

TITLE VI/ADA Compliance and Accessibility

TITLE VI NON-DISCRIMINATION POLICY/WEBSITE ACCESSIBILITY

The Town of Eatonville values diversity and welcomes input from all interested parties, regardless of cultural identity, background, or income level. Moreover, the Town does not tolerate discrimination in any of its employment practices, programs, services, or activities. The Town of Eatonville will not exclude participation in, deny the benefits of or subject to discrimination of anyone on the grounds of race, color, national origin, sex, age, disability, religion, or familial status.

LIMITED ENGLISH PROFICIENCY (LEP) GUIDANCE

In adherence with Federal regulations, the Town of Eatonville will make reasonable efforts to ensure its programs, services, and activities are easily accessible to those who do not speak proficient English. The Town of Eatonville will utilize its bilingual employees, faith-based organizations and community groups, and any other services available to provide oral interpretation and translation of program documents as required. To determine if or when alternate language usage is required for meaningful access, the Town of Eatonville will assess the program, service, or activity using the following factors:

1. The number of proportions of LEP persons eligible to be served or likely to be encountered by the Town of Eatonville's programs, services, or activities.
2. The frequency with which LEP individuals meet these programs, services, or activities.
3. The nature and importance of the program, service, or activity to people's lives.
4. The resources available to the Town of Eatonville and costs.

NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT (ADA)

Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 ("ADA"), and related federal and state laws and regulations prohibit discrimination against individuals who have disabilities. The Town of Eatonville will not discriminate against qualified individuals with disabilities in its employment practices, programs, services, or activities.

Employment: The Town of Eatonville does not discriminate based on disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under Title I of the ADA.

Effective Communication: The Town of Eatonville will generally, upon request, provide appropriate aids and services leading to effective communications for qualified persons with disabilities so they can participate in the Town of Eatonville programs, services, and activities, including qualified sign language interpreters (**if available**), and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

Modifications to Policies and Procedures: Town of Eatonville 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.

- Anyone who would like to request a modification of policies or procedures to participate in a program, service, or activity of the Town of Eatonville should contact the appropriate

individual as indicated in the public announcement or the ADA/Title VI Coordinator at the address and/or number listed below. The request should be made as soon as possible but no less than forty-eight (48) hours before the scheduled event.

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

The Town of Eatonville has established a discrimination complaint procedure set forth below and will take prompt and reasonable action to investigate and eliminate discrimination when found. Any person who believes that he or she has been subjected to discrimination based upon race, color, national origin, sex, religion, age, disability, familial status, or income status in any of the Town's employment practices, programs, services, or activities may file a complaint with the Town of Eatonville's ADA/Title VI Coordinator.

The complaint should be in writing and contain information about the alleged discrimination such the complainant's name, address and phone number, and location, date, and description of the alleged discrimination. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for person with disabilities upon request.

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

Cathlene Williams
Human Resources Coordinator

307 E. Kennedy Boulevard
Eatonville, Fl 32751
Phone: (407) 623-8900
Fax: (407) 623-8919
E-mail: cwilliams@townofeatonville.org

Within a reasonable amount of time not to exceed thirty (30) calendar days after receipt of the complaint, the ADA/Title VI Coordinator or his/her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within fifteen (15) calendar days of the meeting, the ADA/Title VI Coordinator or his/her designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the Town of Eatonville and offer options for substantive resolution of the complaint.

If the response by ADA/Title VI Coordinator or his/her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within fifteen (15) calendar days after receipt of the response to the Chief Administrative Officer or his/her designee.

Within fifteen (15) calendar days after receipt of the appeal, the Chief Administrative Officer his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within fifteen (15) calendar days after the meeting, the Chief Administrative Officer 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.

All written complaints received by ADA/Title VI Coordinator or his/her designee, appeals to the Chief Administrative Officer his/her designee, and responses from these two (2) offices will be retained by the Town of Eatonville for at least three (3) years and summarizes for at least five (5) years.

TOWN OF EATONVILLE WEBSITE ACCESSIBILITY

The Town of Eatonville is committed to ensuring that all visitors and residents, including those with disabilities can access and use all of our programs, services, and activities. We recognize that website visitors with disabilities may require the assistance of technology such as screen readers and other auxiliary aids and services.

In accordance with the Americans with Disabilities Act (ADA), the Town is currently reviewing and updating its website and included documents to comply with World Wide Web Consortium's Web Content Accessibility Guidelines 2.1 Level AA. We strive for all content to be accessible in alternative formats.

If you have difficulty accessing the site or have any comments or feedback, please do not hesitate to contact us. We will utilize all reasonable efforts to make the information accessible for you. Please call Town Hall at (407) 623-8900 ext.: 8919, please provide the following information your response:

- Your Name:
- Your phone number
- Your email address
- The date and time you encountered a problem using our website.
- The Web page/web address on which the problem occurred.
- What occurred/what were you unable to do?
- Any error messages you received.