

MCEDD Americans with Disabilities Act (ADA) Policy Adopted December 15, 2022

Section 1: From the MCEDD Personnel Policies

For the purposes of the District's policies, a disability is defined as:

- A physical or mental impairment that substantially limits one or more major life activities.
- A record of such impairment.
- Being regarded as having such impairment.

- 1.7.1 The District will make reasonable accommodations so that employees with disabilities can perform the essential functions of his or her job. The essential functions of each position are its most fundamental job duties – the duties which the position exists to perform—which are outlined in the applicable position description.
- 1.7.2 Reasonable accommodations may include actions to make existing facilities accessible to, and usable by, the disabled employees and applicants in question, modify work schedules, and acquire or modify equipment.
- 1.7.3 The District will only refuse to make accommodations that would constitute an undue hardship or if it places the person with a disability and/or other persons at imminent physical risk.
- 1.7.4 It is the intent of the District to apply these policies to all employment practices, including, but not limited to: job applications and testing; hiring; termination; advancement; promotion; tenure; compensation; training; recruitment; advertising of job openings; layoff and recall; leaves of absence; fringe benefits; and all other employment related activities.
- 1.7.5 The District will ensure that meetings, events, sponsored training, information exchanges, and social activities will be accessible to employees and all members of the public who are expected, invited, or allowed to attend

Section 2: MCEDD's Public Transportation The LINK

The LINK Public Transit at MCEDD is committed to providing safe, reliable, courteous, accessible and user-friendly services to our customers. To ensure equality and fairness, we will make reasonable modifications to our policies, practices and procedures to avoid discrimination and ensure programs and services are accessible to individuals with disabilities.

- **Service Animals.** The service animal must be on a leash, tether or harness unless use of such a device would interfere with the task the service animal performs or the person's disability prevents use of such devices. The service animal must remain under control of the owner and behave appropriately at all times.
- **Approved Equipment.** The mobility device must be in good working order; with batteries charges, tires inflated and all parts secured.

Reasonable Accommodation Request: Whenever feasible, a request for modification to our service should be made in advance, before the LINK is expected to provide the service. To request a modification, please contact the Transportation Operations Manager Jesus Mendoza at 541-296-2266 ext. 1101, or email: jesus@mcedd.org.

Section 3: ADA Grievances and Complaints

Contact: Jessica Metta, ADA Coordinator
802 Chenoweth Loop Road, The Dalles, OR 97058
Phone: 5541-296-2266
Email: jessica@mcedd.org

Grievance forms are available at <https://www.mcedd.org/about/policies/>

Procedures for Complaints

- All complaints shall be put in writing and include the alleged offense and circumstances.
- Executive Director will investigate the complaint, using the utmost confidentiality considerations.
- An investigation will be completed within 10 days of filed complaint.
- Corrective action process will be determined by Executive Director and will follow the Disciplinary Action section of the MCEDD Personnel Policy
- Findings will be discussed with all applicable parties.
- An explanation will be given to the person filing the complaint, either in writing, over the phone, or in person, of the findings and corrective measures taken.
- The complainant can appeal MCEDD's decision regarding the findings and corrective measures taken, in writing, within 30 days of being given the decision.
- MCEDD will retain the working file for each complaint received, for six years beyond the end of the applicable Washington State Department of Transportation (WSDOT) or Oregon Department of Transportation (ODOT) grant.

Tracking Complaints

- Complaints will be tracked by MCEDD in our quarterly progress report to WSDOT and ODOT.
- Complaints that develop into investigations or lawsuits will be tracked and reported to WSDOT and ODOT.
- Information collected and reported includes, but is not limited to:
 - Date of the complaint, investigation or lawsuit filing.
 - A summary of the allegations.
 - The status of the complaint, investigation or lawsuit.
 - Actions taken by MCEDD.
 - Actions taken by other organizations to whom you forwarded the complaint, investigation or lawsuit.