

Frederick County, Maryland

Title VI Plan Policy Statement

Title VI Plan Policy Statement

Frederick County prohibits discrimination on the grounds of race, color, sex, age, disability, or national origin (including language), and religion. Frederick County complies with federal civil rights laws and is committed to providing its programs and services without discrimination in accordance with:

- *Title VI of the Civil Rights Act of 1964*, which prohibits discrimination based on **race, color, or national origin** (including **language**).
- *Section 504 of the Rehabilitation Act of 1973*, which prohibits discrimination based on **disability**.
- *Title IX of the Education Amendments Act of 1972*, which prohibits discrimination based on **sex** in education programs or activities.
- *Age Discrimination Act of 1975*, which prohibits discrimination based on **age**.
- *U.S. Department of Homeland Security regulation 6 C.F.R. Part 19*, which prohibits discrimination based on **religion** in social service programs.

Frederick County further assures that every effort will be made to ensure nondiscrimination in all of its programs or activities, including public-facing programs and services.

In the event that the Frederick County contracts to distribute federal aid funds to another entity, Title VI language will be included in all written agreements and the recipient will be monitored for compliance.

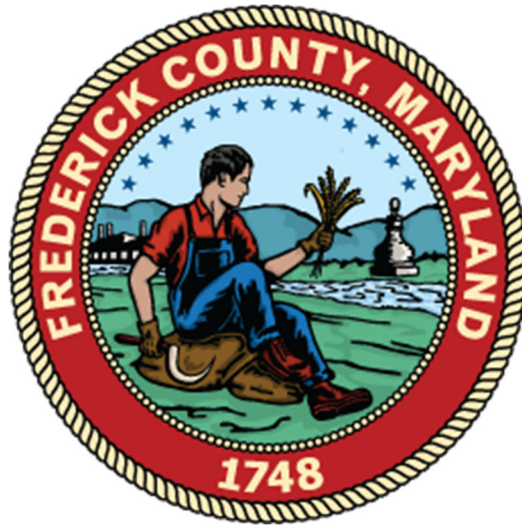
The Frederick County Human Resources Division Director, as designated in the Plan, is responsible for initiating and monitoring Title VI activities (including public-facing programs and services), preparing required reports and other responsibilities required by 23 Code of Federal Regulation (CFR) 200 and 49 Code of Federal Regulation 21.



Rick Harcum, Chief Administrative Officer
Frederick County, Maryland

4/15/21

Date



Frederick County, Maryland

Limited English Proficiency Plan

Limited English Proficiency Policy

The County follows Executive Order 13166 in identifying and engaging Limited English Proficiency (LEP) populations to ensure their involvement and knowledge of projects in and around their communities. A LEP person is defined as one who does not speak English as his or her primary language and has a limited ability to read, write, or understand English.

Frederick County's policy for engaging individuals with LEP is to provide translation services to individuals who request them, if reasonable accommodations can be made. In addition, the County proactively identifies communities with high concentrations of LEP persons and employs tactics and strategies to effectively engage them in the planning process. The County trains staff to recognize individuals in community meetings and forums who may show difficulty or inability to read or write English, and to assist them accordingly.

Executive Order 13166

Executive Order 13166 "Improving Access to Services for Persons With Limited English Proficiency," reprinted at 65 FR 50121 (August 16, 2000), directs each Federal agency that is subject to the requirements of Title VI to publish guidance for its respective recipients clarifying that obligation. Executive Order 13166 further directs that all such guidance documents be consistent with the compliance standards and framework detailed in the Department of Justice's (DOJ's) Policy Guidance entitled "Enforcement of Title VI of the Civil Rights Act of 1964--National

Origin Discrimination Against Persons With Limited English Proficiency." (See 65 FR 50123, August 16, 2000 DOJ's General LEP Guidance). Different treatment based upon a person's inability to speak, read, write, or understand English may be a type of national origin discrimination.

Executive Order 13166 applies to all federal agencies and all programs and operations of entities that receive funding from the federal government, including state agencies, local agencies and governments, private and non-profit entities, and subrecipients.

Plan Summary

This Limited English Proficiency Plan has been developed to help identify reasonable steps to provide language assistance for persons seeking services or seeking to participate in programs provided by Frederick County as required by Executive Order 13166. In this plan, we discuss ways to identify persons who need language assistance, language assistance measures, staff training, and updates to the plan.

When it comes to identifying and assessing the frequency and resources required to meet the needs of our residents with Limited English Proficiency, the Frederick County employs the use of the four-factor analysis which includes:

Four-Factor Analysis

1. The number and proportion of LEP persons residing within the County.

Frederick County's population estimates (5 years old and older) from the American Community Survey 5-Year Estimates (2014-2019) provided by the U.S. Census Bureau estimate its total population at 236,627. Of those, 202,090 speak only English; 34,537 (14.6.%) speak a language other than English at home; and 12,139 (5.1%) speak English less than "very well".

In Frederick County, according to census data, Spanish speaking persons represent the largest segment of our LEP population at 7.2% of the total population. Within this group, 40.4% speak English less than "very well". Given this information, Frederick County recognizes that relatively small portions of its population are LEP speakers. Language assistance is available upon request.

34,537 (14.6.%) speak a language other than English at home; with 12,139 (5.1%) speaking English less than "very well". Of those speaking English less than very well, the breakdown of the most commonly spoken languages are as follows:

Given this information, Frederick County recognizes that relatively small portions of its population are LEP speakers. Language assistance is available upon request.

2. The frequency with which LEP persons come into contact with County services and programs.

Frederick County has not received a high number of requests for translation or interpretation of its programs, services or activities into Spanish or any other language.

3. The nature and importance of the program, activity, or service provided by the Frederick County.

Frederick County believes all citizens should be able to access its Title VI policy. Title VI posters in English and Spanish have been distributed to all departments and is available on our County website and by request.

4. The resources available and cost of LEP services.

To date, the utilization of bi-lingual employees has successfully provided assistance where staff has identified a need. Frederick County has contracts for interpretation and translation services with instructions for how staff can access these service to meet LEP needs within the community. County funds are made available to staff to access these services when needed. Costs of translators and/or interpreters are built into some departmental budgets if the need for extensive language services develops.

Frederick County's Response to LEP Persons Who May Need Assistance

- Staff will examine requests for language assistance from past meetings and events to anticipate the potential need for assistance at upcoming meetings.
- Staff will respond to requests made in advance for language assistance at public meetings.
- Staff will maintain a stream of communication with LEP community leaders.

Implementing Language Assistance Measures

- Frederick County takes a proactive approach in identifying LEP communities and will continue to host meetings in close proximity to these communities as appropriate.
- Frederick County remains committed to providing oral and written translation services upon request. Frederick County will maintain an active list of interpreters and translators to accommodate LEP individuals.
- All projects falling within a County LEP area are reviewed on a case by case basis. If the nature and importance of the program, activity, and service is deemed significant
 - then the County and all entities conducting business on our behalf will follow these same LEP guidelines.

Staff Training

All Frederick County staff will be provided with access to the LEP plan and will be educated on procedures and services available. All training topics are listed below:

- Understanding the Title VI LEP responsibilities
- What language assistance services Frederick County offers
- How to identify LEP individuals in public meetings
- How to access an interpreter
- Documentation of language assistance requests
- How to handle a complaint

Monitoring and Updating the LEP Plan

This plan is dynamic and may be updated as more effective means of communication are developed.

Dissemination of the County's Limited English Proficiency Plan

The County will post the LEP Plan on its website at www.frederickcountymd.gov

Any person, including social service, non-profit, law enforcement agencies and other community members with internet access will be able to access the plan. For those without personal internet service, all county libraries offer free internet access. A hard copy of the LEP Plan will be provided to any person or agency upon request. Persons with Limited English Proficiency may also obtain translations of this plan upon request.

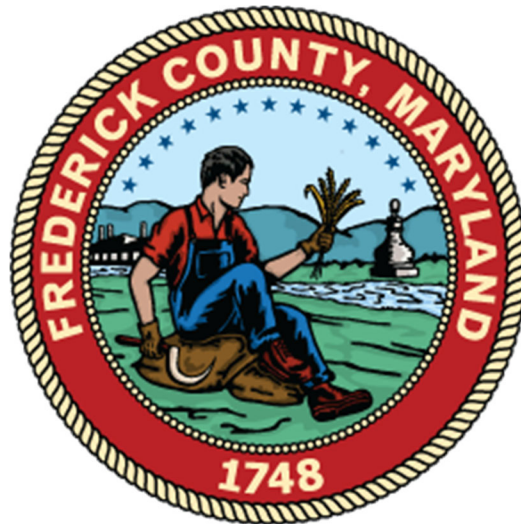
Any questions or comments regarding this plan should be directed to the Frederick County Human Resources Division Director.

Requesting Translation Services

Any individuals who wish to request oral or written translation services may contact the agency or division responsible for the program or service.

If additional help is needed, you may contact Frederick County's Human Resources Division Director:

Director, Division of Human Resources
Frederick County Government
12 E. Church Street
Frederick, MD 21701
301-600-1070
Human_Resources@FrederickCountyMD.gov



Frederick County, Maryland

Title VI Complaint Procedures

Introduction

These procedures apply to complaints filed under Title VI of the Civil Rights Act of 1964, relating to any program and/or activity, including public-facing programs and services administered by Frederick County or its sub recipients, consultants, and/or contractors.

Intimidation or retaliation of any kind is prohibited by law. It is impermissible for a recipient or other person to intimidate, threaten, coerce, or discriminate against any individual for the purpose of interfering with any right or privilege secured by Title VI, or because the individual has made a complaint, testified, assisted, or participated in any manner in an investigation, proceeding, or hearing under the DHS regulation implementing Title VI (6 C.F.R. §21.11(e)). Any individual alleging such harassment or intimidation may file a separate complaint.

These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies, or to seek private counsel for complaints alleging discrimination. These procedures are part of an administrative process that does not provide for remedies that include punitive damages or compensatory remuneration for the complainant.

Every effort will be made to obtain early resolution of complaints at the lowest possible level. The option of informal mediation meeting(s) between the affected parties and the investigator may be utilized for resolution, at any stage of the process. Frederick County will make every effort to pursue a resolution of the complaint. Initial interviews with the complainant and the respondent will include requests for information regarding specific relief and settlement options.

Filing

Any person who believes they/them or any specific class of persons has been subjected to discrimination or retaliation prohibited by Civil Rights authorities, based upon race, color, national origin (including language), sex, age or religion may file a written complaint with:

Director, Division of Human Resources
12 E. Church Street
Frederick County, MD
Discrimination.Complaint@FrederickCountyMD.gov

Any complaint related to disability should be submitted to:

Division of Citizen Services
Attention: ADA Coordinator
Christine Cambareri Kay, Division Director
401 Sagner Ave.
Frederick, MD 21701
ADA@frederickcountymd.gov
301-600-1454
MD Relay - TTY numbers are 711 or 800-735-2258

A formal complaint must be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant. The complaint must meet the following requirements:

- Complaints must be in writing and signed by the complainant(s).
- Complaints must include the name, address, and telephone number of each complainant.
- Complaints must include the date of the alleged act(s) of discrimination (date when the complainant(s) became aware of the alleged discrimination; or the date on which the conduct was discontinued or the latest instance of the conduct).
- Complaints must present a detailed description of the issues, including names, perceived as parties in the action complained against.

Receipt and Acceptance

Upon receipt of the complaint, Frederick County will determine its jurisdiction and any need for additional information. The complaint will be reviewed by the Director of the Division of Human Resources (or designee) for a determination of acceptability or the ADA Coordinator for disability related issues. Frederick County will notify the complainant, in writing, within ten (10) business days of receipt of the complaint.

In order to be accepted, a complaint must meet the following criteria:

- The complaint must be filed within 180 calendar days of the alleged occurrences or when the alleged discrimination became known to the complainant.
- The allegation(s) must involve a covered basis such as race, color, national origin (including language), sex, age, religion or disability.
- The allegation(s) must involve a program or activity that receives Federal financial assistance.

Frederick County will assume responsibility for investigating complaints against any of its subrecipients. Complaints in which Frederick County is named as the Respondent shall be forwarded to the appropriate Federal agency for proper disposition, in accordance with their procedures.

Dismissal

A complaint may be recommended for dismissal for the following reasons:

- a. The complainant requests withdrawal of the complaint.
- b. The complainant fails to respond to three requests for additional information needed to process the complaint.
- c. The complainant cannot be located after reasonable attempts.

Investigation of Complaints

In cases where Frederick County assumes responsibility for investigation, the County will provide the respondent with the opportunity to respond to the allegations in writing. The Director- Division of Human Resources or the ADA Coordinator will be responsible for investigating and evaluating the complaint, developing an investigative plan, conducting interviews, collecting and analyzing evidence, and preparing an investigative report.

Frederick County's final investigative report will be submitted to the Frederick County Chief Administrative Officer within 60 days of completion of the investigation. The Frederick County Chief Administrative Officer will issue a final decision and provide written notification of the decision to the complainant and respondent within 30 days of receipt of final investigative report.

Appeals

If the Frederick County Chief Administrative Officer concludes that the respondent is in compliance with laws/regulations and the complainant disagrees, the complainant may, if dissatisfied, file with the appropriate agency including U.S. Department of Homeland Security Office for Civil Rights and Civil Liberties (CRCL) at CRCLCompliance@hq.dhs.gov.

Complaints should be submitted to:

Director, Division of Human Resources
12 E. Church Street
Frederick, MD 21701
Discrimination.Complaint@FrederickCountyMD.gov

ADA Coordinator, Division of Citizen Services
401 Sagner Avenue
Frederick, MD 21701
ADA@FrederickCountyMD.gov

FREDERICK COUNTY, MARYLAND

Americans with Disabilities Act

ADA Title II Statement, Notice, Grievance Procedure and Reasonable Accommodations

1. ADA Statement

The Americans with Disabilities Act applies to Frederick County Government and its programs, services, activities, and facilities. Anyone requiring an auxiliary aid or service for effective communication or who has a complaint should contact the Frederick County Citizen Services Division, 301-600-1454 (for MD Relay – TTY numbers are 711 or 1-800-735-2258) or [email](#) as soon as possible, but no later than 72 hours before the scheduled event.

Overview

Americans with Disabilities Act (ADA) was signed into law on July 26, 1990, to provide persons with disabilities civil rights protections ensuring accessibility to services, programs and activities to enable participation in all aspects of community life. The ADA prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, state and local government services, public accommodations, commercial facilities and transportation.

It also mandates the establishment of TDD / telephone relay services. The principle areas of the ADA are as follows:

- **Accessibility**
Americans with Disabilities Act Accessibility Guidelines were adopted to ensure access to new construction and renovations. Barrier removal efforts are mandated for older construction that are readily available and does not provide an undue hardship. However, very few establishments can claim undue hardships or barriers that are not readily achievable. Tax credits are available for barrier removal.
- **Transportation**
All public transportation, such as buses and trains, must be accessible. In addition, curb to curb transportation is mandated for eligible persons who live within $\frac{3}{4}$ mile of a fixed route services. Private providers must also provide access in their mainline services or in a parallel service.
- **Education**
Access to all educational programs offered by public education entities receiving federal or state financial assistance. The Individuals with Disabilities Education Act protects the rights for students with disabilities to obtain free and appropriate education.
- **Housing**
Access to public housing and related services. The Fair Housing Amendments Act provides guidance on access within multi-family dwellings.
- **Employment**
Access to Employment. Title I of the ADA prohibits employment discrimination against qualified individuals with disabilities.
- **Medical**
Access to medical care and health insurance.

For more information on the ADA, visit the ADA website or contact the Mid-Atlantic ADA information Center at 1-800-949-4232 V / TTY.

Frederick County, Maryland and its programs, services, activities, comply with the Americans with Disabilities Act. If you need auxiliary aids and services for effective communication or a reasonable modification in programs, services or activities contact the ADA Coordinator as soon as possible, preferably 3 days before the activity or event. A grievance procedure is available to resolve complaints.

All requests and grievances should be sent to:

Division of Citizen Services
Attention: ADA Coordinator
Christine Cambareri Kay, Division Director
401 Sagner Ave.
Frederick, MD 21701
ADA@frederickcountymd.gov
301-600-1454
MD Relay - TTY numbers are 711 or 800-735-2258

2. **NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT**

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 ("ADA"), Frederick County, Maryland will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Employment: Frederick County, Maryland 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.

Effective Communication: Frederick County, Maryland will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in Frederick County, Maryland'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: Frederick County, Maryland 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 **Frederick County, Maryland's** offices, 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 program, service, or activity of **Frederick County,**

Maryland, should contact Christine Kay, Director of Citizen Services (contact listed below) as soon as possible, but no later than 48 hours before the scheduled event:

Division of Citizen Services
Attention: ADA Coordinator
Christine Cambareri Kay, Division Director
401 Sagner Ave.
Frederick, MD 21701
ADA@frederickcountymd.gov
301-600-1454
MD Relay - TTY numbers are 711 or 800-735-2258

The ADA does not require Frederick County, Maryland 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 **Frederick County, Maryland** is not accessible to persons with disabilities should also be directed to the office of Christine Kay, Director of the Citizens Services Division (contact listed above).

Frederick County, Maryland 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.

3. Frederick County ADA Complaint/Grievance Procedures

This Complaint Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990, "ADA". 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 Frederick County Government.

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.

How to Submit a Complaint:

The complaint should be submitted by the complainant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to the ADA Coordinator. Within 15 calendar days after receipt of the complaint, the ADA Coordinator's designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the ADA Coordinator's 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 Frederick County Government and offer options for substantive resolution of the complaint.

How to Appeal:

If the response by the ADA Coordinator's designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision, in writing, within 15 calendar days after receipt of the response to the Frederick County ADA Coordinator:

Division of Citizen Services
Attention: ADA Coordinator
Christine Cambareri Kay, Division Director
401 Sagner Ave.
Frederick, MD 21701
ADA@frederickcountymd.gov
301-600-1454
MD Relay - TTY numbers are 711 or 800-735-2258

Within 15 calendar days after receipt of the appeal, the ADA Coordinator or designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the ADA Coordinator or designee will 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 designee, and responses from this office will be retained by Frederick County Government for at least three years.

Procedure for ADA Complaint in Frederick County, Maryland

An individual who believes he/she has been discriminated against on the basis of disability in the provision of services, activities, programs, access to buildings, or benefits by an agency of Frederick County Government should, if possible, try to resolve the issue locally with the director/supervisor of the program or services. If this informal attempt at resolution is unsuccessful, the complainant shall follow these steps.

Step 1: Complaint

Fill out all of the information requested on the Frederick County ADA Grievance Form. Please mail or hand deliver the completed form to the ADA Coordinator.

If the complainant needs a reasonable accommodation to communicate his/her complaint, such as an interpreter or an alternative format, it should be listed on the complaint form so that the ADA Coordinator can arrange for an accommodation for effective communication. ADA complaints must be filed within 60 calendar days after the discriminatory action or situation was alleged to have occurred.

Step 2: Meet with the ADA Coordinator for Frederick County

Within 15 business days after the complaint is received by the ADA Coordinator, the Coordinator or designee will meet with the individual or contact him/her regarding his/her complaint.

If it is determined that the individual is a qualified individual with a disability under the ADA, the ADA Coordinator's designee will attempt to resolve the complaint.

Step 3: Resolution of the Complaint

Complaint Resolved: If the individual and the ADA Coordinator's designee jointly agree to a resolution of the complaint, the ADA Coordinator's designee will put the joint agreement in writing and send it to the individual. The agreement will generally contain the following items:

- A description of the complaint;
- A summary of the facts;
- A description of the resolution agreed to;
- The timeframe for resolving the complaint; and,
- An assurance that Frederick County will comply with the specific terms and conditions of the agreement.

Complaint Not Resolved: If the individual and the ADA Coordinator's designee cannot resolve the complaint, the ADA Coordinator's designee will send the individual a notice of that fact. The notice will generally include the following:

- A description of the complaint;
- A summary of any resolution proposed; and,
- A statement addressing the issues that could not be resolved.

It is important for the individual to keep copies of the original complaint/notifications received after meeting with the ADA Coordinator's designee, as well as any other correspondence or other documentation that is related to the complaint and bring those copies to all meetings, reviews, and appeals related to the complaint. If the complaint is not resolved, the individual may request a further review of the complaint by the county ADA Coordinator, who will review the decision of the ADA Coordinator's designee.

If additional information is required, the ADA Coordinator will schedule a meeting with the individual within 15 business days of having received the complaint. ADA Coordinator will issue a decision on the complaint within 15 business days of either having received the decision of the ADA Coordinator's designee, or his meeting with the individual, whichever is appropriate. The decision of the ADA Coordinator is not appealable.

U.S. Justice Department

If the individual still believes the complaint has not been resolved, he/she may request a decision from the:

U.S. Department of Justice
950 Pennsylvania Avenue, NW
Washington, DC 20530-0001
202-514-2000

Note: At any time during the complaint procedure, the complainant may refer the complaint to the U.S. Department of Justice at the address above. This information is available in alternative format upon request.

4. ADA Reasonable Accommodations – NOTICE and FAQ

Notice and Frequently Asked Questions (FAQ) about Reasonable Accommodations for Individuals with Disabilities

NOTICE: Frederick County, Maryland is committed to providing individuals with disabilities an equal opportunity to participate in and benefit from its programs, activities, and services. Individuals may request reasonable accommodations that they believe will enable them to have such equal opportunity to participate in these programs, activities, and services.

To request reasonable accommodations, contact:

Division of Citizen Services
Attention: ADA Coordinator
Christine Cambareri Kay, Division Director
401 Sagner Ave.
Frederick, MD 21701
ADA@frederickcountymd.gov
301-600-1454
MD Relay - TTY numbers are 711 or 800-735-2258

FREQUENTLY ASKED QUESTIONS (FAQ)

The following FAQ provides information on requesting reasonable accommodations in Frederick County, Maryland’s programs and activities.

1. What is a reasonable accommodation?

A reasonable accommodation is a change or modification to afford a qualified individual with a disability full enjoyment of programs or activities, unless modifications of policies, practices, and procedures would fundamentally alter the nature of the program, service, or activity, or result in undue financial and administrative burdens.

2. How do I request a reasonable accommodation?

If you need a reasonable accommodation, please contact:

Division of Citizen Services
Attention: ADA Coordinator
Christine Cambareri Kay, Division Director
401 Sagner Ave.
Frederick, MD 21701
ADA@frederickcountymd.gov
301-600-1454
MD Relay - TTY numbers are 711 or 800-735-2258

3. Does my request for a reasonable accommodation need to be in writing?

No, you do not need to put your request in writing, however, making a written request can be helpful documentation for ensuring that Frederick County, Maryland provides the desired accommodation. In addition, you do not need to use the specific words “reasonable accommodations” when making your request.

4. When should I request a reasonable accommodation?

You may request a reasonable accommodation at any time. However, making the request in advance of a meeting, conference call, or visit will help ensure that Frederick County, Maryland is able to fulfill the request for an accommodation. For certain requests, such as requests for sign language interpretation, at least two week's advance notice should be provided.

5. May someone request a reasonable accommodation on my behalf?

Yes, anyone can request a reasonable accommodation on behalf of an individual with a disability who seeks to interact with Frederick County staff or participate in its programs or activities.

6. What will Frederick County do upon receiving my request for a reasonable accommodation?

You may be contacted to obtain more information about your request and to better understand your needs. In addition, Frederick County may review your request to determine:

- Whether the requested accommodation will be effective in allowing you to participate in the activity or program in which you are seeking participation;
- Whether the requested accommodation is reasonable, or an equally effective alternative to the requested accommodation is available; and
- Whether providing you with the requested accommodation would fundamentally alter the nature of Frederick County's programs or impose undue financial or administrative burdens.

In addition, in some cases, Frederick County may consult with you in an interactive process to determine on a case-by-case basis what accommodations can be made. If Frederick County determines that your requested accommodation would fundamentally alter the nature of the program or impose an undue financial or administrative burden, it may deny your request. However, in the unlikely event that this occurs, Frederick County will work with you to identify an alternative accommodation that allows you to effectively participate in its program, activity, or service.

7. May Frederick County request medical documentation from you after receiving your request for a reasonable accommodation?

No, it may not request medical documentation after receiving your request for a reasonable accommodation. Questions will be limited to understanding the barrier to your ability to participate in the program or activity in which you are interested and the nature of an accommodation that will remove this barrier.

8. May Frederick County charge you the cost of providing the reasonable accommodation?

No, you are not responsible for the cost of an auxiliary aid or service that Frederick County provides to you.

9. What are some examples of reasonable accommodations?

There are many types of reasonable accommodations. Some examples of how Frederick County provides reasonable accommodations include:

- Arranging for qualified sign language interpreters
- Providing on-site captioning
- Producing alternate formats of print materials in braille, large print, or in an electronic format

- Providing remote conference captioning services
- Furnishing a temporary ramp to access the dais or other areas with one or more stairs to ensure accessibility for individuals who have physical disabilities and may be using a wheelchair or walker.

5. **Frederick County ADA Title II Complaint Form**

Frederick County, Maryland - ADA – Title II Complaint/Grievance Form

Available online at <https://www.frederickcountymd.gov/FormCenter/Citizen-Services-18/Frederick-County-Maryland-ADA-ComplaintG-238>

1. First Name*

2. Last Name*

3. Phone Number

xxx-xxx-xxxx

4. Email

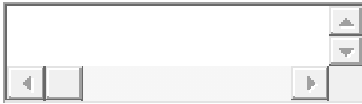
5. Street Address

6. City

7. State

8. Zip code

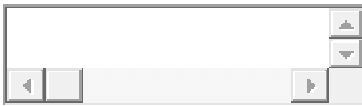
9. Representative Information

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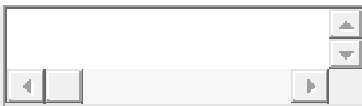
If a Representative is completing this form, provide the Representative's name and contact information

10. Please note: All complaints/grievances are public records. 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. Please answer all of the following questions:

11. Describe in detail the event or problem for which you are seeking ADA relief. Provide the names of all individuals who were involved:

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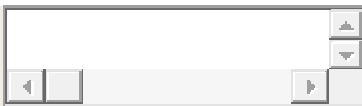
12. If your complaint involves a specific event, when and where did the incident occur?

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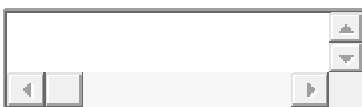
13. If this is a general request for an accommodation, describe the functional limitations caused by your disability for which you are requesting this accommodation.

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14. Describe any accommodations that you believe would minimize or eliminate the barriers to your participation in the County's services, activities, programs, or benefits:

A rectangular text input field with a light gray border. On the right side, there are two small square buttons stacked vertically, one above the other. On the bottom left side, there are two small square buttons side-by-side. On the bottom right side, there is a single small square button.

15. If you need an accommodation to meet with the ADA Coordinator, please describe what that accommodation is:

A rectangular text input field with a light gray border. On the right side, there are two small square buttons stacked vertically, one above the other. On the bottom left side, there are two small square buttons side-by-side. On the bottom right side, there is a single small square button.

16. Signature

Type name

17. Date

18. This form will be submitted to the ADA Coordinator:

Christine Cambareri Kay, Division Director
Citizens Services Division
Frederick County Government
401 Sagner Avenue
Frederick, MD 21701
Phone: 301-600-1454
Email: ADA@frederickcountymd.gov



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