

Town of St. John

ADA Transition Plan

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Founded 1837

INDIANA

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CHAPTER ONE: SUMMARY OF REQUIREMENTS AND PROCEDURES UNDER THE AMERICANS WITH DISABILITIES ACT

1.1 OVERVIEW OF THE ADA

Section Summary

The Americans with Disabilities Act (ADA) was enacted on July 26, 1990. The ADA extended civil rights legislation to people with disabilities and is a companion to the Civil Rights Act of 1964 and Section 504 of the Rehabilitation Act of 1973. The ADA has broad application to public agencies and private businesses in its protections against discrimination for people with disabilities.

The Americans with Disabilities Act (ADA), enacted on July 26, 1990, provides comprehensive civil rights protections to persons with disabilities in the areas of employment, state and local government services, access to public accommodations, transportation, and telecommunications. The ADA is companion civil rights legislation with the Civil Rights Act of 1964 and Section 504 of the Rehabilitation Act of 1973. This legislation mandates that qualified disabled individuals shall not be excluded from participation in, denied the benefit of, or be subjected to discrimination under any program or activity. The Act also provides disabled employees with certain protections and requires employers to make reasonable accommodation for disabled applicants and employees.

The ADA is divided into five parts, covering the following areas:

Title I: EMPLOYMENT

Under this title, The Town of St. John (Town) must ensure that the hiring practices, policies and procedures do not discriminate against persons with disabilities in the application, hiring, advancement, training, compensation, or discharge of an employee, or in other terms, conditions, and rights of employment.

Title II: PUBLIC SERVICES

This title prohibits state and local governments from discriminating against persons with disabilities or from excluding participation in or denying benefits of programs, services, or activities to persons with disabilities. It is under this Title that this self-evaluation is prepared. The self-evaluation is intended to outline programs and services of the town and to evaluate what policies and procedures must be changed or implemented to affect the non-discrimination policies described in Title II.

Title II of the ADA applies to State and local governments, including towns and townships, school districts, water districts, special purpose districts, and other small local governments and instrumentalities. It prohibits discrimination on the basis of disability in all services, programs, and activities provided by towns. Thus, people with disabilities must have an equal opportunity to participate in and benefit from a town's services, programs, and activities. To accomplish this, the ADA sets requirements for town facilities, new construction, and alterations, communications with the public, and policies and procedures governing town programs, services, and activities.

Title II dictates that a public entity must evaluate its services, programs, policies, and practices to determine whether they are in compliance with the nondiscrimination regulations of the ADA. The regulations detailing compliance requirements were issued in July 1991. These regulations mandate that each public entity is required to examine activities and services, identify problems or physical barriers that may limit accessibility by the disabled, and describe potential compliance solutions. The entity must then proceed to make the necessary changes resulting from the self-evaluation. The ADA further requires

that a transition plan be prepared to describe any structural or physical changes required to make programs accessible. The Town of St. John's ADA Transition Plan is a companion to the self-evaluation and is included in the St. John ADA Compliance Plan.

Title III: PUBLIC ACCOMMODATIONS

Title III requires places of public accommodation to be accessible to and usable by persons with disabilities. The term "public accommodation" as used in the definition is often misinterpreted as applying to public agencies, but the intent of the term is to refer to any privately funded and operated facility serving the public.

Title IV: TELECOMMUNICATIONS

This title covers regulations regarding private telephone companies and requires common carriers offering telephone services to the public to increase the availability of interstate and intrastate telecommunications relay services to individuals with hearing and speech impairments.

Title V: MISCELLANEOUS PROVISIONS

This title contains several miscellaneous regulations, including construction standards and practices, provisions for attorney's fees, and technical assistance provisions.

In the ADA, the term "disability" means, with respect to an individual:

- 1) A physical or mental impairment that substantially limits one or more of the major life activities of such individual;
- 2) A record of such an impairment; or
- 3) Being regarded as having such impairment.

If an individual meets any one of these three tests, he or she is considered to be an individual with a disability for purposes of coverage under the Americans with Disabilities Act. The Final Rules of the ADA describe in greater detail the conditions included and excluded as disabilities under the ADA, and these rules should be referred to if more detailed descriptions of covered disabilities are desired.

1.2 Requirements of Municipalities under the ADA

Title II of the ADA applies to State and local governments, including towns and townships, school districts, water districts, special purpose districts, and other small local governments and instrumentalities. It prohibits discrimination on the basis of disability in all services, programs, and activities provided by the town. Thus, people with disabilities must have an equal opportunity to participate in and benefit from a town's services, programs, and activities. To accomplish this, the ADA sets requirements for town facilities, new construction, and alterations, communications with the public, and policies and procedures governing town programs, services, and activities.

1.3 EXISTING FACILITIES: PROGRAM ACCESSIBILITY

When programs, services, or activities are located in facilities that existed prior to January 26, 1992, the effective date of title II of the ADA, the town must ensure that they are also available to persons with disabilities, unless to do so would fundamentally alter a program, service, or activity or result in undue

financial or administrative burdens. This requirement is called program accessibility. When a service, program, or activity is located in a building that is not accessible, the Town can achieve program accessibility in several ways. It can:

- Relocate the program or activity to an accessible facility
- Provide the activity, service, or benefit in another manner that meets ADA requirements, or
- Make modifications to the building or facility itself to provide accessibility.

Thus, to achieve program accessibility, St. John need not make every existing facility accessible. It can relocate some programs to accessible facilities and modify other facilities, avoiding expensive physical modifications of all town facilities.

1.4 NEW CONSTRUCTION AND ALTERATIONS

NEW CONSTRUCTION

ADA requirements for new construction have been in effect since January 1992. New buildings and facilities must comply with the new construction provisions of the ADA Standards for Accessible Design 2010 (ADAAG) as well as the Public Rights of Way Accessibility Guidelines (PROWAG) for public improvements within public rights of way including sidewalks and crossings. These requirements include facilities that are available for public use and those that are for use by employees.

The ADA Standards for Accessible Design (ADAAG) was revised in 2010 and have been selected as the ADA design standard by the town. Because ADAAG and PROWAG requirements for new construction and alterations do change from time to time, St. John must continue to be familiar with any new design and construction requirements before a project starts.

ADDITIONS AND ALTERATIONS

When a building or facility is renovated, altered, or added to for any purpose, the alterations or additions must comply with the ADA Standards. In general, the alteration provisions are the same as the new construction requirements except that deviations are permitted when it is not technically feasible to comply. Additions are considered an alteration but the addition must follow the new construction requirements. When existing structural and other conditions make it impossible to meet all the alteration requirements of the ADA Standards, then they should be followed to the greatest extent possible.

Basic Requirements for Alterations:

- Any alteration that affects the usability of a building or facility must comply with the requirements of the ADA Standards unless technically infeasible to do so. Alterations can be as limited as the replacement of a fixture or element, such as a lavatory, toilet, or piece of door hardware.
- When an element is replaced, the new element must comply with the ADA Standards if the minimum requirements for accessibility under the ADA have not already been met.
- When an alteration to an area of a facility that contains a primary function area, the Town has an additional obligation. The Town is also responsible for making the path of travel to the altered area (room or wing), as well as the toilet rooms, drinking fountains, and public telephones serving the altered area accessible. Primary function areas are those areas of a building that include the primary spaces for which the building was constructed. The amount of money the Town must

spend to provide an accessible path of travel is limited to 20% of the overall cost of the alterations. If the path of travel alterations can be done for less than the 20% limit, then only that expenditure is required. If all the required accessible features are already provided then no additional expenditure is needed.

- When a qualified historic facility is altered, an exception to the alteration requirements of the ADA Standards may be used if the alteration threatens to destroy the historic significance of the building or facility. In these situations, special provisions in the Standards may be used for the element or space that would be threatened. In almost all situations, accessible design can be used without significantly impairing the historic features of the facility.
- The ADA Standards have specific requirements for additions. Additions, which include an expansion, extension or increase of the gross floor area of a building or facility, are considered an alteration to a facility but the area that is added must comply with the new construction requirements. Each addition that affects or could affect the usability of an area containing a primary function area must meet the path of travel requirements (see above).

MAINTENANCE OF ACCESSIBLE FEATURES

The Town must maintain in operable working condition those features that are necessary to provide access to services, programs, and activities -- including elevators and lifts, curb ramps at intersections, accessible parking spaces, ramps to building or facility entrances, door hardware, and accessible toilet facilities. Isolated or temporary interruptions in service or access are permitted for maintenance or repairs.

The Town of St. John owns and operates/leases a number of municipal and utility buildings, public streets, parking lots, community centers, trails, sports fields, and lease properties. Some of these properties are not open for public use or do not house public services or programs.

The Town has conducted an assessment of various facilities, sidewalks, and curbs for the purpose of this ADA Transition Plan. Today, the majority of Town facilities are ADA compliant and continues to ensure new construction conforms to current ADA standards.

As we continue to implement the Plan, the Town will continue to assess and inventory structures.

EFFECTIVE COMMUNICATION

The Town must take appropriate steps to ensure that communications with members of the public, job applicants, and participants with disabilities are as effective as communications with others unless it is an undue financial or administrative burden to do so or it would result in a fundamental alteration in the nature of the program or activity.

Achieving effective communication often requires towns to provide auxiliary aids and services. Examples of auxiliary aids and services include qualified sign language interpreters, assistive listening devices, open and closed captioning, note-takers, written materials, telephone handset devices, qualified readers, taped texts, audio recordings, Braille materials, materials on computer disk, and large print materials.

The Town must provide appropriate auxiliary aids and services where they are necessary to achieve an equal opportunity to participate in, and enjoy the benefits of, a service, program, or activity conducted by or for the town. The Town must give primary consideration to the type of auxiliary aid requested by a person with a disability. However, the Town may provide a different type of aid if it can show that it is an effective means of communication. The Town must be provided adequate notice that auxiliary aids have been requested prior to the anticipated use of said aids.

Determination of an undue financial burden or a fundamental alteration can only be made by the compliance coordinator, defined below, or his or her designee and must be accompanied by a written statement of the reasons for reaching that conclusion. The determination of an undue burden must be based on all resources available for use in the program, service, or activity. In other words, the evaluation of an undue financial burden must consider all municipal financial resources, in addition to the particular department or division's budget. When it is not possible to provide a particular type of auxiliary aid to achieve effective communication due to an undue burden or fundamental alteration, the Town must take any other action that would not result in such burdens or fundamental alteration, but would nevertheless ensure that individuals with disabilities receive the benefits and services of the program or activity.

Since the Town communicates with applicants and beneficiaries by telephone, it must ensure that an effective telecommunication system such as communication which relies on the use of the relay system or a TTY (or TDD) be used to communicate with individuals who are deaf, hard-of-hearing or who have speech disabilities. (A TTY has a keyboard and visual display for non-verbal communication with another TTY user or a relay system operator. The relay system is provided in each State and permits telephone communication between voice handsets and individuals using a TTY.)

In our modern society, operating a website that is generally accessible by all is a requirement. This includes those who utilize a screen reader to obtain webpage content. The Town uploads its major publications and other documents in Portable Document Format (PDF) on its website for universal usage. The Town staff recognizes that not all pages are accessible at this time, but remains committed to updating pages so that no one is unable to access Town information. All questions and concerns about a webpage's accessibility can be directed to the ADA Compliance Coordinator.

POLICIES, PRACTICES AND PROCEDURES

The Town must make reasonable modifications to policies, practices, and procedures to avoid discrimination against individuals with disabilities. While this requirement applies to all policies, practices, and procedures of the Town, the Town does not have to make modifications that would result in a fundamental alteration in the program, service, or activity or result in a direct threat to the health or safety of others. A direct threat is a significant risk that cannot be eliminated or reduced to an acceptable level by the Town's modification of its policies, practices, or procedures, or by the provision of auxiliary aids or services. The public entity's determination that a person poses a direct threat to the health or safety of others may not be based on generalizations or stereotypes about the effects of a particular disability (see The ADA Title II Technical Assistance Manual).

The Town's self-evaluation includes a review of policies, practices, and procedures. The Town shall conduct an annual review after the initial self-evaluation may be done to maintain compliance with the ADA. Review of policies, practices, and procedures also applies to telephone emergency services, such as 9-1-1, where policies must ensure direct access to individuals who use TTY's and computer modems.

ADA PROCESS FOR COMPLYING WITH THE ADA

The Town is required to conduct a self-evaluation of municipal facilities under Section 504 of the Rehabilitation Act. The self-evaluation is a review of all town services, programs, and activities to identify any physical barriers or policies, practices, or procedures that may limit or exclude participation by people with disabilities. The self-evaluation includes permanent, temporary, and periodic services, programs, and activities. Specific areas of self-evaluation must include services, programs, or activities are offered and in what location.

Any policies, practices, or procedures that may limit or exclude individuals with disabilities must be reasonably modified unless doing so would result in a fundamental alteration in the nature of the service, program, or activity. The self-evaluation should identify changes to policies to be implemented. It should also identify any discriminatory policies, practices, and procedures that cannot be reasonably changed without resulting in a fundamental alteration.

The self-evaluation also identifies problems with the accessibility of facilities and establishes recommendations for providing program accessibility (which may include relocation to an accessible facility). It may also suggest short-term and long-term strategies to provide access to people with disabilities.

In 2012, the Town of St. John adopted Resolution 2012-09-27, which amended the Town's infrastructure specifications to include specifications for accessible public rights-of-way, design, and construction.

CHAPTER TWO: PUBLIC NOTICE

2.1 NOTICE REQUIREMENT

St. John must provide notice to the public about its ADA obligations and about accessible facilities and services in the town. The notice must inform the public about the ADA's nondiscrimination requirements. It may also describe how the public or employees may contact specific town officials about problems with accessibility and the need for effective communication. The information must be accessible to the public, including people who have disabilities that affect communication, such as blindness, low vision, deafness, and hearing loss. Although no specific method is required to reach the public, notice can be provided in more than one format and by using more than one type of media, such as the Town's website, print, radio, or television. The Town of St. John has complied with such public notice requirements by including the ADA compliance notice and a draft copy of the transition plan on its website. Once this document has been ratified by the Town Council, it too will be posted on the Town's website and placed in the Offices of the Building & Planning and Town Manager.

The Town has intended for the Transition Plan to be a 'living' document. It is intended to be updated and edited regularly and as needed.

2.2 PUBLIC NOTICE DOCUMENT – INCLUDED AS ADDENDUM A

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 ("ADA"), the Town of St. John will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Employment: Town of St. John does not discriminate on the basis of 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 St. John will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the Town of St. John programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

Modifications to Policies and Procedures: The Town of St. John 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. For example, individuals with service animals are welcomed in the Town of St. John offices, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of the Town of St. John, should contact the office of Sergio Mendoza, Director of Building & Planning at 219-365-5301 or smendoza@stjohnin.com as soon as possible but no later than forty-eight (48) hours before the scheduled event.

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

Complaints that a program, service, or activity of the Town of St. John is not accessible to persons with disabilities should be directed to:

Sergio Mendoza, Director of Building & Planning
10955 West 93rd Ave
St. John, IN 46373
219-365-5301 (phone)
E-mail: smendoza@stjohnin.com

The Town of St. John will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

CHAPTER THREE: ADA COMPLIANCE COORDINATOR

3.1 DUTIES AND RESPONSIBILITIES

Responsibilities for the ADA compliance coordinator include conducting the self-evaluation and development of the transition plan, handling requests for auxiliary aids and services, providing information about accessible programs and services, and serving as a local resource to the town. The ADA coordinator also has the responsibility to work with the Town Council and senior management staff to ensure that new facilities or alterations to town facilities meet ADA requirements. The ADA coordinator is also responsible for receiving complaints from the public and working to resolve them.

3.2 APPOINTMENT OF ADA COMPLIANCE COORDINATOR

St. John utilizes professional local government management. The town manager is the chief appointed officer and responsible for the day-to-day management of the Town. As such, the town manager, or his designee, shall serve as the compliance coordinator.

CHAPTER FOUR: ADA GRIEVANCE PROCEDURE

4.1 GRIEVANCE PROCEDURES OVERVIEW AND INTENT

The Town of St. John currently employs over fifty (50) individuals and has an ADA grievance procedure. This grievance procedure provides people who feel they have been discriminated against because of their disability or others who feel they have been discriminated against because they have a friend or family member with a disability, with a formal process to make their complaint known to the Town. This procedure encourages prompt and equitable resolution of the problem at the local level without having to force individuals to file a Federal complaint or a lawsuit.

4.2 ST. JOHN ADA GRIEVANCE PROCEDURE

1. The complainant and/or his/her designee should submit the grievance as soon as possible, but no later than sixty (60) calendar days after the alleged occurrence. Submit grievance, using grievance form in Addendum B, to the St. John ADA Compliance Coordinator:

Sergio Mendoza, Director of Building & Planning
10955 West 93rd Ave
St. John, IN 46373
219-365-5301 (phone)
E-mail: smendoza@stjohnin.com

2. The complaint should be presented to the ADA Compliance Coordinator either in writing, in person, or in any other format for the Administrator to be able to document the incident(s) of alleged discrimination. Any complaints should also be copied to the Town Manager. The complaint should contain the following information about the alleged discrimination: full name, address, phone number of the complainant; location of the occurrence, date, and description of the alleged discrimination. The complaint will specify the Department involved and any employee and/or witness involved in the occurrence. Upon request, alternative means of filing complaints, such as personal interviews or a tape/video recording of the complaint, will be made for a person with disabilities.
3. Within fifteen (15) calendar days after receipt of the complaint, the ADA compliance coordinator, or designee, will meet with the complainant to discuss the complaint and possible resolutions.
4. Within fifteen (15) calendar days after the meeting, the ADA compliance coordinator will respond in writing or in another form acceptable to the complainant. The response provides a final resolution of the complaint.
5. If the individual who has filed a grievance continues to have concerns after this process concludes, he or she is welcome to bring any unresolved concerns to the Town Manager of the Town of St. John.
6. All appeals received and responses given by the ADA compliance coordinator will be kept by the Town of St. John for at least five (5) years, as required by the Americans with Disabilities Act.

CHAPTER FIVE: MONITORING AND STATUS REPORTING

5.1 PURPOSE OF MONITORING AND STATUS REPORTING

The Town currently is engaged in an on-going effort to construct curb ramps, sidewalks and other facilities at numerous locations. This construction activity is not specific to any ADA implementation, but is rather a part of the Town's many improvement efforts. As improvements are made to any of the various facilities in the right-of-way, those facilities will be brought up to ADA design standards where it is feasible and financially reasonable. Therefore, the monitoring of construction activities and the reporting of the status of improvements is a critical part of assuring an effective ADA compliance program. It is necessary that the different departments working on Transition Plan projects all communicate in order to carry out the Transition Plan as efficiently as possible. Since the plan is meant to be updated, it is critical that departments communicate in a timely manner so as to create up-to-date drafts.

5.2 RESPONSIBLE INDIVIDUAL

The Town official responsible for the implementation of the Transition Plan and Self-Evaluation for the pedestrian facilities in the public rights-of-ways is the ADA Coordinator. Any questions, concerns, or comments should be forwarded to:

Sergio Mendoza, Director of Building & Planning
10955 West 93rd Ave
St. John, IN 46373
219-365-5301 (phone)
E-mail: smendoza@stjohnin.com

CHAPTER SIX: SCHEDULE AND BUDGET FOR IMPROVEMENTS

6.1 SCHEDULE

All public facilities are currently being designed and built in compliance with the applicable ADA standards. This includes, but is not limited to: sidewalks, curb ramps, pedestrian signals, crosswalks, and buildings. Alterations to existing public facilities will also be made using ADA standards to conduct infrastructure improvements and barrier removal. The Town annually undergoes an update to many curb ramp and sidewalk locations using the condition ratings established by current build standards. Following the work season, the inventory of ADA facilities can be updated to reflect the recent changes and a more comprehensive schedule for improvements can be created.

6.2 BUDGET

The Town's Transition Plan has been revised in 2021. Following the adoption of the Transition Plan revisions, the Town has budgeted \$50,000 for infrastructure improvements and ADA Barrier removal annually. The Town may allocate more money for improvements and barrier removal if needed or desired through CBDG funds it receives. Budgets for the following years is anticipated to maintain the same level of funding on a yearly schedule for curb ramp and sidewalk improvements and ADA barrier removal within the Town. The Town estimates a cost of \$2,000 per ramp and \$4,000 per corner when improving said infrastructure.

6.3 PLAN COMPLETION

The goal of the ADA and the Transition Plan process is to eliminate all barriers to accessibility at all public facilities as well as full implementation of the highest design standards in all future work going forward. This plan will be updated as needed until all barriers to accessibility are removed. The implementation of this Plan will require all Town departments' input and efforts as well as the greater St. John community. The Town encourages all persons to contribute through any of the forms mentioned in this report. Working as a team and working as a community will help ensure complete, timely, and efficient progress towards accomplishing this task

CHAPTER SEVEN: INVENTORY, METHODOLOGY, AND PRIORITY

7.1 INVENTORY

St. John desires to make all facilities accessible to all and has created the transition plan to help meet this goal. By using the PROWAG standards, the Town is ensuring that all changes to facilities in the right-of-way exceed expectations. Prior to the advent of the ADA, pedestrian facilities were built to standards which did not meet those of the ADA. In order to make facilities accessible to persons with disabilities, those facilities which do not meet ADA standards need to be identified first. Therefore, it was important for the Town to create an inventory of pedestrian facilities and make note of what standards the facilities meet. The Town found that it has approximately 630 intersections of which approximately 50 are compliant to current standards, approximately 436 are not in compliance with current standards but may be compliant with previous standards, and approximately 144 compliance is not required. The Town found that it has approximately 175 miles of sidewalk, with approximately 1,192 ramps, of these 1,056 ramps are not in compliance with current standards but may be complaint with previous standards, and 136 ramps are in compliance with current standards. A map of the Town's compliant ramps are attached as Addendum C.

7.2 METHODOLOGY

The Town began a field survey in 2012, and approved the ADA Transition plan thereafter in 2012. As part of the 2021 ADA Transition plan update the Town's Public Works Department began and completed a field survey of the Town's facilities using current ADA standards and the form provided by the U.S. Department of Justice ADA Toolkit Curb Ramp form. The Town's IT Director then imported that data and produced the map attached as Addendum C. The Town plans to engage a consulting firm do a thorough inventory of infrastructure in the following years as resources allow.

7.3 PRIORITY

All intersections were surveyed as previously mentioned and the Town has identified priority areas understanding that the cost to cure will exceed any amount that can be financially possible in the coming years. In order to achieve ADA compliance, the Town will place a strong emphasis on applying ADA standards to all facilities which are being designed, constructed, or altered. The priority level may be used as a tool to give precedence to certain improvements and installations over others. This priority system is most applicable to the curb ramp locations. Those curb ramps near government property, places of employment and commerce, and the remaining locations were given a low priority level. Below are a few examples of the properties which determined priority zones. A map showing the identified priority areas is attached as Addendum D.

High Priority Zone Property Examples

- Public Schools
- Hospitals and medical facilities
- Town Parks and public facilities
- Police/Fire Stations
- Employment Centers
- Industrial Parks
- Business Parks
- Retail Centers
- Residential Neighborhoods

Low Priority Zone Property Examples

- Agricultural Land
- Open Space
- Areas Not Requiring Compliance



ADDENDUM A

NOTICE OF NONDISCRIMINATION UNDER THE AMERICANS WITH DISABILITIES ACT AND SECTION 504 OF THE REHABILITATION ACT OF 1973

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 (“ADA”), the Town of St. John will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Employment: The Town of St. John does not discriminate on the basis of 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 St. John will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the Town of St. John’s programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

Modifications to Policies and Procedures: The Town of St. John 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. For example, individuals with service animals are welcomed in the Town of St. John offices, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of the Town of St. John, should contact the office of Tom Vander Woude, Planning Director, as soon as possible but no later than 48 hours before the scheduled event.

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

Complaints that a program, service or activity of the Town of St. John is not accessible to persons with disabilities should be directed to Tom Vander Woude, Planning Director.

The Town of St. John will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

ADDENDUM B

GRIEVANCE FORM

All written complaints about any matter relating to civil rights, shall be submitted on this form. The Town of St. John will assist those who submit verbal complaints to transfer these complaints onto this written form. You are required to complete all sections. You should expect an acknowledgement within 10 working days and will be informed of the outcome of your complaint within 90 days, unless the Town of St. John notifies you that the investigation will need additional time. This form should be sent to Sergio Mendoza, Director of Building & Planning, at smendoza@stjohnin.com.

Please keep a copy of this form for your records, plus any material you submit.

SECTION A - YOUR DETAILS

Title _____ **Name (First & Last)** _____

Address _____

City _____ **State** _____ **ZIP** _____

Phone _____

SECTION B – NATURE OF THE COMPLAINT

Please set out below the main points of your complaint.



Use additional sheets if necessary.

PLEASE LIST ANY DOCUMENTARY EVIDENCE ATTACHED AND MAKE SURE YOU KEEP A COPY. (E.g., any correspondence, list of dates when events occurred, or other documentation related to your complaint)

SECTION C - AN OUTLINE OF THE ACTION YOU HAVE TAKEN SO FAR
Please outline the steps you have already taken to resolve your complaint **informally**:

With whom was it discussed?

Date(s): _____

Position(s): _____

Department(s) _____

Describe the outcome of any action taken so far and explain why you believe that the matter has not yet been resolved.

SECTION D - DESIRED OUTCOME

Please describe the action you would like to see taken in order to resolve the complaint to your satisfaction.

SECTION E – DECLARATION

I believe that the above information is accurate. I confirm that details of this complaint can be passed on to the NIRPC Finance and Personnel Committee for appeal (if applicable).

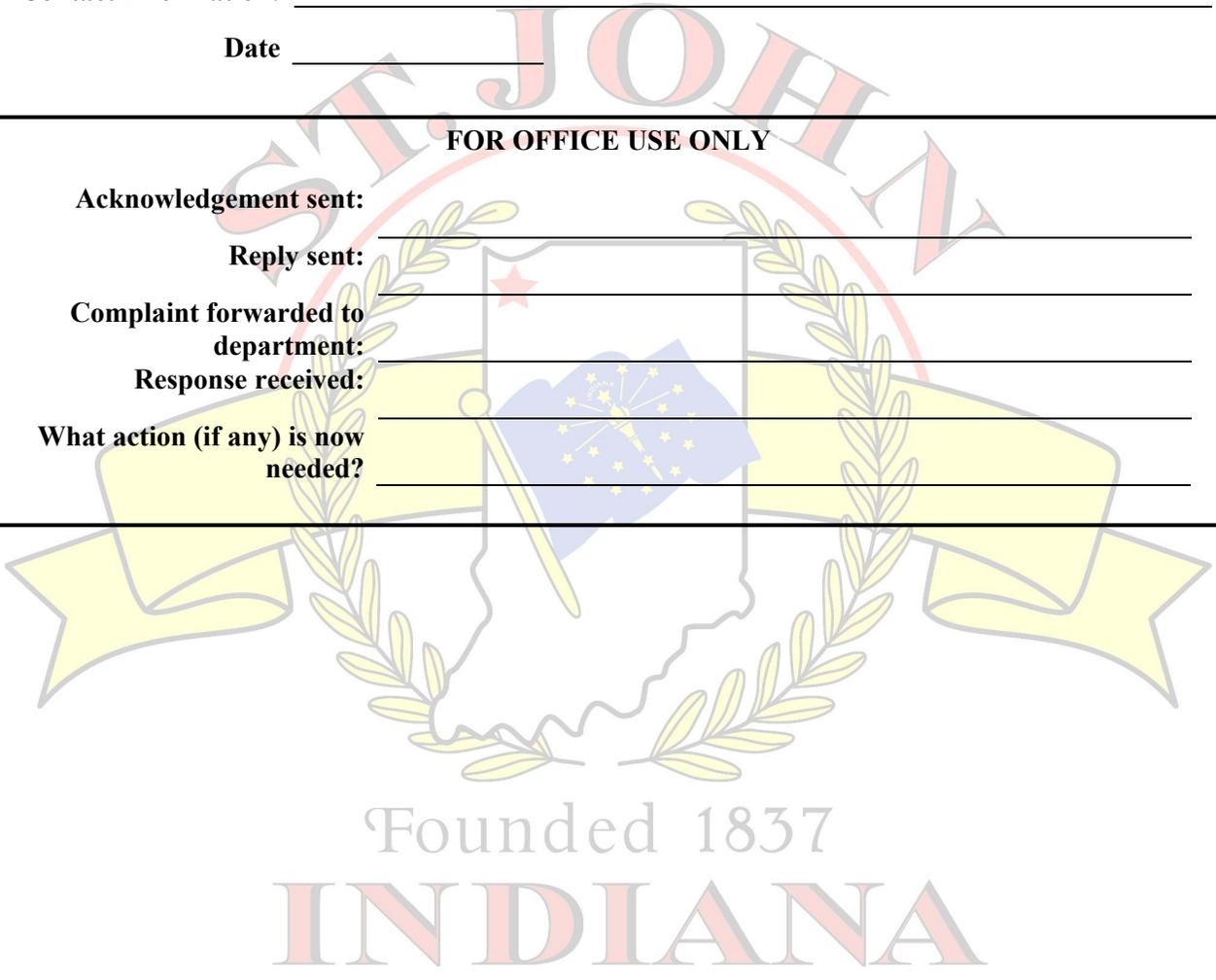
Signature: _____

Name (First & Last): _____

Contact Information: _____

Date _____

FOR OFFICE USE ONLY	
Acknowledgement sent:	_____
Reply sent:	_____
Complaint forwarded to department:	_____
Response received:	_____
What action (if any) is now needed?	_____



ADDENDUM C

Town of St. John



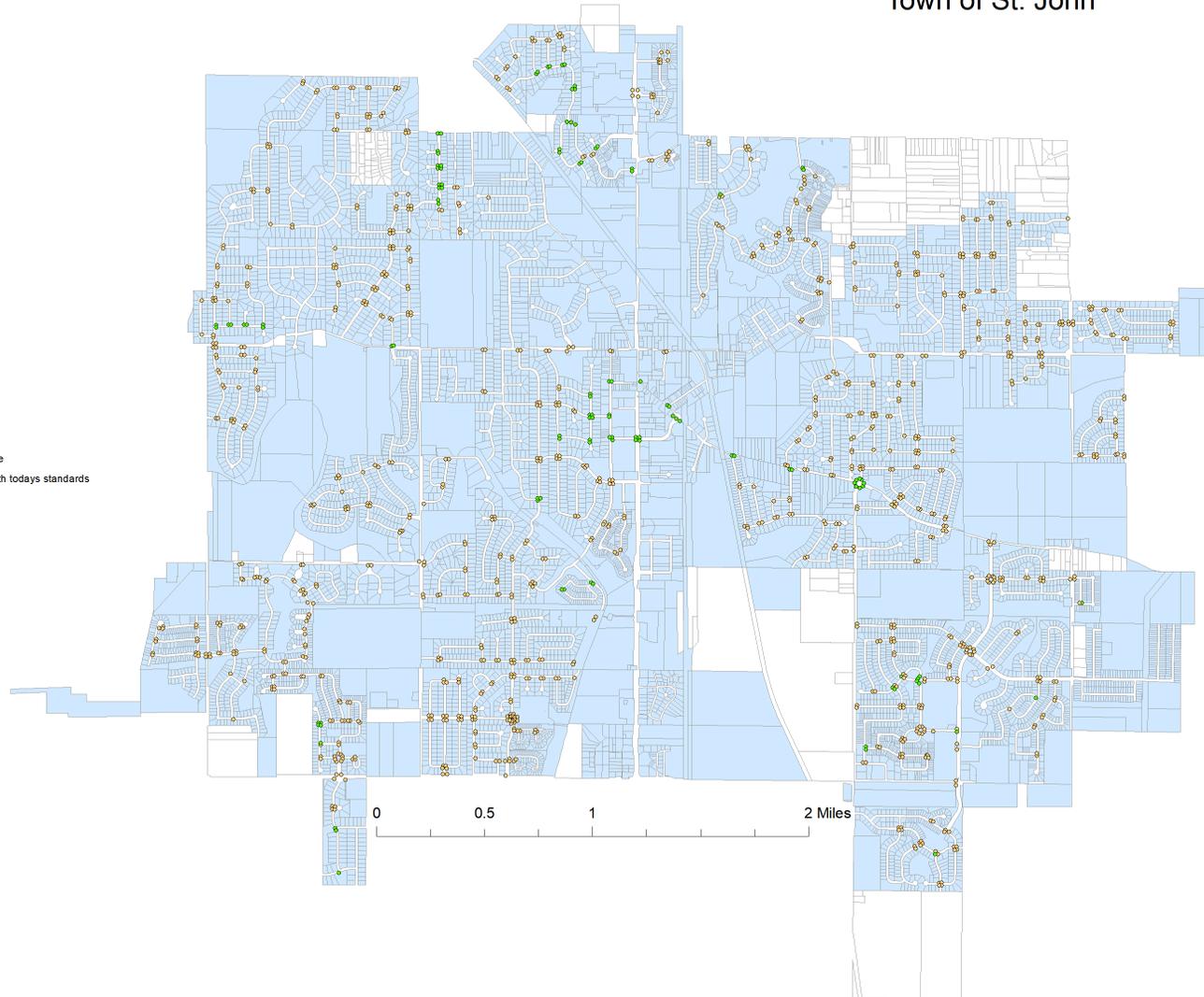
Legend

Compliance

- Not in Compliance
- In Compliance with todays standards

In Town

- Not In Town
- In Town



ADDENDUM D

Town of St. John



Legend

Compliance

- Not In Compliance
- In Compliance with todays standards
- Areas of High Priority

In Town

- Not In Town
- In Town

