



Oelwein Nondiscrimination Policy for Person with Disabilities

Procedures for Reasonable Modifications/Accommodations

Adopted by Resolution: #####-##### on ##/##/####

Requirements

Federal funding recipients must make reasonable accommodations in policies, practices, or procedures when necessary to avoid discrimination on the basis of disability unless recipients can demonstrate that making the accommodations would fundamentally alter the nature of the service, program, activity, or result in an undue financial and administrative burden.

This requirement applies to the City of Oelwein and the activities they offer for members of the public.

When considering changes to facilities or services, the City of Oelwein must consider the most integrated setting appropriate for individuals with disabilities.

However, the City of Oelwein can refuse to provide service to an individual that engages in violent, seriously disruptive, or illegal conduct, or represents a direct threat to the health or safety of others.

The City of Oelwein cannot refuse to provide service to an individual with disabilities solely because the individual's disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience employees of the entity or other persons.

Procedures for Reasonable Modifications/Accommodations

All requests for reasonable modifications/accommodations will be processed in the following manner:

Request may be submitted by email at (City@CityofOelwein.org), written mail to City of Oelwein, City Hall Attn: Non Discrimination Policy , by fax to 319-283-4032 or by phone to 319-283-5440. All requests will be logged into a Reasonable Modification/Accommodation spreadsheet noting the requestors name, date, contact information and specific accommodation request being made.

Information regarding requesting reasonable modifications/accommodations will be available on City of Oelwein's website, <http://www.cityfoelwein.org/>, as well as within the various printed materials normally provided by the City.

The City Administrator will review and determine if modifications/accommodations should be granted at the time of the request. Additional information may be requested. Whenever feasible, request for modifications/accommodations shall be made in advance.

All requests for modifications (reasonable or otherwise) will be assigned to the City Administrator for review and evaluation. Prior to determination, the City Administrator will consult with the City Attorney, Department Head, and City staff regarding requests for reasonable modification.

Training regarding these procedures will be provided to the City staff on an annual basis.



All reasonable modifications/accommodations requests will be acknowledged within three business days of receipt. The resolution and response to the person who submitted a request will be made timely, within 10 business days, and the response must explain the reasons for the resolution. The response must be documented and any requests requiring more than 10 business days to resolve must be reviewed by the City's Attorney and documented as to why the resolution requires additional time for full resolution.

Complaint Procedures

Complaints may be submitted by email at (City@CityofOelwein.org), written mail to City of Oelwein, City Hall Attn: Non Discrimination Policy, by fax to 319-283-4032 or by phone to 319-283-5440. All complaints will be logged by City staff noting the requestors name, date, contact information and specific accommodation request being made.

All complaints will be reviewed by the City Administrator. Should the complaint be on the City Administrator, the complaint will be forwarded to the City Attorney.

All complaints will be acknowledged within five business days of receipt. The resolution and response will be made timely, within 10 business days, and the response must explain the reasons for the determination. The response will be documented, referencing the original request for modification. Any complaint responses requiring more than 10 business days for resolution must be reviewed by the City's POC and the transit operations contractor and documented as to why the resolution requires additional time for full resolution.