

Liaison Policy

ADA Liaisons are employees from each department who ensure that qualified individuals with disabilities can participate in, benefit from, and are not subject to discrimination in City programs, services, and activities.

1. Liaisons shall be assigned by the director of the department, or designee, to carry out the roles and responsibilities in ADA policies and procedures. If a Liaison is not able to fulfil their duties, due to workload or other concerns, the department is required to assign a new Liaison.
2. Departments will assign one or more ADA Liaisons, as necessary. Multiple Liaisons are necessary when the following is true:
 - a. The department receives more than 25 reasonable modification requests per year.
 - b. The assigned ADA Liaison does not have full knowledge of, or access to, the entire department.
3. All new Liaisons will attend training on ADA related policies and procedures. Training may take place in a group or individually.
4. Liaisons will obtain information and updates on policies and procedures and distribute the information to new and existing employees within their department as needed. Liaisons will disseminate training materials, regulatory updates, and best practices to departments.
5. Liaisons will gather information and data from departments and share with Director of ADA Compliance, as requested.
6. Liaisons will assist departments with ADA concerns, compliance and requests. Liaisons will collaborate with the Director of ADA Compliance, as needed, for guidance.
7. Liaisons will ensure that reasonable modification and effective communication requests are routed correctly, addressed, and completed according to policy.