



## NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

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

**Employment:** The County of San Mateo 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).

**Effective Communication:** The County of San Mateo will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities including people with speech, hearing, or vision disabilities so they can participate equally in the County of San Mateo’s programs, services, and activities.

**Modification to Policies and Procedures:** The County of San Mateo will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all its programs, services, and activities. For example, individuals with service animals are welcomed in the publicly accessible areas of County offices, even in certain areas 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 County of San Mateo program, service, or activity, should contact the County ADA Title II Coordinator as soon as possible and not less than 48 hours prior to the scheduled program, service, or activity.

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

The County of San Mateo 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 not accessible to persons who use wheelchairs.

### **Contact:**

Any complaints that a program, service, or activity provided by the County of San Mateo is not accessible to persons with disabilities, as well as any requests for modifications, should be directed to:

Brae Hunter  
ADA Title II Coordinator  
500 County Center  
Redwood City, CA 94063  
(650) 599-1151 (desk)  
(659) 647-9930 (cell)  
[bhunter@smcgov.org](mailto:bhunter@smcgov.org)

## County of San Mateo ADA Title II Grievance Procedure

San Mateo County has an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by the U.S. Department of Justice regulations implementing Title II of the Americans with Disabilities Act.

Title II states, in part, that “no otherwise qualified disabled individual shall, solely by reason of such disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination” in programs or activities sponsored by a public entity.

Complaints should be addressed to:

Brae Hunter, ADA Title II Coordinator  
Human Resources Department, Risk Management Division  
500 County Center, 4th Floor  
Redwood City, CA, 94063  
[bhunter@smcgov.org](mailto:bhunter@smcgov.org)  
(650) 599-1151 desk  
(650) 647 9930 cell  
(650) 363-4864 fax

- I. A complaint should be filed in writing or verbally, contain the name and address of the person filing it, and briefly describe the alleged violation of the regulations.
- II. A complaint should be filed within twenty (20) working days, after the complainant becomes aware of the alleged violations. Processing of allegations of discrimination which occurred before this grievance procedure was in place will be considered on a case-by-case basis.
- III. An investigation as may be appropriate shall follow filing of complaint. The investigation shall be conducted by the Department Head or their designee. These rules contemplate informal but thorough investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint.
- IV. A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by the department, and a copy forwarded to the County ADA coordinator, no later than twenty (20) working days after its filing.
- V. The County ADA Coordinator and Department ADA Representative shall maintain the files and records of San Mateo County relating to the complaints filed.
- VI. The complainant can request a reconsideration of the case in instances where he or she is dissatisfied with the resolution. The request for reconsideration should be made within ten (10) working days to the County ADA Coordinator.
- VII. Following the request for reconsideration, the County ADA Coordinator shall conduct an investigation as is appropriate, and submit those findings to the appropriate Department and the complainant within 20 workings days.
- VIII. If these findings differ from those of the original departmental determination, a copy of both findings shall be submitted to the County Manager for review and reconciliation.

The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies such as the filing of an ADA complaint with the responsible federal department or agency. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies.

These rules shall be construed to protect the substantive rights of interested persons to meet appropriate due process standards and to ensure that San Mateo County complies with the ADA Title II and implementing regulations.



County of San Mateo  
500 County Center  
Redwood City, CA 94063  
ADA Title II Coordinator  
(650) 599-1151 (desk), (650) 647-9930 (cell)

**ADA Title II Grievance Form**

Name(s): \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Description of Grievance (attach additional pages if necessary):

\_\_\_\_\_  
\_\_\_\_\_

Date and Time of Alleged Violation: \_\_\_\_\_

If the incident involves a County of San Mateo employee(s) please provide his or her name(s), if known:

\_\_\_\_\_

If the grievance involves physical access to a County of San Mateo public facility, land, or right-of-way, please provide the specific address(s) of those locations, if known:

\_\_\_\_\_  
\_\_\_\_\_

Please give the name(s) and address(s), if known, of any witnesses to the access violation or alleged discrimination:

\_\_\_\_\_

What action(s) do you request the County of San Mateo take to correct the alleged violation or discrimination?

\_\_\_\_\_  
\_\_\_\_\_

Signature of (Check one):     Observer         Victim         Authorized Representative

X \_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**No later than 20 working days after receipt of the complaint, the County will send a written determination as to the validity of the complaint and a description of the resolution, if any. (See Grievance Policy)**

***~ COMPLAINT CAN BE FILED VERBALLY OR IN WRITING ~***