



## **Humboldt County Association of Governments (HCAOG) Reasonable Accommodation Policy**

### **Reasonable Accommodation Policy**

The Humboldt County Association of Governments (HCAOG) is committed to ensuring equal access to all programs, services, and activities for individuals with disabilities, in compliance with the Americans with Disabilities Act (ADA) Title II and Section 504 of the Rehabilitation Act of 1973. HCAOG will provide reasonable accommodations and auxiliary aids and services when requested to enable full participation by people with disabilities.

### **Requesting Accommodation**

Individuals who require an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity, should contact HCAOG as soon as possible, but no later than 72 hours before the scheduled event.

Examples of reasonable accommodation and auxiliary aids/services include:

- Sign language interpreters or real-time captioning (CART)
- Documents in alternative formats such as large print, Braille, audio, or accessible electronic formats
- Modifications to meeting room setup for accessibility

While not all listed aids or services may be provided in every instance, HCAOG will offer the option that effectively meets the individual's communication needs and is the most reasonable and cost-effective under the circumstances.

### **Non-Retaliation**

HCAOG will not retaliate against any individual for requesting an accommodation or for filing a complaint related to disability access.

### **Contact Information**

ADA/504 Coordinator: Brendan Byrd, Executive Director

Phone: (707) 444-8208

(TTY users may dial 7-1-1 to connect with the California Relay Service)

Email: [info@hcaog.net](mailto:info@hcaog.net)

Mail: 611 I Street, Suite B, Eureka, CA 95501

**Humboldt County Association of Governments (HCAOG)**  
**ADA/Section 504 Grievance Procedure**

The Humboldt County Association of Governments (HCAOG) has established this ADA/Section 504 Grievance Procedure to provide a prompt and equitable resolution of complaints alleging any action prohibited by Title II of the Americans with Disabilities Act (ADA) or Section 504 of the Rehabilitation Act of 1973. This procedure applies to complaints alleging disability discrimination in the provision of HCAOG programs, services, or activities.

**1. Filing a Complaint**

Any person who believes they have been subjected to discrimination or denied equal access due to a disability may file a grievance. The complaint should be submitted as soon as possible, but no later than 60 calendar days after the alleged violation.

Complaints must be in writing and contain:

- The name, address, and phone number of the complainant.
- A description of the problem or action alleged to be discriminatory.
- The date(s) of the alleged violation.
- The name(s) of any person(s) involved, if known.

Alternative means of filing complaints, such as in person, by phone, in Braille, large print, audio recording, or by email, will be made available for people with disabilities upon request.

**2. Submission of Complaints**

Complaints should be submitted to the ADA/504 Coordinator:

ADA/504 Coordinator: Brendan Byrd, Executive Director

Phone: (707) 444-8208

(TTY users may dial 7-1-1 for the California Relay Service)

Email: [info@hcaog.net](mailto:info@hcaog.net)

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**3. Investigation**

The ADA/504 Coordinator will acknowledge receipt of the complaint within 15 business days and will begin an investigation. The investigation will be conducted in a manner appropriate to the complaint and may include interviews, document review, and consultation with relevant parties.

**4. Resolution**

A written determination, including findings and a description of any resolution, will be issued to the complainant within 45 business days after receipt of the complaint, unless an extension is agreed upon.

## **5. Appeals**

If the complainant is dissatisfied with the resolution, they may appeal the decision in writing to the HCAOG Executive Director within 30 calendar days of receiving the written determination.

The Executive Director or their designee will issue a final decision within 30 calendar days of receiving the appeal.

## **6. Non-Retaliation**

HCAOG will not retaliate against any person who files a complaint, participates in the investigation, or opposes a practice believed to be discriminatory.

## **7. Recordkeeping**

HCAOG will maintain all complaint files for at least three (3) years.