

City of Lebanon ADA Communications Policy

It is the policy of the City of Lebanon to ensure that communications with participants and members of the public with disabilities are as effective as communications with others. The City of Lebanon will furnish appropriate auxiliary aids and services where necessary to afford an individual with a disability an equal opportunity to participate in, and enjoy the benefits of any program, service, or activity conducted by the City of Lebanon. In determining what type of auxiliary aid or service is necessary, the City of Lebanon will give primary consideration to the requests of the individual with disabilities.

Definitions:

Auxiliary aids and services: Auxiliary aids and services includes 1) qualified interpreters, note-takers, transcription services, written materials, telephone handset amplifiers, assistive listening devices, assistive listening systems, telephones compatible with hearing aids, closed caption decoders, open and closed captioning, telecommunications devices for deaf person (TDDs), videotext displays, or other effective methods of making aurally delivered materials available to individuals, brailled materials, large print materials, or other effective methods of making visually delivered materials available to individuals with visual impairments.

Disability:

Disability means, with respect to an individual, a physical or mental impairment that substantially limits one or more of the major life activities of such an individual; a record of such an impairment; or being regarded as having such an impairment.

Qualified Interpreter:

A qualified interpreter means an interpreter who is able to interpret effectively, accurately, and impartially both receptively and expressively, using an necessary specialized vocabulary.

Guidelines Notification:

If you do not know which department is responsible for providing the program or service that requires the use of auxiliary aids and services to ensure effective communication, please contact the City of Lebanon ADA Coordinator:

Lee Ann Crosslin
City of Lebanon
200 N. Castle Heights Avenue
Lebanon, Tennessee 37087
Office: (615)443-2809
bateyl@lebanontn.org

Requests for Auxiliary Aids:

Requests for auxiliary aids must be made to the department in advance of the meeting, hearing or other service or activity provided by the City of Lebanon. The best effort to fulfill the request will be made.

1. Public meetings and hearing – The ADA department contact person should be notified at least one week in advance.
2. On-going services and programs – The ADA department contact person should be notified at least 48 hours in advance.
3. Emergencies or urgent requests – The ADA department contact person or the City Of Lebanon ADA Coordinator should be notified immediately.

City of Lebanon Response to Request for Auxiliary Aids or Services:

When an auxiliary aid or service is requested, the City of Lebanon will give primary consideration to the choice expressed by the individual with disabilities. The City of Lebanon will honor the choice unless:

1. it can show that another effective means of communication is available or
2. it can show that the use of the means chosen would result in a fundamental alteration in the service, program or activity or
3. it can show that the use of the means chosen would result in undue financial or administrative burden to the department.

The ADA department contact person will consult with the individual with a disability to identify in what ways effective communication can be achieved with the individual in the context of the department's program, service or activity. The ADA department contact person may ask the individual with the disability for technical assistance and information on how to obtain a particular auxiliary aid or service. Within 48 hours after the request for auxiliary aids or services, the ADA department contact person will, in writing or other alternative format, notify the requesting individual with a disability of the proposed auxiliary aid or service to be provided. A copy of the proposal will be sent to the City of Lebanon ADA Coordinator.

Grievance Procedure:

If the requesting individual is dissatisfied with the ADA department contact person's proposed auxiliary aid or service, the individual is encouraged to file a grievance with the City of Lebanon ADA Coordinator.

The following City of Lebanon employees will serve as ADA contacts for our departments, programs, service and activities:

Mayor Philip Craighead, telephone 443-2839
Mayor's Office

Andy Wright, City Attorney, telephone 443-8610
Legal Office

Lee Ann Crosslin, Personnel Department, telephone 443-2809
Personnel Department
City Sponsored Special Events

Staci Williams, Assistant Commissioner of Finance, telephone 443-2805
Finance Department
Accounting Department
Management Information Systems Department
Purchasing Department
Customer Service/Billing Department
Meter Readers

Mike Justice, Public Safety Coordinator, telephone 443-6315
Police Department
Fire Department

William Porter, Director of Parks & Recreation, telephone 449-0303
Parks & Recreation Department

Nichol Teague, Program Manager, telephone 453-4545
Jimmy Floyd Family Life Center

Lanette Phillips, Professional Engineer, telephone 444-3647
Engineering Department
Building Inspection Department
Maintenance Department
Street Department
Sanitation Department
Cemetery Department

Water & Sewer Collection Department
Gas Department