



WEBB COUNTY

NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990, Webb County will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, activities, and facilities.

Employment: Webb County 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 Americans with Disabilities Act (ADA). If you feel you have been discriminated against in violation of the American with Disabilities Act, in regard to employment related issues, please contact the Human Resources Department at 956-523-4143.

Effective Communication: The County 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 County'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. To request an auxiliary aid or service for effective communication please contact the **ADA Coordinator** at 956-523-4057 no later than 48 hours before a scheduled event. The County will not place a surcharge to cover the cost of providing auxiliary aids/services.

Modifications to Policies, Procedures and Facilities: The County will make all reasonable modifications to policies, programs, and facilities to ensure that people with disabilities have an equal opportunity to enjoy all County programs, services, and activities.

Complaints: Complaints that a county program, service, activity, or facility is not accessible to persons with disabilities should be submitted in accordance with the ADA Complaint Procedures Policy, as approved on the 13th of February 2017 by the Webb County Commissioners Court. For more information please contact the **ADA Coordinator** at 1620 Santa Ursula, Laredo, Texas 78040, Ph. (956) 523-4057, Fax (956) 523-5158.



WEBB COUNTY

AVISO SOBRE LEY DE AMERICANOS CON DISCAPACIDADES

Conforme a los requisitos del Título II de la Ley de Americanos Con Discapacidades de 1990, el Condado de Webb no discriminará a personas con discapacidades a base de su discapacidad al proveer los servicios, programas, actividades, o acceso a los edificios del Condado.

Empleo: El Condado de Webb no discrimina a base de discapacidad en sus prácticas de contrato y empleo y cumple con todas las regulaciones promulgadas por la Comisión Federal de La Igualdad de Oportunidades en el Empleo bajo el Título I del Acta de Americanos con Discapacidades. En relación a asuntos de empleo, por favor contacte al Departamento de Recursos Humanos en el 956-523-4143.

Comunicación Efectiva: El Condado generalmente, y a base de peticiones, proporcionará servicios y herramientas para comunicarse efectivamente con personas discapacitadas para que puedan participar equitativamente en los programas, servicios, y actividades del Condado, incluyendo intérpretes calificados de señas, documentos en Braille, y otras formas para hacer la información accesible para personas con impedimentos visuales, auditivos, o del habla. Para solicitar herramientas o servicios auxiliares contacte a la **Coordinadora del ADA** al menos 48 horas antes de su cita o de un evento programado. El Condado no le cobrará el costo de proveer servicios o herramientas auxiliares.

Modificaciones a las Pólizas, Procedimiento, o Edificios: El Condado hará todas las modificaciones razonables a las pólizas, procedimientos, y edificios necesarios para asegurarse que las personas con discapacidades tengan una oportunidad equitativa para disfrutar de todos los programas, servicios, y actividades del Condado.

Quejas: Quejas sobre la accesibilidad de los programas, servicios, actividades, o edificios del Condado para personas con discapacidades deben ser informadas de acuerdo a la Póliza de Procedimiento de Quejas del ADA aprobado por la Corte de Comisionados del Condado de Webb el 17 de Febrero del 2017. Para más información contacte a la **Coordinadora del ADA** en el 1620 Santa Ursula, Laredo, Texas 78040, Tel. (956) 523-4057, Fax (956) 523- 5158.



Americans with Disabilities Act Complaint Procedure Policy

Pertaining to programs, services, activities, and facilities operated by Webb County
Commissioners Court Approval: February 13, 2017

This policy is established to provide prompt and equitable resolution of complaints alleging any action that is prohibited by Title II of the Americans with Disabilities Act (hereinafter "ADA"), associated with the provision of services, activities, programs, and facilities by Webb County. The County's Personnel Policies and Procedures govern employment-related issues in violation of the ADA.

For assistance in the filing of a complaint, please contact the **ADA Coordinator at (956) 523-4057**.

Step 1. A verbal complaint or written complaint should be filed by the complainant and/or his/her designee as soon as possible but no later than ninety (90) calendar days after the alleged violation with the ADA Coordinator by calling **(956) 523-4057** or submitting the complaint form to **1620 Santa Ursula, 2nd Floor, Laredo, TX 78040**.

For written complaints, the ADA Complaint Form attached hereto should be used and must contain the following information:

- The name, address and telephone number of the person filing the complaint.
- The name, address and telephone number of the person alleging the ADA violation, if other than the person filing the complaint.
- A description of the alleged violation and the remedy sought.

Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

Step 2. The complainant will receive an initial response within fifteen (15) business days of receipt.

Step 3. Within sixty (60) calendar days of receipt, the ADA Coordinator will conduct the investigation necessary to determine the validity of the alleged violation. The investigation may include, but not be limited to, interviews with: (a) the complainant; (b) any other person the ADA Coordinator believes to have relevant knowledge concerning your complaint; and/or (c) any witness identified by the complainant. The ADA Coordinator will also consider any written evidence that is given to him/her.

The ADA Analyst for Title II issues will contact the Webb County Attorney's Office to schedule a meeting to review the written complaint. The County Attorney's Office will review the information compiled by the ADA Coordinator and any written evidence submitted by complainant.

Step 4. A written determination as to the validity of the Title II complaint and description of the resolution, if appropriate, will be issued by the ADA Coordinator to the complainant no later than ninety (90) days from the date of the County's receipt of the complaint and a copy forwarded to the County Attorney's Office.

Step 5. If the complainant is dissatisfied with the County's handling at any stage of the process or does not wish to file a complaint through the County's ADA Complaint Procedure, the complainant may file directly with the United States Department of Justice or other appropriate state or federal agency. Use of the County's complaint procedure is not a prerequisite to the pursuit of other remedies.