
CITY OF LONG BEACH

AMERICANS WITH DISABILITIES ACT POLICY

I. SCOPE

In accordance with the requirements of Title II of the Americans with Disabilities Act (“ADA”) of 1990, the City of Long Beach (“City”) does not discriminate against qualified individuals with disabilities on the basis of disability in the City’s services, programs, or activities.

II. EMPLOYMENT

The City 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.

III. EFFECTIVE COMMUNICATION

The City 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 City’s programs, services, and activities. This includes offering qualified sign language interpreters and documents in Braille, in order to make information and communication accessible to individuals who have speech, hearing, or vision impairments.

IV. MODIFICATIONS TO POLICIES AND PROCEDURES:

The City will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all City programs, services, and activities. For example, individuals with service animals are welcomed in City offices, even though 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 City program, service, or activity, should contact the office of the City Manager at (516) 431-1001 as soon as possible but no later than 48 hours before the scheduled event.

The ADA does not require the City to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden. However, the City will make every effort to reasonably accommodate individuals.

Complaints that a City program, service, or activity is not accessible to persons with disabilities should be directed to the office of the City Manager at (516) 431-1001. The City 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.

V. GRIEVANCE PROCEDURE

This grievance procedure is established to meet the requirements of the Americans with Disabilities Act of 1990. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the City. The City's Employee Handbook governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination, such as the name, address, and phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be available upon request for persons with disabilities.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

The Office of the City Manager
1 West Chester Street
Long Beach, NY 11561
Phone: (516) 431-1001

Within 15 calendar days after the receipt, the City Manager or his or her designee will meet with the complainant to discuss the issue and possible resolutions. Also within 15 calendar days of the meeting, the City Manager or his or her designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the City and offer options for the substantive resolution of the complaint.

If the response by the City Manager or her designee does not satisfactorily resolve the situation, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the President of the City Council or his or her designee.

Within 15 calendar days after receipt of the appeal, the President of the City Council or his or her designee will meet with the complainant to discuss the complaint and potential resolutions. Within 15 calendar days after the meeting, the President of the City Council or his or her designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the office of the City Manager, appeals to the President of the City Council or his or her designee, and responses from these two offices will be retained by the City for at least three years.

VI. ANNUAL REVIEW & AMENDMENTS

On an annual basis, or as deemed necessary, the City Council shall review the Americans With Disabilities Act Policy and shall approve policy revisions, if any, by formal resolution.

ADOPTED: NOVEMBER 17, 2020