



## PROCEDURE

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TITLE: Americans with Disabilities Act/Enforcement of State and Federal Employment and Access Rights

PROCEDURE NUMBER: 025

EFFECTIVE DATE: 6/01/2019

REVIEW DATE: 06/01/2020

SUPERSEDES PROCEDURE NUMBER(S): New Procedure

AUTHORIZED BY: Library Director

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1. Purpose: To address requests for Americans with Disability Act (ADA) accommodation in utilizing Timberland Regional Library (TRL) facilities, programs, services or activities.
2. Scope: This procedure applies to all TRL patrons, employees, volunteers, and the general public.
3. Background: None.
4. Definitions: Title II of the Americans with Disabilities Act (ADA) prohibits discrimination against qualified individuals with disabilities in all programs, activities, and services of public entities. This procedure outlines the provisions of Title II of the ADA, and the rights and obligations of citizens and the Timberland Regional Library under federal and state law.
5. Procedure:
  - a. ADA – If anyone utilizing TRL facilities, programs, services or activities believes they have been discriminated against on the basis of a disability in connection with access to any TRL facilities, programs, services or activities, they have the right to file a grievance.
    - a. The Library Manager or Public Services Manager will provide an ADA Grievance Form upon request or the form can be downloaded from the TRL website.

- b. The completed ADA Grievance Form must be filed with the Public Services Manager's office.
  - c. Individuals who require assistance in completing the ADA Grievance Form should contact the Public Services Manager for assistance. The office of the Public Services Manager can be reached at 360-704-4554 and at [kjones@trl.org](mailto:kjones@trl.org).
- b. Equal Opportunity Employment – If employees and/or job applicants believe they have been denied rights afforded to them under state and federal employment related laws, see Equal Employment Opportunity Policy, as they will also have access to the following grievance process. The Public Services Manager will also be the compliance officer regarding such matters.
- a. A grievance should be filed in writing, containing the contact information of the person filing it, and briefly describe the alleged violation.
  - b. A grievance should be filed as soon as possible, but preferably within 60 calendar days of alleged incident.
  - c. There will be an investigation following a grievance filing. The investigation shall be conducted by the Public Services Manager or his/her designee, and afford all interested persons and their representative, if any, an opportunity to submit evidence relevant to a grievance. The investigation will commence within 15 calendar days of the date the grievance was received.
  - d. A written response to the grievance, and a description of the resolution, if any, shall be issued by the Public Services Manager and a copy forwarded to the grievant no later than 15 calendar days after its filing.
  - e. The Public Services Manager maintains the files and records of all grievances.
  - f. The grievant can request a reconsideration of the case in instances where they are dissatisfied with the resolution. The request for consideration should be made within 15 calendar days to the Library Director. Within 15 calendar days after receipt of the request for reconsideration the Library Director will meet with the grievant to discuss the grievance and possible resolutions.
  - g. The right of an individual to a prompt and equitable resolution of the complaint filed with TRL shall not be impaired by the individual's pursuit of other remedies as provided by law.

6. References: Equal Employment Opportunities Policy;  
Equal Opportunity to Participate Policy

7. Citations: Title II – American with Disabilities Act

By the enactment of this procedure the Library Director of Timberland Regional Library is concurrently rescinding any prior policy or procedure within TRL that is either in conflict with or expansive of the matters addressed in this procedure.

Approved by the Library Director on June 24, 2019