

# **NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT**

In accordance with the requirements of title II of the Americans with Disabilities Act of 1990, the City of Sunset Hills will not discriminate against qualified individuals with disabilities on the basis of disability in the City's services, programs, or activities.

**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 Americans with Disabilities Act (ADA).

**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, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

**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 where 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 Laura Rider at 314-849-3939, ADA Coordinator as soon as possible but no later than 72 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.

Complaints that a City program, service, or activity is not accessible to persons with disabilities should be directed to Laura Rider at 314-849-3939, ADA Coordinator.

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.



# **AMERICANS WITH DISABILITIES ACT (ADA)**

## **City of Sunset Hills Grievance Procedure**

The City of Sunset Hills has adopted a grievance procedure to meet the requirements of the Americans with Disabilities Act (ADA). This form describes the manner in which any person may bring a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs or benefits by the City of Sunset Hills. The City's Personnel Policy governs employment-related complaints of disability discrimination.

**STEP 1:** The complaint should be in writing and contain information concerning the alleged discrimination. You may use this form or you can file your complaint in writing to the city. Alternative means of filing a complaint, such as a personal interview or a tape recording of the complaint, will be made available for persons with disabilities upon request. Your complaint to the City of Sunset Hills alleging discrimination on the basis of disability should include the following information:

1. Name, address and phone number of person filing the complaint.
2. Location, date and description of the problem or discrimination on the basis of disability.
3. The change, correction, or action sought by the person filing the complaint.
4. The signature of the person filing the complaint.

**STEP 2:** The complaint should be filed with the Sunset Hills City Clerk's office within sixty (60) days after the person filing the complaint becomes aware of the alleged violation(s) of ADA regulations. Within fifteen (15) calendar days of its receipt of the complaint, the ADA Coordinator or their designee will meet with the complainant to discuss the complaint and possible resolutions. Before and after the conference, the ADA Coordinator, with possible assistance from designated employees, must investigate the complaint and examine actions which the city can take to address the complaint.

**STEP 3:** Within fifteen (15) calendar days of the meeting, the ADA Coordinator or their 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 of Sunset Hills and offer options for substantive resolution of the complaint.

**STEP 4:** If the person filing the complaint finds the ADA Coordinator or their designee does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision within fifteen (15) calendar days to the City Clerk or their designee.

Within fifteen (15) calendar days after the receipt of the appeal, the City Clerk or their designee will meet with the complainant to discuss the complaint and possible resolutions. Within fifteen (15) calendar days after this meeting, the City Clerk or their designee will respond in writing, and where appropriate, in a format accessible to the person filing the grievance, with a final resolution of the complaint.

All written ADA complaints received by the ADA Coordinator or their designee, appeals to the City Clerk or their designee, and responses will be retained by the City of Sunset Hills for at least three years.

**CITY of SUNSET HILLS**  
**ADA GRIEVANCE FORM**

PLEASE complete each section of this form to the best of your ability.

Name \_\_\_\_\_ Phone \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Are you filing this inquiry: (Check all that apply)

- \_\_\_\_\_ A. On behalf of yourself as a person with a disability?  
\_\_\_\_\_ B. On behalf of a family member or ward who has a disability? PLEASE describe your relationship:  
\_\_\_\_\_ C. As a person associated with another who has a disability?  
\_\_\_\_\_ D. As an interested person?

**ABOUT YOUR INQUIRY:**

Name of program, service, activity, park or facility involved: \_\_\_\_\_

Location: \_\_\_\_\_

Date and time of occurrence you believe was discriminatory or unfair: \_\_\_\_\_

**WHAT HAPPENED?**

Please describe in your own words the action(s) by an employee(s), the rules or policy, the service(s) or the condition of a park, area, facility or structure which you feel is discriminatory or unfair. It is not necessary to refer to laws, regulations, ordinances, or policies in your description. (Use additional paper to describe your observation(s), if necessary)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**HOW CAN THE PROBLEM BE CORRECTED?**

PLEASE describe the actions, which you feel need to be taken to address the problem.

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**IS THERE A DEADLINE?**

Must this problem be addressed before a program begins or an event occurs? PLEASE identify any date, which you feel is important to the problem.

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**PLANNING A CONFERENCE:**

The City will contact you to schedule a meeting to discuss you complaint. The meeting will occur within fifteen (15) calendar days from the date your inquiry is received.

Do you need an accommodation during the conference? If yes, please describe:

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When are you most available? (Check two)

- M-F 9:00-11:00 a.m.
- M-F 2:00-5:00 p.m.
- Other \_\_\_\_\_
- M-F after 5:00 p.m.
- Sat 9:00 a.m. - Noon

Your Signature: \_\_\_\_\_

**SUBMITTING THIS FORM:**

Thank you for completing this form. We will contact you soon. Please drop off or mail this form to:

Laura Rider, ADA Coordinator  
 City of Sunset Hills  
 3939 South Lindbergh Blvd.  
 Sunset Hills, MO 63127  
 (314)849-3939  
[lrider@sunset-hills.com](mailto:lrider@sunset-hills.com)

For assistance with this form, or for information about program accessibility, please call (314) 849-3939 Voice or please use Relay Missouri 1-800-735-2966 TDD.  
 UPDATED 2-10-94, 4-5-01, 9-10-12, 10/1/12

# Discrimination in Places of Public Accommodation is Prohibited

[www.labor.mo.gov/mohumanrights](http://www.labor.mo.gov/mohumanrights)



The Missouri Human Rights Act makes it illegal for “places of public accommodation” to discriminate because of an individual’s race, color, religion, national origin, ancestry, sex, or disability.



“Places of public accommodation” are “all places or businesses offering or holding out to the general public, goods, services, privileges, facilities, advantages or accommodations for the peace, comfort, health, welfare and safety of the general public or such public places providing food, shelter, recreation and amusement[.]” Section 213.010(15), RSMo.

“Places of public accommodation” include but are not limited to restaurants, bars, retail stores, movie theaters, gas stations, schools, sports stadiums, hotel, motels, and state, county or city facilities.



The types of discrimination prohibited by the Missouri Human Rights Act in places of public accommodation include:

- Refusing to provide service;
- Being inaccessible to a person with a disability;
- Setting different terms or conditions for services or facilities;
- Failing to reasonably accommodate an individual’s disability to allow him/her to use and enjoy the place of public accommodation;

- Failing to provide adequate disabled-accessible parking spaces;
- Failing to provide an accessible public restroom; and
- Failing to provide an accessible entrance.

It is illegal for anyone, for any of the above reasons, to deny access to or treat someone unequally in “places of public accommodation.”

The accessibility requirements for places of public accommodations can be found at [www.access-board.gov/ada/](http://www.access-board.gov/ada/).

## Take Action - File a Complaint

If you believe that you have been discriminated against by a place of public accommodation, you can file a complaint of discrimination by calling one of the numbers below or e-mailing [mchr@labor.mo.gov](mailto:mchr@labor.mo.gov) (Note: complaints must be filed within 180 days of the alleged discrimination).

Missouri Commission on Human Rights (MCHR)

3315 W. Truman Blvd., Suite 212  
Jefferson City, MO 65102-1129  
573-751-3325

Toll-Free Discrimination Complaint Hotline: 877-781-4236

Relay Missouri: 711

“The mission of MCHR is to develop, recommend and implement ways to prevent and eliminate discrimination, and to provide equitable and timely resolutions of discrimination claims through enforcement of the Missouri Human Rights Act.”



# Discrimination in Employment is Prohibited

[www.labor.mo.gov/mohumanrights](http://www.labor.mo.gov/mohumanrights)



The Missouri Human Rights Act makes it illegal to discriminate in any aspect of employment because of an individual's race, color, religion, national origin, ancestry, sex, disability or age (40 through 69). Discriminatory employment practices can include:

- Hiring and firing;
- Compensation, assignment or classification of employees;
- Transfer, promotion, layoff or recall;
- Job advertisements;
- Recruitment;
- Testing;
- Use of company facilities;
- Training and apprenticeship programs;
- Fringe benefits;
- Pay, retirement plans, or disability leave; or
- Other terms and conditions of employment.



The Missouri Human Rights Act  
applies to:

- Private employers with six or more employees
- All apprenticeship or training programs
- All labor organizations
- All employment agencies, public or private
- All state and local government agencies



### Discriminatory employment practices under the Act also include:

- Harassment on the basis of race, color, religion, national origin, ancestry, sex, disability, or age;
- Retaliating against an individual for filing a complaint of discrimination, participating in an investigation or hearing, or opposing discriminatory practices;
- Denying employment opportunities to a person because of association with, for instance, marriage to, an individual of a particular race, color, religion, national origin, ancestry, age or an individual with a disability; and
- Making pre-employment inquiries that are designed to elicit information concerning membership in any of the categories protected by the Act. Learn more about questions that are appropriate to ask during job interviews or on job applications at [http://www.labor.mo.gov/mohumanrights/Discrimination/pre\\_employ\\_inquiries.asp](http://www.labor.mo.gov/mohumanrights/Discrimination/pre_employ_inquiries.asp).



## Take Action - File a Complaint

If you believe that you have been discriminated against by an employer and/or another employee, you can file a complaint of discrimination by calling one of the numbers below or e-mailing [mchr@labor.mo.gov](mailto:mchr@labor.mo.gov) (Note: complaints must be filed within 180 days of the alleged discrimination).

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STATE REGULATION 8 CSR 60-3.010 REQUIRES THAT THIS NOTICE BE POSTED IN ALL PLACES OF BUSINESS OR ESTABLISHMENTS WHICH ARE SUBJECT TO CHAPTER 213, RSMo.