



TITLE: ADA COMPLIANCE AND RESOLUTION PROCEDURE

EFFECTIVE DATE: 2-3-2020

REFERENCE NUMBER: PD005

CAPRA STANDARD(S): 9.3

NEXT REVIEW DATE: 10-2025

RESPONSIBLE AUTHORITY: Director

PAGES: 1

Purpose

NB PARD will follow established Americans with Disabilities Act (ADA) laws along with policies and procedures set by City of New Braunfels. The Director of Planning and Development Services, or his designee, is the ADA Coordinator for the city serves as the point of contact for any ADA compliance and grievance requests.

The City of New Braunfels Parks and Recreation Department (NB PARD) fully supports the provision of the ADA and is committed to supporting the full inclusion of persons with disabilities into programs, classes, services and public facilities so that full participation may be enjoyed by all. Persons with a disability may request a reasonable accommodation to participate with NB PARD by contacting the Administration office at 830-221-4350. All requests must be made a minimum of 14 days prior to the starting date of the program/service.

Inclusion Policy

The Parks and Recreation Department has an Inclusion Policy giving direction for reasonable modifications in recreation programs to enable participation by an individual with a disability that meets essential eligibility requirements for that recreation program and facilities. The Inclusion Policy can be found on-line at www.nbtexas.org/parks or a copy can be obtained in the Parks and Recreation Administration Office.

To request a face to face meeting, accommodation or modification to participate in a New Braunfels Parks and Recreation's program, activity or service, please contact Geronimo Aguirre, Recreation Manager at gaguirre@nbtexas.org, 830-221-4350 or mail to:

Geronimo Aguirre
New Braunfels Parks and Recreation
110 Golf Course Road
New Braunfels, TX 78130

ADA Grievance Procedure

Any person who believes she or he has been subjected to discrimination based on disability may file a complaint under this procedure. It is against the law for the City of New Braunfels to retaliate against anyone who files a complaint or cooperates in the investigation of a complaint. The complaint should be submitted by

[Type here]

the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

ADA Coordinator
550 Landa Street
New Braunfels, TX 78130

Or via email to ADA-grievance@nbtexas.org

The complaint should include:

1. The name, address and telephone number of the individual or representative filing the complaint; complaints filed on behalf of third parties must describe or identify the alleged victims of the discrimination.
2. An explanation of the discrimination or denial of service;
3. The date the alleged violation(s) occurred;
4. Corrective action that is sought;
5. Signature of the person filing the complaint.

Within 15 calendar days after receipt of the complaint, the City's ADA Coordinator will meet with the complainant to discuss the complaint and the possible resolutions.



Within 15 calendar days of the meeting, City's ADA Coordinator 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 City of New Braunfels and offer options for substantive resolution of the complaint.



If the response by the City's ADA Coordinator 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 City Manager.



Within 15 calendar days after receipt of the appeal, City Manager will meet with the complainant to discuss the complaint and possible resolutions.



Within 15 calendar days after the meeting, the City Manager 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 the City's ADA Coordinator, appeals to the City Manager, and responses from these two offices will be retained by the City of New Braunfels for at least three (3) years.