings and facilities are reviewed for Title II ADA compliance for audio access will rest with the appropriate Department Head.

Procedures

To ensure Title II ADA compliance for audio access prior to plan approval, the County ADA Coordinator with the advice of the Commission on Disabilities' ADA Compliance Committee will review plans for construction, renovation, purchase, or lease of County buildings and facilities.

Policy VI - Telephone Access in County Buildings

The County will provide telephone access to persons with speech or hearing impairments that are comparable to access provided to the general public. This access will be provided through the California Relay Service (dial 7-1-1) http://ddtp.cpuc.ca.gov/homepage.aspx.

Responsibility

The primary responsibility for ensuring telephone access to programs, services and activities to members of the public with speech or hearing impairments will rest with the Department Head and Managers of the department with primary responsibility for the program, service or activity.

Procedures

Each department will cooperate with the County ADA Coordinator in conducting periodic surveys of the department's compliance with above policy and assessing need for TDDs and/or training in use of TDDs, California Relay Service and Speech-to-Speech Relay.

Each department shall ensure that all appropriate personnel are adequately trained about the use of the California Relay Service or Speech-to-Speech Relay.

Policy VII – Service Animals

Service animals are important in ensuring the independence of people with disabilities, and San Mateo County agencies and service providers shall accommodate the use of service animals by people with disabilities.

What is a Service Animal?

A service animal is any dog that is individually trained to do work or perform tasks for individuals with disabilities, including a physical, sensory, psychiatric, intellectual, or other mental disability. Service animals do not always have a harness, a sign, or a symbol indicating that they are service animals. A service animal is not a pet.

Service animals assist people with disabilities in many different ways, such as:

- Guiding people who are blind or have low vision and retrieving dropped objects for them;
- Alerting people who are deaf or hard of hearing to sounds and the presence of others;
- Carrying and picking up items, opening doors, or flipping switches for people with disabilities who have limited use of hands or arms, limited use of their legs, or limited ability to bend or stoop;
- Pulling wheelchairs;
- Alerting people with disabilities to the onset of medical conditions such as seizures, protecting them and cushioning them if they fall, and performing other tasks that reduce the risk of disability-related injury;
- Doing work or performing tasks for persons with traumatic brain injury, intellectual disabilities, or psychiatric disabilities, such as reminding a person with depression to take medication or waking

him/her up, alerting a person with anxiety to the onset of panic attacks, orienting people with schizophrenia to reality, and helping people with intellectual or cognitive disabilities to locate misplaced items, find places, or follow daily routines; and

- Providing physical support and assisting people with physical disabilities with stability and balance.

Requirements with Regard to Service Animals

Often, individual people with disabilities who use service animals are easily identified without any need for questioning. If employees can identify a service animal through visual observation, it is the County's policy to make an individual feel welcome by refraining from asking questions.

If unsure whether an animal meets the definition of a service animal, the County's policy is to ask the individual only two questions at the point of contact:

1. ***Is the animal a service animal required because of a disability?***
2. ***What work or task has the animal been trained to perform?***

If the individual says yes to the first question and explains the work or tasks that the animal is trained to perform, the County's policy is to welcome the person and service animal into our facilities, programs, and activities without asking any additional questions about his or her service animal. (Exception to allowing service animals…)

It is not the County's policy to ask an individual about his or her disabilities. County employees are not to ask an individual to show a license, certification, or special identification card as proof of their animal's training. Individuals with service animals shall not be required

to use specific entrances or exits within County facilities unless necessary for specific public health or safety reasons.

Service Animal Expectations

Service animals are expected to be under the direct care and control of the individual handler. The County has a right to exclude a service animal from the service location if the animal is out of control and the handler does not take effective action to control it, or if the animal is not housebroken. Each situation will be considered individually.

When there is a nondiscriminatory reason to ask that a service animal be removed, employees must offer the person with the disability the opportunity to obtain goods or services without the animal's presence. Only a Department Head, Division Director or their designee can make the decision to exclude a service animal.

Public inquiries or complaints about this policy may be directed to County's Title II ADA Coordinator:

Alicia Kellie, Title II ADA Coordinator
Human Resources Department, Risk Management Division
455 County Center, 5th Floor
Redwood City, CA, 94063
akellie@smcgov.org
(650) 363-4613 voice
(650) 363-4864 fax

Policy VIII - Eligibility Criteria and Tests [for County Services]

The County will not use "disability" and/or "skill" eligibility criteria or tests in violation of Title II of the ADA or which have the effect of preventing participation in County services/program/activities based solely on disability to determine access to programs, activities and services.

Responsibility

The primary responsibility for ensuring that "disability" and/or "skill" eligibility criteria/tests are necessary and do not prevent participation based solely on disability will rest with the Department Head or Division Director with primary responsibility for the program, activity or service.

Procedures

Each department will cooperate with the ADA Coordinator in conducting periodic surveys of the department's compliance with above policy and assessing the use of "disability" and/or "skill" eligibility criteria/tests.

The County ADA Coordinator can be used as a resource regarding how to modify current eligibility criteria, modify programs, and/or provide separate programming meeting the needs of particular individuals with disabilities.

Each department shall ensure that all appropriate personnel are adequately trained in the need for and use of "disability" and/or "skill" eligibility criteria/tests.

Policy IX - Information about Disabilities

The County will not require information about the disabilities of members of the public seeking or receiving services or applying or participating in County programs or activities unless the information is necessary to assess a member of the public's ability to effectively and safely access the service, program or activity, and/or to assist in the provision of reasonable accommodations.

Responsibility

The primary responsibility for ensuring that information about the disabilities of members of the public seeking or receiving services or applying or participating in County programs or activities unless the information is actually necessary to assess a member of the public's ability to effectively and safely access the service, program or activity, and/or to assist in the provision of reasonable accommodations will rest with the Department Head.

Procedures

Departments will ensure that personnel are adequately trained in the appropriate use of disability information obtained in accordance with this section, including the need to maintain the confidentiality of such information to the greatest extent possible.

Policy X - Web Page Accessibility

The County will ensure that all Internet web pages generated, funded, or sponsored by County Departments are accessible to people with disabilities in accordance with the *Checklist for Creating Accessible Web Content*. [**Attachment C**]

Responsibility

The primary responsibility for ensuring that departmental web pages are accessible to people with disabilities will rest with the Department Head.

As needed, the Department Head or designee may contact the Information Services Department (ISD) for advice, technical assistance or clarification of the *Checklist for Creating Accessible Web Content*.

The County ADA Coordinator can be contacted to arrange for consumer input and feedback regarding the accessibility of a specific web page.

Procedures

Department website managers and content developers are to incorporate the Accessibility Checklist in the production of all new web pages and to review existing web pages to ensure that content is accessible and complies with the ADA.

Captioning and transcripts shall be provided for educational and information videos hosted on the San Mateo County Web site, except for videos of meetings, as long as minutes and agendas of such meetings are made readily available. It may not be possible to add captioning to some old video files. In these cases, transcripts may be made available. The department shall maintain documentation of technical issues with the file that precludes captioning.

County- generated, funded, or sponsored videos hosted on social media sites, such as YouTube, shall include captions and, if possible, link to transcripts. All videos hosted on social media sites shall include links back to a County-hosted web site, with the video available in compliant format with captioning and transcripts.

ISD will provide annual updates on new technologies and information systems that affect web accessibility. Each Department Head or designee will be responsible for conducting an annual review of the accessibility of their Department's web pages to ensure that the accessibility features continue to be compatible with emerging technologies.

Policy XI - Sensitivity to All Disabilities

County employees will be adequately informed about Title II of the ADA and its requirement and shall have access to training on awareness of and sensitivity to disabilities covered under Title II.

Responsibility

The primary responsibility for ensuring that employees are informed on Title II of the ADA and its requirements, including access to training on awareness of and sensitivity to disabilities covered by Title II, will rest with the Department Head.

Procedure

Departments shall provide for periodic Title II ADA and disability sensitivity training. Such training will be mandatory for all employees who regularly serve the public and for each department's Title II ADA Coordinator and shall include requirements of Title II of the ADA and sensitivity to disabilities covered under Title II of the ADA.

The County ADA Coordinator can be used as a resource regarding this training.

Departments shall maintain documentation of employee training under this section for each employee who receives it.

Policy XII – Nondiscrimination Contract Language Policy

County contracts shall include as a standard requirement the contractor's obligation to abide by the County's nondiscrimination policy and compliance with applicable laws and regulations concerning disability accommodation.

Responsibility

Primary responsibility for ensuring compliance with Policy X will rest with the Department Head. This responsibility applies to all levels of contracts, i.e., contracts signed within the department, and contracts approved by the County Manager and/or the Board of Supervisors.

Procedures

Ensure that the County's nondiscrimination policy references individuals with disabilities and that applicable disability law is cited.

Existing Language:

- *Contractor shall comply with Sections 503 and 504 of the Rehabilitation Act of 1973, as amended (29 USC 797), and all requirements imposed by the applicable Health and Human Services regulations (45 CFR, Part 84).*
- *Contractor shall comply with Section 508 (29 U.S.C. 794d) of the 1998 Amendments to the Rehabilitation Act which requires that agencies must give disabled employees and members of the public access to information that is comparable to the access available to others.*
- *Contractor shall comply with the Americans With Disabilities Act (ADA, Title II) of 1990, (42 USC 12101 et seq.), which prohibits discrimination on the basis of disability, as well as all applicable regulations and guidelines issued pursuant to the ADA, Title II.*

ATTACHMENT A

REASONABLE ACCOMMODATION RESOURCE GUIDE

The attached Reasonable Accommodation Resource Guide is primarily intended for use by County Departments to provide auxiliary aids and reasonable accommodation services for County sponsored activities upon request by a person with a disability. It may also be helpful for other County employees but is not intended for distribution to the public. *This resource guide is not necessarily an endorsement by the County of San Mateo.*

Many of these resources will charge fees, particularly if the need is for a particular service such as evaluation, training, adaptive equipment, etc. This is not intended to be an exhaustive list, nor does inclusion on the list constitute an endorsement. There are also several in-house resources that may be helpful.

If a County employee requests job-related reasonable accommodation for a disability, the employee's Supervisor or Manager is advised to contact the County Title I ADA Employment Coordinator in the Human Resources Department at 363-4738.

If you have additional questions or concerns regarding disability related resources, contact the County ADA Coordinator:

Alicia Kellie, Title II ADA Coordinator
Human Resources Department, Risk Management Division
455 County Center, 5th Floor
Redwood City, CA, 94063
akellie@smcgov.org
(650) 363-4613 voice
(650) 363-4864 fax

I. BLIND AND VISUAL IMPAIRMENT

For individuals who are blind, have vision loss, or are deaf-blind, there are a number of auxiliary aids and services available. Additionally, the individual requesting accommodation may be able to provide specific information about which aid or aids are appropriate for their needs.

Large Print enables many individuals with visual impairments to read printed material. Large print needs to be a minimum of size 16 font though a size 18 font is recommended. It should be in Courier or other easy to read style, not italics. Large print material should be either black font on a white background or black font on a yellow background.

Computer Screen Reading Software can be installed on a computer to convert text into synthesized speech.

Other Auxiliary Aids include:

- Audio versions of printed documents
- Braille formatted documents
- Magnifiers (traditional and computer)

RESOURCES

Vista Center in Palo Alto
Braille – Paul Raskin
650-858-0202 ext. 112
http://vistacenter.org/braille_classes.html

Training – Jo Jaros, 650-858-0202 ext. 112
http://vistacenter.org/introductory_visit.html

Lighthouse for the Blind in San Francisco

Greg Kehret, 415-694-7349
http://lighthouse-sf.org/

Center for Independence (CID) of Individuals with Disabilities

Assistive Technology – Leonardo Camargo
650-645-1780 ext. 127
leonardoc@cidsanmateo.org

Systems Change Coordinator – Vincent Merola
650-645-1780 ext. 118
vincentm@cidsanmateo.org

II. DEAF/HEARING/SPEECH-LANGUAGE IMPAIRMENTS

For individuals who are deaf, have hearing loss, or speech-language impairment, there are a number of auxiliary aids and services available. Additionally, the individual requesting accommodation may be able to provide specific information about which aid or aids are appropriate for their needs.

Telecommunications Device for the Deaf (also known as TDD or TTY) is utilized by individuals who are hearing impaired or deaf. It has a typewriter-like keyboard with a cradle attachment in which to place the telephone handset. The deaf/hearing-impaired individual can then communicate with another person who also has a TDD or use the California Relay Service to act as an intermediary to communicate the conversation back and forth between the parties. Some TDD's have the ability to print out the conversation. **If a TTD device is not available, the California Relay Service 711 is available to anyone.*

Assistive Listening Device may be used by individuals with hearing impairments in large rooms for group meetings/trainings, etc. Sound is amplified for individuals through a receiver, which contains an earphone.

Sign language interpreters are utilized by individuals who are deaf or hearing impaired in order to communicate information using American Sign Language. It is very common for interpreting services to be requested by a deaf/hearing-impaired person for meetings, training sessions and/or day-to-day job duties.

Speech to Speech Relay Service is utilized if you are having difficulty understanding someone. You (or they) may call the relay service to act as an intermediary to communicate the conversation.

Communicating with the Person with the Speech or Language Impairment:

- Be patient, do not complete words or phrases for the individual;
- Concentrate on the content of the conversation not the delivery;
- Communicate as naturally as possible.

For more information about Disability awareness and etiquette, the Department of Rehabilitation has dedicated webpage: http://www.rehab.cahwnet.gov/DisabilityAccessInfo/Awareness-and-Disability-Etiquette.html

RESOURCES

California Relay Service – DIAL 711
http://ddtp.cpuc.ca.gov/default1.aspx?id=1482

San Mateo County Court Interpreter Services
ada@sanmateocourt.org

California State Court Interpreters Program
http://www.courts.ca.gov/programs-interpreters.htm

Hands on Interpreter Service

800-900-9478 voice
800-900-9479 TDD

Hired Hands Interpreter Referral Service

http://www.hiredhandsasl.com/
510-659-1882 voice/TDD

Hearing Society for the Bay Area

870 Market St., Suite 330
San Francisco, CA 94102
415-693-5870 voice
415-834-1005 TDD
http://www.cforat.org/BARD/LISTINGS/hearing_society.HTM

Bay Area Communication Access (BACA)

973 Market St., Suite 280
San Francisco, CA 94103
415-356-0405 voice
415-356-0376 TDD
http://www.bacainterp.com

California Department of Social Services
Directory of Resources for Deaf and Hard of Hearing Services

http://www.cdss.ca.gov/cdssweb/PG1947.htm

III. ASSISTIVE TECHNOLOGY

Assistive technology is an adaptive device(s) that allows a person (disabled or not) to function as independently as possible in their environment (home, work, etc).

Some examples include specialized software (i.e. speech recognition), keyboards (i.e. split keyboard) or mouse (i.e. trackball, track pad), adjustable height desk, monitor holder, mobile arm supports, etc.

For an individual with a disability, assistive technology can often be the difference in whether or not they can independently access programs/services.

RESOURCES

Center for the Independence of the Disabled (CID)

2001 Winward Way, Suite 103
San Mateo, CA 94404
650-645-1780 voice
650-522-9313 TTY
http://www.cidsanmateo.org/about.html

Center for Accessible Technology

3075 Adeline, Suite 220
Berkeley, CA 94703
510-841-3224 voice/TDD
http://www.cforat.org

Canada College High Tech Center

Carolyn Fiori
4200 Farm Hill Blvd
Redwood City, CA 94061
650-306-3490
http://www.htctu.fhda.edu

Pacific ADA Center

555 12th Street, Suite 1030
Oakland, CA 94607
800-949-4232 voice/TTY
510-285-5600 voice/TTY
http://www.adapacific.org

SF State Rehabilitation Engineering Technology Project

Ray Grott
rgrott@sfsu.edu
415-338-1501

Job Accommodation Network (JAN)

800-526-7234 voice/TDD
http://askjan.org

Wheelchairs of San Mateo County

808 Burlway Rd., Suite 7
Burlingame, CA 94010
650-342-4864 voice only
http://wheelchairtech.net

Assistive Technology Network

http://abilitytools.org

ATTACHMENT B

ADA TITLE II GRIEVANCE PROCEDURE

San Mateo County has an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by the U.S. Department of Justice regulations implementing Title II of the Americans with Disabilities Act.

Title II states, in part, that "no otherwise qualified disabled individual shall, solely by reason of such disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination" in programs or activities sponsored by a public entity.

Complaints should be addressed to:

Alicia Kellie, County Title II ADA Coordinator
Human Resources Department
455 County Center, 5th Floor
Redwood City, CA 94036
(650) 363-4613 (voice) or the California Relay (711)
(650) 363-4864 (fax)

I. A complaint should be filed in writing or verbally, contain the name and address of the person filing it, and briefly describe the alleged violation of the regulations.

II. A complaint should be filed within twenty (20) working days, after the complainant becomes aware of the alleged violations. Processing of allegations of discrimination which occurred before this grievance procedure was in place will be considered on a case-by-case basis.

III. An investigation as may be appropriate shall follow filing of complaint. The investigation shall be conducted by the Department Head or their designee. These rules contemplate informal but thorough investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint.

IV. A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by the department, and a copy forwarded to the County ADA coordinator, no later than twenty (20) working days after its filing.

V. The County ADA Coordinator and Department ADA Representative shall maintain the files and records of San Mateo County relating to the complaints filed.

VI. The complainant can request a reconsideration of the case in instances where he or she is dissatisfied with the resolution. The request for reconsideration should be made within ten (10) working days to the County ADA Coordinator.

VII. Following the request for reconsideration, the County ADA Coordinator shall conduct an investigation as is appropriate, and submit those findings to the appropriate Department and the complainant within 20 workings days.

VIII. If these findings differ from those of the original departmental determination, a copy of both findings shall be submitted to the County Manager for review and reconciliation.

The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies such as the filing of an ADA complaint with the responsible federal department or agency. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies.

These rules shall be construed to protect the substantive rights of interested persons to meet appropriate due process standards and to ensure that San Mateo County complies with the ADA Title II and implementing regulations.

ATTACHMENT C

CHECKLIST FOR CREATING ACCESSIBLE WEB CONTENT

This checklist provides basic guidelines for departments to create web content that is accessible to persons with disabilities.

- ☐ Check the HTML of all new web pages. Make sure that accessible elements are used, including alt tags, long descriptions, and captions.

- ☐ If images are used, including photos, graphics, scanned images, or image maps, make sure to include alt tags and/or long descriptions of each.

- ☐ If online forms and tables are used, make those elements accessible.

- ☐ When posting a video, make sure to provide a written transcript.

- ☐ When posting documents on the website, always provide them in HTML or a text-based format, even if you are providing them in another format, such as Portable Document Format (PDF).

Accessible Web Content References

Tips for Designing Accessible Websites: Including Self-Assessment SNAP Tool
http://askjan.org/media/downloads/AccessibleWeb.pdf

"Web Content Accessibility Guidelines (WCAG) Overview" World Wide Web Consortium (W3C)
http://www.w3.org/WAI/intro/wcag

"Essential Components of Web Accessibility" World Wide Web Consortium (W3C)
http://www.w3.org/WAI/intro/components.php

Section 508 Standards
http://www.access-board.gov/guidelines-and-standards/communications-and-it

WebAIM Section 508 Checklist
http://webaim.org/standards/508/checklist

CA State Department of Rehabilitation
http://www.rehab.cahwnet.gov/DisabilityAccessInfo/What-is-an-Accessible-Website.html