

# Accessibility and Notice Under the Americans with Disabilities Act

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If you use assistive technology (such as a refreshable Braille display, a screen reader, a screen magnifier or speech-to-text software) and you are unable to fully read or experience any document, web page, video or anything else offered on this website, please contact Brad Bates, Accessibility Compliance Representative at 918-246-2575 or email him at [btbates@sandspringsok.org](mailto:btbates@sandspringsok.org). To enable us to respond in a manner most helpful to you, please:

- indicate accessibility problem,
- the preferred format in which to receive the material,
- the web address of the requested material and
- your contact information.

Users who need accessibility assistance can also contact us by phone through the Federal Information Relay Service at 1-800-877-8339 for TTY/Voice communication or their preferred method.

## Accessibility Design Guidelines

Our website has been designed with the following accessibility guidelines in mind:

- The standard font used throughout the site has been chosen to be easily legible.
- Wherever possible, we use live text instead of graphics to reduce the download time of pages and increase your control.
- Our pages are designed to display without horizontal scrollbars when they are viewed at a screen resolution of 1024x768 pixels.
- No information is exclusively conveyed using color. This doesn't mean that colors are not used to organize information; instead it means there are also other, non-color dependent ways of doing this.
- All images and hyperlinks, where appropriate, have an alternative text attribute. This means when an image or hyperlink is conveying important information its content is described with an alternative text.
- We comply with [Section 508](#) and [Web Content Accessibility Guidelines \(WCAG\) 2.0 A and AA](#) referring to website accessibility standards.
- If you have difficulty accessing the site or have any comments or feedback, please do not hesitate to contact Brad Bates, Accessibility Compliance Representative at 918-246-2575 or email him at [BDBates@SandSpringsOK.org](mailto:BD Bates@SandSpringsOK.org)

The [Notice Under the Americans With Disabilities Act](#) states that the City of Sand Springs will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs or activities. The [Grievance Procedure](#) may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs or benefits by City of Sand Springs.

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## **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 Sand Springs will not discriminate against qualified individuals with disabilities on the basis of disability in the agency's services, programs, or activities.

**Employment:** CITY OF SAND SPRINGS 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:** CITY OF SAND SPRINGS will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in CITY OF SAND SPRINGS' 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:** CITY OF SAND SPRINGS will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all agency programs, services and activities. For example, individuals with service animals are welcomed in CITY OF SAND SPRINGS offices and facilities, 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 OF SAND SPRINGS program, service or activity, should contact their counselor or the ADA Coordinator, Brad Bates at 918-246-2575 as soon as possible, but no later than 48 hours before the scheduled event.

The ADA does not require CITY OF SAND SPRINGS 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 OF SAND SPRINGS program, service or activity is not accessible to persons with disabilities should be directed to:

Brad Bates, ADA Coordinator

City of Sand Springs

100 E Broadway St

Sand Springs, OK 74063

Or via email to [btbates@sandspringsok.org](mailto:btbates@sandspringsok.org)

CITY OF SAND SPRINGS 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.

## **Grievance Procedure under the Americans with Disabilities Act**

The CITY OF SAND SPRINGS Grievance Procedure: [The City of Sand Springs will accept any grievance in regard to our conduct and accommodations in regard to the Americans with Disabilities Act \(ADA\) of 1990. Any complaint should be filed as follows:](#)

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 180 calendar days after the alleged violation to:

[Brad Bates, ADA Coordinator](#)

[City of Sand Springs](#)

[100 E Broadway St](#)

[Sand Springs, OK 74063](#)

[918-246-2575](#)

After receipt of the complaint, the ADA Coordinator or his designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 45 calendar days from the receipt of the complaint, the ADA Coordinator or his 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 CITY OF SAND SPRINGS and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator or his designee does not satisfactorily resolve the issue, the complainant or his designee may appeal the decision to the CITY OF SAND SPRINGS City Manager or his designee.

After receipt of the appeal, the City Manager or her designee will meet with the complainant to discuss the complaint and possible resolutions. The City Manager or her designee will then respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the ADA Coordinator or his designee, appeals to the City Manager or his designee, and responses from these two offices will be retained by CITY OF SAND SPRINGS for at least three years.