



## ADA Title II Notice

### Manatee County Government Americans with Disabilities Act Notice Related to Programs, Services and Activities

In accordance with the requirements of 28 C.F.R. § 35.106 and 107, Manatee County Government provides the following notice and designation.

#### Policy

In accordance with Title II of the Americans with Disabilities Act of 1990 (ADA) Manatee County Government will not exclude from participation in, or deny the benefits of, its services, programs or activities to a qualified individual with a disability. The ADA does not require Manatee County Government to take any action that would fundamentally alter the nature of its programs or services or impose an undue financial or administrative burden.

#### Effective Communication

Manatee County Government will generally, upon request, provide appropriate aids and services to facilitate an effective means of communication for qualified persons with disabilities so they may meaningfully participate in County programs, services, and activities. Such aids and services may include, but are not limited to, qualified sign language interpreters, converting documents to alternative formats, and other ways of making information and communications accessible to people who have speech, hearing or vision impairments.

#### Policy and Procedure Modification

Manatee County Government will make lawful and reasonable modifications to its policies and procedures where doing so will allow qualified persons with a disability to participate in or receive the benefit of its services, programs or activities.

#### Aid or Modification Requests

Disabled persons desiring auxiliary aids or services, or policy or procedure modification related to a Manatee County Government program, service or activity should contact the Department or operating unit offering the program as soon as possible but no later than 48 hours before the scheduled event. Agendas for all meetings and workshops of the Board of County Commissioners provide the contact information for requests related to attendance at or participation in the Board's meetings.

#### Access Charge Prohibited

Manatee County Government 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.

#### Coordinator Designation

The following individual is designated by Manatee County Government as the person responsible for coordinating the County's compliance with its obligations under Title II of the

ADA to provide access to its programs, services or activities, and with responding to complaints associated with any alleged non-compliance:

Carmine DeMilio, CPRP, ACTCP  
ADA Compliance Coordinator  
Property Management Department  
[Carmine.demilion@mymanatee.org](mailto:Carmine.demilion@mymanatee.org)  
(941) 792-8784 ext. 8203

## Complaints

Any qualified disabled person who believes Manatee County Government has not complied with its obligations under Title II of the ADA related to the County's programs, services and activities may submit a complaint to the County's designated ADA Coordinator.

It is preferred that complaints be submitted in a written format such as letter or e mail. However, if the complainant cannot, due to his/her disability, submit a written complaint, the ADA Coordinator will explore alternative means of filing grievances, such as recorded statements, personal interviews or phone calls.

Complaints must include information about the individual filing the claim such as name, address, e mail and phone number; the location, date and description of the alleged violation; the name of the program or staff member that failed to comply; and the efforts, if any, made by the complainant to achieve voluntary compliance.

The complaint should be submitted by the complainant as soon after the alleged non-compliance as possible but not later than sixty (60) calendar days after the alleged violation.

Within thirty (30) calendar days after receipt of the complaint by the ADA Coordinator, the ADA Coordinator or authorized designee will contact the complainant to review the complaint for completeness and accuracy and obtain any additional needed information. Within 60 calendar days thereafter, the ADA Coordinator will provide the complainant with a written response. Where appropriate, the response will be provided in a format accessible to the complainant. The response will explain the position of Manatee County Government and offer options for substantive resolution of the complaint. Manatee County Government's desired outcome in these cases will always be to work as much as possible to arriving at a positive resolution of the subject of any ADA Title II complaint. Therefore, the initial response to any complaint will never foreclose additional resolution discussions or suggestions from either the County or the complainant.

## Confidential Information

Persons making complaints may, if needed to verify disability, submit medical information. However, any records submitted, unless exempt under Florida or federal law, will be subject to inspection under the Florida Public Records Act.

## Records

All records made or received by the ADA Coordinator associated with complaints of non-compliance will be retained by his/her office for the longer of three (3) years or the period required for retention of such records set forth in the Florida Public Records Act Records Retention Schedule.