



Orange City Policies ♦ 205 East Graves Avenue, Orange City, FL 32763

General Commitment to Non Discrimination

Title VI of the Civil Rights Act prohibits any person in the United States from being denied the benefits of or discriminated against under any program or activity that receives federal financial assistance.

The City of Orange City values diversity and both welcomes and actively seeks input from all interested parties, regardless of cultural identity, background or income level. Moreover, the City does not tolerate discrimination in any of its programs, services or activities. Orange City prohibits discrimination and/or exclusion from municipal facilities, programs, activities and services based on a person's race, color, national origin, creed, sex, age, sexual orientation, disability, veteran status, religion, income, ability to speak English, or family status. Orange City will actively work to ensure inclusion of everyone in our community so that City programs, services and activities represent the diversity we enjoy.

Persons with Disabilities

The City is committed to including individuals with disabilities in municipal services programs and activities. The City shall make every effort to ensure that its services programs and activities when viewed in their entirety are readily accessible to and usable by individuals with disabilities. In an effort to promote meaningful access for persons with disabilities, the City recognizes its obligation to provide modifications to policies, practices, and procedures and where necessary to provide auxiliary aids to qualified individuals with disabilities.

Individuals requesting modifications or auxiliary aids/services must when possible, provide the City a minimum of 72 hours advance notice. Because of logistical difficulties in obtaining certain services e.g., interpreters, persons requesting aids and services are strongly encouraged to provide the City additional advance notice. Examples of auxiliary aids and materials which may be made available include: interpreters; note takers; written materials; telephone handset amplifiers; TDD's; enlarged text; qualified readers; audio recordings, larger print readers, Braille, and assistance in locating items – all services will be provided at no cost.

Although the City will give primary consideration to an individual's choice of auxiliary aid/service, it may not be possible for the City to provide auxiliary aids that would result in a fundamental alteration in the nature of a service, program, or a activity or in an undue financial or administrative burden. However, in such instances, the City will furnish another auxiliary aid, if available, that does not result in a fundamental alteration or undue burden.

Limited English Speaking (LEP) Persons

Consistent with Executive Order 12898, *Environmental Justice in Low Income and Minority Populations*, and in order to avoid the exclusion and/or discrimination against limited English speaking persons on the grounds of national origin, the City is committed to taking reasonable steps to ensure that such eligible persons have



Orange City Policies • 205 East Graves Avenue, Orange City, FL 32763

meaningful access to the City's services, programs and activities. The City recognizes that one the most important elements required for meeting this obligation is for an appropriate mix of written and oral language assistance e.g., translation services, to be accessible to limited English speaking persons.

Which documents must be translated, when oral translation is necessary, and whether such services must be immediately available depend on many factors. As a result, the City is committed to following the United States Department of Justice (USDOJ) guidance on making such determinations, which includes determining:

- 1) Number or Proportion of LEP Individuals
- 2) Frequency of Contact with the Program
- 3) Nature and Importance of the Program
- 4) Resources Available

As part of this effort, it will be the policy of the City to post this policy statement or a statement summarizing this policy (translated into languages that are most frequently spoken in the City). The posting will occur in places where municipal services are provided and on appropriate public documents e.g., advertisements, notices.

Questions, requests and complaints

Individuals having questions, requests for services/modifications or complaints concerning the City of Orange City's policy on nondiscrimination should contact the City's Human Resources/Risk Manager.

Andy McNeill, Human Resources/Risk Manager
205 E. Graves Avenue
Orange City, FL 32763
Phone Number: (386) 775-5408
FAX: (386) 775-5416
E-mail: amcneill@ourorangecity.com
Days/Hours Available: Monday – Friday, 8:00AM to 4:00PM

Complaints

The complaint should be in writing (or submitted through the use of an auxiliary aid) and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. A complaint must be filed within one hundred eighty (180) days after the date of the alleged discrimination, unless the time for filing is extended by federal authorities.

Complaint Investigation



Orange City Policies • 205 East Graves Avenue, Orange City, FL 32763

Upon receipt of a signed complaint, the City's Human Resources/Risk Manager will, within five (5) working days, provide the complainant or his/her representative with a written acknowledgement of the complaint.

The City's Human Resources/Risk Manager will take reasonable steps to resolve the matter and respond to the complaint within thirty (30) days. The City's Human Resources/Risk Manager has 'easy access' to the City Manager and is not required to obtain other approval to discuss discrimination.

Should the City be unable to satisfactorily resolve the complaint, the City's Human Resources/Risk Manager shall forward the complaint, along with a record of its disposition, through the City's grievance process.

ADA/504 STATEMENT

Section 504 of the Rehabilitation Act of 1973 (Section 504), the Americans with Disabilities Act of 1990 (ADA) and related federal and state laws and regulations forbid discrimination against those who have disabilities. Furthermore, these laws require federal aid recipients and other government entities to take affirmative steps to reasonably accommodate the disabled and ensure that their needs are equitably represented in the transportation planning process.

The City of Orange City will make every effort to ensure that its facilities, programs, services and activities are accessible to those with disabilities. The City will make every effort to ensure that its public involvement activities include representation by the disabled community and disability service groups. The City encourages the public to report any facility, program, service or activity that appears inaccessible to the disabled. Furthermore, the City will provide reasonable accommodation to disabled individuals who wish to participate in public involvement events or who require special assistance to access City facilities, programs, services or activities. Because providing reasonable accommodation may require outside assistance, organization or resources, the City asks that requests be made at least 72 hours prior to the need for accommodation.

Questions, concerns, comments or requests for accommodation should be made to the:

Andy McNeill, Human Resources/Risk Manager
 205 E. Graves Avenue
 Orange City, FL 32763
 Phone: (386) 775-5408
 Fax: (386) 775-5416
 E-mail: amcneill@ourorangecity.com
 Days/Hours Available: Monday – Friday, 8:00AM to 4:00PM

Additionally the City has designated an ADA coordinator to make it easier to help members of the public with questions and concerns about disability discriminations, act as a single source of information on ADA compliance with public infrastructure, and can focus on moving projects and facilities towards compliance.



Orange City Policies • 205 East Graves Avenue, Orange City, FL 32763

Michael Watson
ADA Coordinator
205 E Graves Avenue
Orange City, FL 32763
Phone: (386) 775-5450 Fax:
(386) 775-5452
e-mail: mwatson@ourorangecity.com