

FAQS ON YOUR RIGHT TO ACCESSIBLE PROGRAMS, SERVICES AND ACTIVITIES

The city of Phoenix is committed to meeting your reasonable accommodation needs. Phoenix is required to provide accessible programs, services and activities for members of the public.

Why does the city of Phoenix provide accessible programs, services and activities?

The city has a long history of commitment to providing accessible services to all citizens. This commitment is consistent with requirements of the Americans with Disabilities Act (ADA), a federal civil rights law that protects qualified persons with disabilities from discrimination. Under the law, the city of Phoenix must ensure that its programs, services and activities are readily accessible and usable by qualified persons with disabilities. As a public entity, the city will reasonably modify its policies, practices and procedures to ensure the full participation of everyone.

Who can request a reasonable accommodation?

A reasonable accommodation may be requested by any qualified person with a disability.

A person with a disability is a person who has a physical or mental impairment that substantially limits one or more of the major life activities of the person.

- A physical or mental impairment may include, but is not limited to, such conditions as visual, speech and hearing impairments; cerebral palsy; cancer; epilepsy; heart disease; muscular dystrophy; multiple sclerosis; diabetes; HIV; cosmetic disfigurement; tuberculosis; mental retardation; organic brain syndrome; emotional or mental illness and specific learning disabilities.
- Major life activities include functions such as caring for one's self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working.

How do I request a reasonable accommodation to participate in a city program, service or activity?

- Make your request known as soon as possible. Notify the city staff listed below of the desired accommodation.
- Actively engage in discussion on what solution will allow you to participate in the program, service or activity.
- Work with city staff listed below to identify the accommodation(s) that best fit your needs and which logistically the city is able to reasonably provide.

- Coordinate with staff listed below to ensure that the accommodation arrangements are possible and can be met in a timely fashion.

Examples of some reasonable accommodations and services the city provides include:

- Documents in alternate formats such as Braille, large print and compact disc
- Qualified sign language and oral interpreters at city meetings/functions, public events, interviews, etc.
- Captioning services of city-produced television programs and training videotapes
- Accessible meeting facilities
- Availability of city text telephones (TTYs) or relay services that allow direct contact with staff on requests/questions

What should I do if I suspect my reasonable accommodation request is being denied or ignored?

- Contact the Equal Opportunity Department at the number below. You can also fill out a complaint form located on the same web page as this list.

What do I do if I want to file a complaint?

- Contact the Equal Opportunity Department at the number below. An investigator will assess your complaint and determine if a violation has occurred.

What will the investigator do with my complaint?

- The investigator will review your complaint to determine if this office has proper jurisdiction over the matter.
- If this office has proper jurisdiction, an attempt will be made to resolve the complaint with all parties.
- If a resolution is not possible, the investigator will assess the case for the best course of action, which may involve an investigation.

Where can I get more information?

City of Phoenix Equal Opportunity Department
200 W. Washington St., 15th Floor
Phoenix, AZ 85003

602-262-7716/Office
7-1-1/TTY
602-534-1124/Fax