



NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT AND SECTION 504 GRIEVANCE PROCEDURE

In accordance with the requirements of title II of the Americans with Disabilities Act of 1990 ("ADA") and Section 504 of the Rehabilitation Act of 1973, the **City of Hanford** will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

ADA COMPLIANCE

Employment: The **City of Hanford** 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 ADA and Section 504.

Effective Communication: The **City of Hanford** will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the **City of Hanford's** 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: The **City of Hanford** will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. For example, individuals with service animals are welcomed in the **City of Hanford** offices, where pets are prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of the **City of Hanford**, should contact the office of **Human Resources** at **(559)585-2500** as soon as possible but no later than **48-hours** before the scheduled event.

The ADA does not require the **City of Hanford** 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 program, service, or activity of **City of Hanford** is not accessible to persons with disabilities should be directed to the appropriate ADA Coordinator.



The ADA Coordinators for the City of Hanford are as follows:

CITY OF HANFORD ADA SELF-EVALUATION COORDINATORS	
CITY CLERK: ➤ The City Clerk records and maintains council meetings, conducts elections, notarizes documents, and manages liability claims and oaths of office. They also file under the Political Reform Act and maintain the Maddy Act appointive list.	Natalie Corral , City Clerk 319 N. Douty Street Hanford, CA 93230 (559) 585-2515 Email: ncorral@hanfordca.gov
COMMUNITY DEVELOPMENT: ➤ The goal of the Community Development Department is to ensure compliance with building and safety codes to protect the public. The Building Division reviews plans and conducts inspections to ensure compliance within city limits. The Code Compliance Section enforces Hanford Municipal Code to create a safe and healthy environment for residents.	Tom Webb , Building Official 317 N. Douty Street Hanford, CA 93230 (559) 585-2584 Email: twebb@hanfordca.gov
FINANCE: ➤ The Finance Department has two divisions: Accounting and Utility Billing. Accounting handles financial services for all city departments, while Utility Billing handles customer billing for water, refuse, and sewer.	Chris Tavarez , Finance Director 315 N. Douty Street Hanford, CA 93230 Phone: (559) 585-2504 Email: ctavarez@hanfordca.gov
FIRE DEPARTMENT: ➤ The Fire Prevention Division keeps the community safe from fire and other emergencies. The Battalion Chief/Fire Marshal and Fire Inspector enforce codes and educate the public. The Hanford Fire Department follows various codes and conducts inspections regularly. ➤ New building plans are checked for adherence to codes.	Daniel Perkins , Fire Chief Location of Facilities Station 1: – 350 W. Grangeville Boulevard Station 2: – 10553 Houston Avenue Station 3: – 1070 S. 12TH Avenue Hanford, Ca 93230 Phone: (559) 585-2145 Email: dperkins@hanfordca.gov
INFORMATION TECHNOLOGY DIVISION: ➤ The Information Technology Division is responsible for the computers and network throughout the City.	Eric Forcey , Information Technology Manager 315 N. Douty Street Hanford, CA 93230 Phone: (559) 585-4746 Email: eforcey@hanfordca.gov



PERSONNEL: ➤ The city's personnel department oversees recruitment, testing, selection, classification, labor and employee relations, benefits and compensation administration, safety management, risk management, and employee development.	Shauna Biago , Risk Management Analyst 319 N. Douty Street Hanford, CA 93230 Phone: (559) 537-7993 Email: sbiago@hanfordca.gov
POLICE DEPARTMENT: ➤ Hanford's law enforcement services prioritize your safety and well-being with expert investigations, records, communications, school resource officers, and a Narcotics task force. Our highly trained personnel are dedicated to keeping you safe whether you live in Hanford, neighboring communities, or are just visiting.	Stephanie Huddleston , Police Chief 425 N. Irwin Street Hanford, CA 93230 Phone: (559) 585-4730 Email: shuddleston@hanfordca.gov
PUBLIC WORKS: ➤ The public works department consists of 8 divisions, including Refuse, Engineering, Streets, Fleet, Building Maintenance, Water, Storm and Drainage, and Wastewater and Sewer Collection.	Russ Sterling , Public Works Director 900 S. 10 th Avenue Hanford, CA 93230 Phone: (559) 585-2567 Email: rsterling@hanfordca.gov
➤ BUILDING MAINTENANCE: ➤ The Building Maintenance Division is in charge of cleaning, maintaining, and upgrading city-owned buildings. They also provide equipment for the Civic Auditorium and the Veteran's/Senior Center.	Randy Shaw , Building Superintendent 900 S. 10th Avenue Hanford, CA 93230 Phone: (559) 585-2148 Email: rshaw@hanfordca.gov
➤ FLEET MAINTENANCE: ➤ The Fleet division is responsible for maintaining the city's vehicles and equipment. They are committed to ensuring their safety and reliability. They acquire and upkeep a wide variety of vehicles and equipment used by different departments, ranging from patrol cars and fire trucks to pickups and construction vehicles. Maintenance is regularly performed on this diverse fleet to keep them in optimal condition.	Glen Weaver , Fleet Superintendent 900 S. 10th Avenue Hanford, CA 93230 (559) 585-2554 Email: gweaver@hanfordca.gov



<ul style="list-style-type: none"> ➤ PARKS MAINTENANCE: <ul style="list-style-type: none"> ➤ The Park Division maintains and improves city parks, landscapes, and the Urban Forest through tree planting, pruning, and removal. They also conduct safety inspections and assist with special events. 	<p>Levi Winebrenner, Parks & Facilities Manager 900 S. 10th Avenue Hanford, CA 93230 (559) 585-2561 Email: lwinebrenner@hanfordca.gov</p>
<ul style="list-style-type: none"> ➤ REFUSE COLLECTION: <ul style="list-style-type: none"> ➤ The City of Hanford offers refuse collection and separates green waste and recyclables for pickup within city limits and designated county areas. 	<p>Marco Vazquez, Recycling Coordinator 900 S. 10th Avenue Hanford, CA 93230 (559) 585-2569 Email: mvazquez@hanfordca.gov</p>
<ul style="list-style-type: none"> ➤ STREETS DIVISION: <ul style="list-style-type: none"> ➤ The Hanford Streets Division maintains the city's roads, curbs, gutters, and sidewalks. 	<p>TBD, Streets Superintendent 900 S. 10th Avenue Hanford, CA 93230 Phone: (559) 585-2566 Email: rsterling@hanfordca.gov</p>
<ul style="list-style-type: none"> ➤ UTILITIES (WATER, SEWER, AND STORM DRAINAGE) <ul style="list-style-type: none"> ➤ Hanford's City Utility Division provides essential services to residents through three utilities: Water System, Sanitary Sewer System, and Storm Drainage System. These systems aim to deliver safe and clean water, dependable sewer collection, and reliable drainage. 	<p>Bob Williams, Utilities Manager 900 S. 10th Avenue Hanford, CA 93230 (559) 585-2564 Email: bwilliams@hanfordca.gov</p>
<ul style="list-style-type: none"> ➤ WASTEWATER TREATMENT: <ul style="list-style-type: none"> ➤ The Hanford wastewater treatment facility treats and disposes of city effluent, meeting state discharge requirements. The facility is essential for maintaining a clean environment and providing water resources for agriculture and reuse. 	<p>Jason Rodriguez, WWTP Manager 900 S. 10th Avenue Hanford, CA 93230 Phone: (559) 585-2577 Email: jrodrigues@hanfordca.gov</p>
<p>RECREATION DEPARTMENT:</p> <ul style="list-style-type: none"> ➤ The Recreation Department offers facility rentals, youth and special population programs, sports, aquatics, and community events. Our goal is to improve the community's quality of life through resolute staff, secure facilities, and excellent programs. We value service, integrity, and innovation. 	<p>Brad Albert, Parks, and Recreation Director 321 N. Douty Street Suite # B Hanford, CA 93230 (559) 585-2527 Email: balbert@hanfordca.gov</p>



The City of Hanford 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.



City of Hanford

Grievance Procedure under the Americans with Disabilities Act and Section 504

The City of Hanford has adopted a Complaint and Grievance Procedure to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA") and Section 504 of the Rehabilitation Act of 1973, for prompt and equitable resolution. It 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 the **City of Hanford**. Section 504 states, in part, that no qualified individual with a disability shall, by reason of his or her disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance from the Department of Housing and Urban Development. Issues that are grievable include, but are not limited to, a denial of a Reasonable Accommodation and/or Reasonable Modification, the inadequacy of an accommodation/modification, the inaccessibility of a program or activity due to disability, or discrimination or harassment based on disability. To file a Grievance and/or Complaint based on ADA and/or Section 504, please see process below.

ADA COMPLAINTS

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 60 calendar days after the alleged violation.

Within 15 calendar days of the City's receipt of the grievance, you will receive confirmation that it has been received and is being investigated. If you do not receive confirmation within 15 business days, please contact the ADA Coordinator. Absent extenuating circumstances, all grievances will be investigated, and a response issued, within 90 days of receipt of grievance. If a delay is expected, the ADA Coordinator will notify you in writing of the reason(s) for the delay, and the date by which you will receive a response.

If you are not satisfied with the results of the investigation, you may submit a verbal or written appeal within 20 days of your receipt of the findings. Your appeal should detail the reasons you believe the findings to be in error. You will receive a response within 20 days of the day you submit your appeal.

Your appeal should be directed to the City Manager or his/her designee. A written response to the appeal will be issued within 30 days.

All written complaints and responses will be retained by the **City of Hanford** for at least three years.



SECTION 504 GRIEVANCE PROCEDURES

All such grievances should be addressed to the attention of the Section 504 Coordinator: City of Hanford Jason Waters, 317 N. Douty Street Hanford, California, 93230, (559) 585-2590 or email: jwaters@hanfordca.gov.

PROCEDURES FOR FILING A GRIEVANCE

A grievance shall be made in writing to the Section 504 Coordinator or his/her designee unless the individual's disability prevents him or her from filing a written grievance, in which case alternative means of filing a grievance shall be allowed as a Reasonable Accommodation (e.g., sign language interpreter, personal interview, tape recording, email, etc.). The grievance form may be obtained at the office of the Section 504 Coordinator or his/ her designee which is located at:

Hanford ADA Coordinator/Section 504 City of Hanford CDBG Program 317 N. Douty Street Hanford, California, 93230, (559) 585-2590 or email: jwaters@hanfordca.gov

Grievance forms shall be submitted to the Section 504 Coordinator or his/her designee within 10 business days of the date the person filing the grievance became aware of the alleged discriminatory action.

PROCEDURES FOR GRIEVANCE RESOLUTION

Within 20 business days of receiving the grievance, the Section 504 Coordinator or his/her designee shall contact the claimant to discuss the grievance and resolutions. If the Section 504 Coordinator/designee and the claimant cannot agree upon a satisfactory resolution, the formal hearing process will begin.

A Hearing Officer shall schedule a formal hearing. The location and time of the hearing shall be jointly agreed upon by all parties involved. A written notification of the date, time, place, and procedures governing the hearing shall be sent to the claimant. Every effort shall be made to hold the hearing at a location fully accessible to persons with physical impairments.

If the claimant seeking relief under this process needs a Reasonable Accommodation to fully participate in the hearing, i.e., sign language interpreter, reader, etc., the CDBG Program must be notified within 14 business days of the scheduled hearing date and such services shall be provided at no cost by the recipient.

An impartial Hearing Officer shall conduct all hearings. The designated Hearing Officer shall be a person other than the person who made or approved the CDBG Program action under review, or a subordinate of such person. The claimant or his or her representative shall have the opportunity to examine before the start of the hearing all relevant materials. The claimant has the right to present any and all pertinent documentation or evidence and cross-examine any witnesses. The claimant shall have the right to secure aid in representation from attorneys, health professionals, or any other person beneficial to the presentation of the case.



The hearing shall be held privately unless the claimant requests a public hearing. The Hearing Officer's decision shall be based upon the merits of the evidence presented by the claimant and the CDBG Program at the hearing.

Within 14 calendar days of the date of the hearing, the Hearing Officer shall mail a written notification of the decision to the claimant. If requested by the claimant as a Reasonable Accommodation, the decision shall be provided in an accessible format (e.g., large print, audio tape, Braille, etc.). The determination shall include the Hearing Officer's findings, conclusions, and recommendations for any proposed resolution of the matter.

Other Remedies

The right of an individual with a disability to a prompt and equitable resolution of the grievance shall not be delayed by the individual's pursuit of other remedies such as the filing of a disability complaint with a responsible federal or state agency. Use of this grievance procedure is not a prerequisite to an individual's pursuit of other remedies. The individual with a disability shall be notified of his/her right to file with:

- FHEO Intake Specialist 1-800-669-9777 or online in English or Spanish by clicking [HERE: https://www.hud.gov/program_offices/fair_housing_equal_opp/complaint-process](https://www.hud.gov/program_offices/fair_housing_equal_opp/complaint-process)
- US Dept of Housing & Urban Development Office of Fair Housing & Equal Opportunity One Sansome Street, Ste 1200
San Francisco, CA 94104
Phone: (800) 347-3739 or (415) 489-6524; TTY: (415) 489-6564
- CA Department of Fair Employment & Housing 2218 Kausen Drive, Ste 100
Elk Grove, CA 95758
Phone: (800) 884-1684; TTY: (800) 700-2320
- Fair Housing of Northern California, 415-457-5025

REASONABLE ACCOMMODATIONS

The Section 504 Coordinator will make appropriate arrangements to ensure that individuals with disabilities are provided Reasonable Accommodations if needed to participate in the grievance process. Such arrangements may include, but are not limited to, providing interpreters for the hearing impaired, providing taped cassettes of materials for the visually impaired, or assuring a barrier-free location for the mobility impaired.

Retention of Records

The Section 504 Coordinator shall maintain files and records of all grievances filed under this grievance procedure.

Confidentiality

To the extent possible, confidentiality will be maintained throughout the investigation of a complaint of unlawful discrimination.



File Grievance With:

Office of City Clerk City
of Hanford
319 North Douty Street
Hanford, CA 93230
(559) 585-2515



ADA GRIEVANCE and
SECTION 504 FORM

Received Stamped City Clerk

If additional space is needed to provide your information, please attach sheets identifying the paragraph(s) being answered. For questions concerning this form or the information requested, please contact Shauna Biagio, Risk Management Analyst at the following:

(559) 537-7993 or sbiagio@hanfordca.gov

1. Name and contact information of the Complainant:

Name of Complainant:

Date of Birth:

Address:

Home Phone:

Email:

Cell Phone:

2. Representative of Complainant:

Name:

Organization:

Address:

Telephone:

Email:

Relationship:

3. The date, place and other circumstances which gave rise to the complaint asserted.

Date of Occurrence:

Time of

Occurrence:

Location:

Circumstances giving rise to the
complaint:



4. If known, the name of the public employee(s) who have information regarding the complaint.

5. Names and addresses of all witnesses, hospitals, doctors, or other individuals having knowledge relevant to the complaint:





8. If the complaint is for a physical location, please attach photographs or draw a diagram:

Signature: _____

Date: _____

Printed Name: _____

