

RESOLUTION NO. 014-24

A RESOLUTION OF THE TOWN COUNCIL OF THE TOWN OF HIGHLAND PARK, TEXAS ADOPTING THE TITLE II OF THE AMERICANS WITH DISABILITIES ACT (ADA) NOTICE, COORDINATOR, AND GRIEVANCE PROCEDURE REGULATORY REQUIREMENTS; AND PROVIDING AN EFFECTIVE DATE.

WHEREAS, the federal government enacted the Americans with Disabilities Act of 1990 (“ADA”) to prohibit discrimination against qualified individuals with disabilities in all services, programs, or activities of public entities; and

WHEREAS, 28 C.F.R. Part 35 implements Title II of the ADA and outlines requirements for public entities; and

WHEREAS, 28 C.F.R. § 35.106 requires a public entity to publish notice regarding the ADA requirements and its applicability to the services, programs, or activities of the public entity to applicants, participants, beneficiaries, and other interested persons; and

WHEREAS, 28 C.F.R. § 35.107(a) requires a public entity that employs 50 or more persons designate at least one employee to coordinate its efforts to comply with and carry out its responsibilities under 28 C.F.R. Part 35 and Title II of the ADA; and

WHEREAS, 28 C.F.R. § 35.107(b) requires a public entity that employs 50 or more persons adopt and publish grievance procedures providing for prompt and equitable resolution of complaints alleging discrimination on the basis of disability in state and local government services; and

WHEREAS, the Town of Highland Park has a longstanding commitment to provide access to all its services, programs, and activities to the public and recognizes adoption of the Title II of the ADA notice, Coordinator, and Grievance Procedure regulatory requirements furthers that goal.

NOW, THEREFORE, BE IT RESOLVED BY THE TOWN COUNCIL OF THE TOWN OF HIGHLAND PARK, TEXAS:

Section 1. The above and foregoing recitals are true and correct and are incorporated herein.

Section 2. The Town Council does hereby resolve to publish the required information regarding notice under Title II of the ADA, the ADA Coordinator, and the Title II of the ADA Grievance Procedure on the Town’s website and at such other locations as may be determined from time to time.

Section 3. The Town Council does hereby direct the Town Administrator to designate a Town employee to serve as the ADA Coordinator for the Town.

Section 4. The Town Council does hereby adopt and approve the Title II of the ADA Grievance Procedure, a copy of which is attached hereto as EXHIBIT A, for addressing complaints alleging discrimination on the basis of disability in the provision of services, programs, or activities by the Town.

Section 5. This Resolution shall be effective from and after its date of passage.

PASSED AND APPROVED by the Highland Park Town Council on this 6th day of August 2024.

APPROVED AS TO FORM:

APPROVED:

Susan Thomas
Town Attorney

Will C. Beecherl
Mayor

ATTEST:

Joanna Mekeal
Town Secretary

Exhibit A to the Resolution
GRIEVANCE PROCEDURE

TOWN OF HIGHLAND PARK, TEXAS

TITLE II GRIEVANCE PROCEDURE UNDER THE AMERICANS WITH DISABILITIES ACT

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 (ADA). 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 Town of Highland Park. The Town of Highland Park Employee Handbook governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, 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 made available for persons with disabilities upon request.

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:

Allison Keene, ADA/504 Coordinator
HR Coordinator
Human Resources
4700 Drexel Drive
Highland Park, TX 75205
Office: 214-559-4161
Texas Relay: 7-1-1
akeene@hptx.org

Within 15 calendar days after receipt of the complaint, Allison Keene or her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Allison Keene 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 Town of Highland Park and offer options for substantive resolution of the complaint.

If the response by Allison Keene or her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Town Administrator or his/her designee.

Within 15 calendar days after receipt of the appeal, the Town Administrator or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Town Administrator or his/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 Allison Keene or her designee, appeals to the Town Administrator or his/her designee, and responses from these two (2) offices will be retained by the Town of Highland Park for at least three (3) years.

TOWN OF HIGHLAND PARK, TEXAS

TITLE II ADA GRIEVANCE FORM

The Town of Highland Park ensures that no person or groups of persons shall, on the grounds of race, color, sex, religion, national origin, age, disability, retaliation, or genetic information, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any and all programs, services, or activities administered, its recipients, sub-recipients, and contractors. To request an accommodation and/or an alternate format, please contact Allison Keene, ADA/504 Coordinator, at 214-559-9332, or 214-521-4161.

Instructions: Please complete and sign the form and email or mail it to the Town within 60 calendar days of any incident to:

ADA/504 Coordinator – Allison Keene

Physical address:

Allison Keene, ADA/504 Coordinator
HR Coordinator
4700 Drexel Drive
Highland Park, TX 75205

Phone: 214-559-9332
Email: akeene@hptx.org

1. Type of Grievance (check all that apply):

- ☐ Accommodation Request
☐ Program/Service
☐ Facility Accessibility
☐ Other: _____

CONTACT INFORMATION

2. Reporting Individual:

Full Name:
Address:
City, State, Zip code:
Phone:
Alternate Phone:
Email:

3. Authorized Representative of Reporting Individual (if any):

Full Name:
Address:
City, State, Zip code:
Phone:
Alternate Phone:
Email:

DETAILS OF COMPLAINT / INCIDENT

4. Date/Time of Incident: _____

5. Department/Facility/Location Involved:

6. Describe the incident/complaint with enough detail so the nature of the grievance can be understood. Add additional pages if necessary:

7. Have attempts been made to resolve the complaint through a Town Department? If yes, please describe the efforts that have been made.

8. Remedy Sought. What action do you want taken?

Signature

Date

Attach additional pages as necessary. If you need assistance, require an accessible format, or have questions about this form, please contact the Town's ADA/504 Coordinator at:

Physical address:

Allison Keene, ADA/504 Coordinator
HR Coordinator
4700 Drexel Drive
Highland Park, TX 75205

Phone: 214-559-9332
Email: akeene@hptx.org

Office Use Only

Date Complaint Opened:

Date Complaint Closed: