

TOWN OF SURFSIDE DISABILITY NON-DISCRIMINATION POLICY

It is the policy of the Town of Surfside that no individual shall be discriminated against, excluded from participation in, or denied the benefits of the Town's services, programs and activities because of that individual's race, color, national origin, sex, or age.

DISABILITY NON-DISCRIMINATION: The Town is also committed to a policy of non-discrimination on the basis of disability. The Town has created a separate "Disability Non-Discrimination Policy." The policy is available on the Town's website under the "Public Works Department under Persons with Disabilities," or upon request from the ADA and Non-Discrimination Coordinator.

NON-DISCRIMINATION COORDINATOR: The Town has selected a Non-Discrimination Coordinator to assist and provide information to individuals concerning this policy prohibiting discrimination based on individual's race, color, national origin, sex or age:

Rosendo Prieto
9293 Harding Avenue
Surfside, FL. 33154
Phone: 305-861-4863 Fax: 305-861-1302
rprieto@townofsurfsidefl.gov

PROCEDURE TO REQUEST LANGUAGE ASSISTANCE FOR PUBLIC MEETING: Any person who needs assistance in another language in order to speak during the public hearing or public comment portion of a public meeting should contact the Non-Discrimination Coordinator at least three (3) business days before the meeting. In response to a request, Coordinator may request information from that individual, including name, language requested, and reason for the request, so that the Town can evaluate the request. If the request is approved, the Town will provide assistance using in-house resources, such as an employee who speaks the same language as the individual or interpretation services through an outside vendor (if available and feasible).

GRIEVANCE PROCEDURE

An individual may file a grievance under this policy if the individual believes that he or she: (i) has been discriminated against on the basis of race, color, national origin, sex or age by the Town; or (ii) has been excluded from participation in or denied the benefits of a Town service, program or activity because of the individual's race, color, national origin, sex, or age.

To file a grievance, the individual must complete and submit the Town's "Discrimination Grievance Form." The form is available upon request from the Non-Discrimination Coordinator.

The form may be submitted by fax, mail or email to the Non-Discrimination Coordinator. Upon request, the Non-Discrimination Coordinator (or the Coordinator's designee) will assist an individual with a disability in completing the "Discrimination Grievance Form," or will provide an alternative format for filing a grievance, such as a personal interview or audio recording.

The Town investigates grievances received within thirty (30) days from the date of the alleged incident. The Town will only investigate grievances that are complete and that indicate a possible violation of this policy. The investigation may include interviews with the complainant and witnesses and review of the records or documents relevant to the grievance. The Town will endeavor to conclude the investigation within thirty (30) days of its receipt of the grievance, however a longer period may be necessary based on the circumstances of the alleged incident and the availability of witnesses and documents. If the investigation determines that a violation of this policy occurred, the Town will take corrective action to address the issue.

If more information is needed to investigate the grievance, the Town may contact the complainant, who will have ten (10) days to submit the additional information. If the complainant does not submit the information, the Town may close the case. The Town may also close the case if the complainant no longer wishes to pursue the grievance.

After completion of the investigation, the Town will issue a notice of the investigation results and the corrective action, if applicable, to the complainant in writing or, when appropriate, in an alternative format, such as large print, Braille or an audio file.

If the complainant wishes to have a review of the investigation determination, he or she has ten (10) days from the date of the written notice to submit a written request for review of the determination. The request should be submitted to the Non-Discrimination Coordinator. The Town will respond to the request for review in writing or, when appropriate, in an alternative format, such as large print, Braille, or an audio file.

If information is needed in another language, please contact the Non-Discrimination Coordinator.