

## Americans with Disabilities Act Notice

In compliance with the Americans with Disabilities Act (ADA) of 1990, and Section 504 of the Rehabilitation Act of 1973, the City of Charlotte will not discriminate against people on the basis of their disability.

### **Employment**

The City of Charlotte will not discriminate on the basis of disability in its hiring or employment practices and complies with the U.S. Equal Employment Opportunity Commission's regulations regarding the ADA.

### **Program Accessibility**

The City of Charlotte will ensure that people with disabilities have equal opportunity and access to its programs, activities and services.

### **Effective Communication**

The City of Charlotte will generally, upon request, provide appropriate aids and services to ensure effective communications for qualified persons with disabilities, enabling them to participate equally in City programs, services and activities. Aids and services include qualified sign language interpreters, documents in Braille and other methods of making information and communications available to people with speech, hearing, or vision impairments. If the City cannot provide aid or services as requested, communication aids or services which are equally effective will be made available.

### **Modifications to Policies and Procedure**

The City of Charlotte will make all reasonable modifications or adjustments to policies and programs to ensure that people with disabilities have equal opportunity to enjoy its programs, services, and activities. For example, individuals with service animals are welcomed in City of Charlotte offices, even where pets are not generally allowed.

### **ADA Requests**

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program or service of the City of Charlotte, should call 311 as soon as possible, preferably 72 hours before the scheduled event.

### **No Surcharge**

The City of Charlotte will not charge additional fees to 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.

### **Limitation**

The ADA does not require the City of Charlotte to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden on the City.

### **Complaints**

Complaints regarding access for persons with disabilities to City activities, programs or services should be directed to:

Terry Bradley, ADA Coordinator  
City of Charlotte

700 Parkwood Avenue  
Charlotte NC, 28205  
704 336-5271  
Email: [charlotteada@charlottenc.gov](mailto:charlotteada@charlottenc.gov)

For further information and to obtain a copy of the City of Charlotte's ADA policy, please visit [charmeck.org](http://charmeck.org) or email: [charlotteada@charlottenc.gov](mailto:charlotteada@charlottenc.gov)