

6. NON-DISCRIMINATION AND ACCESSIBILITY POLICY

POLICY

Scott County is committed to providing an inclusive and welcoming environment for all members of our community. It is the policy of Scott County to provide equal treatment to all members of our community seeking employment, accommodations or services without regard to race, creed, color, national origin or ancestry, age, sex, sexual orientation, marital status, religion, political affiliation, mental or physical handicap (except as a bona fide occupational qualification), genetic information or any other protected class.

SCOPE

This policy is applicable to all County offices, departments and authorized outside agencies funded, in whole or in part, by the County.

OBJECTIVES

The County affirms its commitment to providing meaningful opportunities and access to facilities, programs, activities and services in an effort to comply with all federal and state laws for all members of our community. Employment practices are more fully defined in the County's EEO policy.

ADMINISTRATIVE PROCEDURES RELATED TO ACCESSIBILITY:

All services and programs receiving County funds and available to the residents of Scott County shall be made accessible to all members of our community. Including disabled residents, on an equal basis and without discrimination. Scott County shall utilize guidelines set forth in the Americans with Disabilities Act (ADA) including future revisions and succeeding legislation in providing accessible services and facilities.

In developing programs, implementing services and providing access to facilities, the County will consider the needs of disabled residents. The County recognizes that hidden or unforeseen barriers may exist and, in such cases, the County is committed to the concept of reasonable accommodation in providing an equal level of service to disabled residents.

In marketing and/or advertising its services and programs, the County will consider alternative mediums for reaching individuals with hearing or sight impairments.

County services or programs developed specifically for the disabled will be appropriately advertised or promoted. County facilities shall bear appropriate signage and/or markings to denote accessible entrances, pathways and features to ease use by the

disabled. Wherever readily achievable, County facilities shall meet the physical requirements of the Americans with Disabilities Act (ADA).

The County recognizes the necessity of making its public buildings and facilities as accessible to the disabled as possible within available resources. As such, all County buildings and facilities open to the general public will, at a minimum, comply with state and federal regulations (including ADA) pertaining to handicapped accessibility. Further, in construction of new facilities and/or the remodeling of existing public buildings, the County will not limit itself to minimum accessibility requirements but will consider the needs of disabled individuals throughout such facilities. Accessible features (such as restrooms, power door operators, parking stalls, etc.) will not necessarily be limited to minimum requirements. Rather, consideration will be given to such factors as the frequency of public access and the potential for inconvenience to the disabled.

RESPONSIBILITY FOR IMPLEMENTATION

Responsibility for the implementation of this policy and compliance with related federal, state and local regulations is placed with the County's Equal Employment Opportunity (EEO) Officer located in the County Human Resources Department. The EEO Officer's responsibility in this regard includes:

1. Identification and development of resources to assist departments in providing equal service and reasonable accommodation to the disabled;
2. Periodic review of services and programs and communication with County staff to ensure non-discrimination;
3. Investigation and resolution of complaints in accordance with the complaint procedure set out in this policy;
4. Maintenance of proper records, including records of complaints as reference below, in accordance with federal regulations.

COMPLAINT PROCEDURE

The following complaint procedure is intended to provide for the prompt and equitable resolution of complaints alleging any action prohibited by local, state and federal law.

Any individual who feels he/she has been discriminated against based on one of the above classes may file a complaint with the County EEO Officer in care of the Scott County Human Resources Department, 600 West 4th Street, Davenport, Iowa 52801. Complaints shall be handled in accordance with the following procedure:

Step 1. The complainant shall meet and discuss any alleged violation with the County EEO Officer within 30 days following its occurrence in an effort to resolve the problem in an informal manner. The EEO Officer shall respond verbally to the complainant no later than 10 days after this initial discussion. The parties are encouraged to participate in alternative dispute resolution in an attempt to resolve a problem at Step 1, should a solution not be readily achievable.

Step 2. If the Step 1 response fails to resolve the matter, the complainant shall have 10 days in which to file a formal written complaint with the County Administrator. The complaint must be legible and must include: the name, address and telephone number of the complainant; the date of filing; the name(s) of those against whom the complaint is lodged; a clear and concise description of the facts related to the alleged discriminatory practice; and the remedy or solution requested by the complainant. All such complaints must be signed and dated by the complainant. Upon request of the complainant, reasonable assistance will be provided by the County in preparing such written complaint.

Upon receipt of a formal written complaint, the County Administrator (or his/her designee) shall, within 10 days following receipt of the complaint, meet with the interested parties to more fully discover the facts related to the complaint. Within 20 days following receipt of the formal written complaint, the County Administrator (or his/her designee) shall respond to the complainant in writing.

Discrimination complaints filed in accordance with this complaint procedure does not preempt the complainant from taking additional action as provided by law. However, complainants are encouraged to utilize this procedure as a first recourse in addressing alleged discriminatory practices.