



## Americans With Disabilities Act (ADA): Effective Communication Policy

Reasonable Accommodation Plan; Request for Auxiliary Aids & Services; Grievance Procedures

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In compliance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA) of 1990, Wasatch Front Regional Council (WFRC) will ensure that communications with individuals who have hearing, speech, vision, and/or other physical, mental, or cognitive limitations are as effective as communications with others in the delivery of its programs, services and activities.

Upon request of a qualified individual with a disability affecting hearing, speech, vision, and/or other physical, mental, or cognitive limitations, WFRC will furnish appropriate auxiliary aids and services and reasonable accommodations to afford such an individual an equal opportunity to participate in and have access to WFRC's programs, services and activities.

### Reasonable Accommodation Plan

A qualified individual may request a reasonable accommodation at any time; however, the accommodation may require advance planning, so receiving a request 72 hours prior to the time the accommodation is needed is preferred. WFRC may ask for documentation verifying the need for a reasonable accommodation, only to confirm the disability-related need(s) for the requested accommodation(s). WFRC may also request that the individual provide suggestions for a reasonable accommodation. Examples of reasonable accommodations may include, but are not limited to:

- Permitting a family member or other authorized representative to assist;
- Providing qualified language translators and interpreters;
- Permitting a service animal to assist while on the premises;
- Extending a submission deadline, if there is difficulty completing or collecting necessary documentation.

The decision to approve or deny a request for a reasonable accommodation is made on a case-by-case basis and takes into consideration the disability and the needs of the individual as well as the nature of the program, service, or activity in which the individual seeks to participate. A requested accommodation will not be approved if one of the following would occur as a result: a violation of State and/or Federal law, a fundamental alteration in the nature of the WFRC program, service or activity, creation of an undue financial or administrative burden or an alteration that requires the removal or alteration of a load-bearing structural item or is otherwise structurally infeasible.

Requests for reasonable accommodations should be submitted to WFRC's Compliance Administrator.

Contact: Andrea Pearson, 41 N. Rio Grande St, Suite 103, Salt Lake City, UT 84101  
801 363 4250 or [apearson@wfr.org](mailto:apearson@wfr.org)

### Request for Auxiliary Aids and Services

A qualified individual who anticipates participation in any WFRC program, service, or activity should make a request for the type of auxiliary aid or service that he/she needs 72 hours prior to the time the aid or service is needed. The qualified individual's authorized representative may make the request for aid or service on his/her behalf. WFRC may make reasonable requests for documentation regarding the disability and the appropriateness of, or need for, a specific auxiliary aid.

Wasatch Front Regional Council is an Equal Opportunity program. Public participation is solicited without regard to age, sex, disability, race, color or national origin. Auxiliary aids or translation services are available upon request by contacting WFRC's Title VI Administrator. Call 801-363-4250 (Hearing impaired individuals may use Relay Utah by dialing 711) or email [apearson@wfr.org](mailto:apearson@wfr.org) at least 72 hours in advance.

El Wasatch Front Regional Council es una organización de Oportunidad Igual. Se solicita la participación del público, sin importar la edad, el sexo, la discapacidad, la raza, color o nacionalidad. Personas que requieren servicios de traducción deben contactar al Administrador de Título VI de WFRC por teléfono a 801-363-4250 (personas con discapacidad auditiva pueden llamar a Spanish Relay Utah - 1-888-346-3162) o por correo electrónico [apearson@wfr.org](mailto:apearson@wfr.org) por lo menos 72 horas antes de la reunión.



WFRC will evaluate each request for an auxiliary aid or service on a case-by-case basis. Decisions for granting or denying an auxiliary aid or service will not be based on any generalized rules or broad policies but may include evaluation of whether another equally effective means of communication is available. In addition, WFRC is not required to provide an auxiliary aid or service if such would result in a fundamental alteration in the nature of the WFRC program, service or activity or create an undue financial or administrative burden.

Requests for auxiliary aids and services should be made to WFRC's Compliance Administrator.

Contact: Andrea Pearson, 41 N. Rio Grande St, Suite 103, Salt Lake City, UT 84101  
801 363 4250 or [apearson@wfr.org](mailto:apearson@wfr.org)

### Grievance Procedure

Any individual who believes that there has been a violation of this policy may register a grievance with WFRC. WFRC's Grievance Procedure has been established to meet the requirements of the ADA. It may be used by anyone who wishes to file a grievance alleging discrimination on the basis of disability in the provision of programs, services, activities, or benefits by WFRC. WFRC's Personnel Policy governs employment-related grievances of disability discrimination.

The grievance should be submitted by the complainant and/or his/her designee as soon as possible and no later than 60 calendar days after the alleged violation. The grievance should be in writing and contain information about the alleged discrimination, such as name, address, phone number of complainant and date, location, and description of the problem. Alternate means of filing a grievance, such as personal interview with WFRC's Compliance Administrator, or a tape recording of the grievance, will be made available upon request, for persons with disabilities.

Contact: Andrea Pearson, 41 N. Rio Grande St, Suite 103, Salt Lake City, UT 84101  
801 363 4250 or [apearson@wfr.org](mailto:apearson@wfr.org)

Within 15 calendar days after receipt of the grievance, WFRC's Compliance Administrator or designee will meet with the complainant to discuss the grievance and the possible resolutions. Within 15 calendar days of the meeting, the Compliance Administrator or designee will respond to the complainant in writing, and where applicable, in a format accessible to the complainant, such as large print or audio tape. The response will explain the position of WFRC and offer options for substantive resolution of the grievance.

Grievances can also be submitted to : Aubrey Garduno, UDOT ADA Coordinator, Utah Department of Transportation  
4501 South 2700 West, PO BOX 143200, Salt Lake City, UT 84114-3200  
801 965 4095; Hearing impaired: 711 or 800 346 4128 or  
[aubreygarduno@utah.gov](mailto:aubreygarduno@utah.gov)

Within 15 calendar days after receipt of the grievance, the UDOT ADA Coordinator or designee will meet with the complainant to discuss the grievance and the possible resolutions. Within 15 calendar days of the meeting, the UDOT ADA Coordinator or designee will respond to the complainant in writing, and where applicable, in a format accessible to the complainant, such as large print or audio tape. The response will explain the position of UDOT and offer options for substantive resolution of the grievance.

If the response(s) do not satisfactorily resolve the issue, the complainant or his/her designee may appeal the decision within 15 calendar days after receipt of the response to: Chris Mabey, UDOT Risk Manager  
801 965 4096; hearing impaired: 711 or 800 346 4128

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El Wasatch Front Regional Council es una organización de Oportunidad Igual. Se solicita la participación del público, sin importar la edad, el sexo, la discapacidad, la raza, color o nacionalidad. Personas que requieren servicios de traducción deben contactar al Administrador de Título VI de WFRC por teléfono a 801-363-4250 (personas con discapacidad auditiva pueden llamar a Spanish Relay Utah - 1-888-346-3162) o por correo electrónico [apearson@wfr.org](mailto:apearson@wfr.org) por lo menos 72 horas antes de la reunión.



Within 15 calendar days after receipt of the appeal, the UDOT Risk Manager or designee will meet with the complainant to discuss the grievance and possible resolutions. Within 15 calendar days after the meeting, the UDOT Risk Manager or designee will respond to the complainant in writing, and where applicable, in a format accessible to the complainant, with a final resolution of the grievance.

All written grievances received by WFRC's Compliance Administrator or UDOT's ADA Coordinator or their designees, or appeals to UDOT's Risk Manger or their designee, as well as all responses from these offices will be retained for three years after the date of the final resolution.

In addition to, or in lieu of, filing a grievance with WFRC or UDOT, an individual may submit a written complaint within 180 days of the alleged violation to either address below:

Director, Civil Rights Center  
US Department of Labor  
200 Constitution Ave, NW - Room N4123  
Washington, DC 20210

Office of Fair Housing and Equal Opportunity  
US Department of Housing and Urban Development  
1670 Broadway, 22<sup>nd</sup> Floor  
Denver, CO 80202  
Phone: 303 672 5437 Toll Free: 1 800 877 7353  
TDD/TTY: 303 672 5248 Fax: 303 672 5026  
[www.hud.gov/fairhousing](http://www.hud.gov/fairhousing)

For employment related complaints, based on disability, please contact one of the below agencies:

Utah Anti-Discrimination and Labor Division  
160 East 300 South  
Salt Lake City, UT 84114  
801 530 6801 or 800 222 1238

Equal Employment Opportunity Commission  
4520 North Central Ave, Suite 300  
Phoenix, AZ 85012-1848  
602 640 2598

Any individual who elects to first file a complaint with WFRC or UDOT is advised that the above 180-day deadline for filing a written complaint with a federal agency still applies.

### Notification of Policy

Notification of this policy will be provided to employees, applicants, participants, and members of the public who have hearing, speech, vision, communication and/or cognitive limitations in a manner determined most effective, including making the policy available in large print or audio format. A staff member may also read this policy to an individual upon request.