

## THE CITY OF LAKE FOREST

### INSTRUCTIONS

#### Complaints Alleging Violation of Americans with Disabilities Act of 1990

The Americans with Disabilities Act (ADA) requires equal opportunity for individuals with disabilities in employment, public accommodations, transportation, government services, and telecommunications.

Under the ADA, no qualified individual with a disability shall, by reason of such disability, be excluded from participation in, or be denied the benefits of, the services, programs, or activities offered by the City, or be otherwise subjected to discrimination by the City. Further, no person may be discriminated against because of that person's relationship or association with a person with a disability.

All services, programs, and activities, when viewed as a whole, are required to be accessible to qualified persons with disabilities, and communications with persons with disabilities are to be as effective as communications with others. The City is required to reasonably accommodate all persons with disabilities or reasonably modify its policies, practices, or procedures when necessary to comply with these requirements.

#### Complaint Procedures

Any person who believes that the City is not in compliance with the applicable requirements of the ADA may make a complaint to the ADA Coordinator of The City of Lake Forest.

Complaints must be submitted in writing either by the complaining party or by his or her designated agent. If a complaining party is unable to write and no designated agent is available, then the complaining party can receive assistance in filing his or her complaint by calling: (847) 234-2600

Complaints must be made within 30 days after the alleged violation. Each complaint should give as much information about the specifics of the violation as possible, including location, type of services, names, dates, and times. You may be asked for additional information. All complaints will be investigated by the ADA Coordinator to ensure a prompt and equitable resolution of complaints. The ADA Coordinator will be responsible for making recommendation to appropriate City officials when necessary to comply with the ADA.

The ADA does not require that you use this complaint procedure before seeking any other remedy under the ADA. The filing of a complaint under this procedure does not limit, extend, replace, or delay the right of any person to file a similar complaint or charge with any City, federal, or state agency or court.

All interested persons are invited to submit comments about observations and concerns related to application of the ADA to the City's ADA Coordinator.

For a complete copy of or information about the ADA, or to review the regulations created pursuant to the ADA, contact:

DeSha D. Kalmar, ADA Coordinator  
800 N. Field Drive  
Lake Forest, IL 60045  
(847) 234-2600  
TDD equipped

or:

Lake Forest Library  
360 E. Deerpath  
Lake Forest, IL 60045  
(847) 234-0636  
TDD equipped

A copy of this Notice is available in various forms for the hearing or sight impaired upon request.