

Ken-Caryl Ranch Metropolitan District

Policy for Accommodating Qualified Individuals with Disabilities

August 2021

In accordance with the requirements of the federal American's with Disabilities Act (ADA), the Ken-Caryl Ranch Metropolitan District (KCRMD) advocates full public participation in KCRMD's recreational opportunities, and prohibits discrimination in the provision of programs, services or activities to qualified individuals with disabilities. Please call us if you need assistance Monday through Thursday from 9am – 4pm at 303-979-1876.

Full Access for All – ADA

KCRMD is committed to meeting your unique individual leisure needs. Every attempt at reasonable accommodations will be made so that individuals may participate in desired programs.

TTY Assistance Available:

Residents using TTY's please be aware you can contact the Ken-Caryl Ranch Metropolitan District during our regular business hours by connecting through Relay Colorado by dialing 711. Relay Colorado uses specially trained operators to relay information between hearing and hearing or speech impaired persons.

Special Accommodations:

Please attach to your registration form a description of any accommodations needed for your disability. Please remember it is your responsibility to notify KCRMD of any medical, physical and/or mental condition that may require special consideration by KCRMD staff. Please call us if you have any questions Monday through Thursday from 9am – 4pm at 303-979-1876.

NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

In accordance with the requirements of title II of the Americans with Disabilities Act of 1990 ("ADA"), the Ken-Caryl Ranch Metropolitan District will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Effective Communication: To the extent required by the ADA, the District will, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities, so they can participate equally in the District'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 qualified disabilities, such as speech, hearing, or vision impairments.

Modifications to Policies and Procedures: To the extent required by, and in accordance with the ADA, the District will make reasonable modifications to policies and programs to give qualified

individuals with disabilities an equal opportunity to enjoy the District's programs, services, and activities. For example, individuals with service animals are welcomed in Ken-Caryl Ranch Metropolitan District offices, even where pets are generally prohibited.

No Surcharge: The District will not impose a surcharge on a qualified individual or group of qualified individuals with a disability 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.

Contact Information: Any qualified individual with a disability who requires an auxiliary aid or service for effective communication, or a modification of the District's policies or procedures in order to participate in a program, service, or activity of the District, should contact the District's ADA Coordinator at 303-979-1876 as soon as possible but no later than 48 hours before the scheduled event.

Complaints: Complaints that a program, service, or activity of Ken-Caryl Ranch Metropolitan District is not accessible to a qualified individual with a disability should be directed to the District's ADA Coordinator at 303-979-1876.

Ken-Caryl Ranch Metropolitan District Complaint (Grievance) Procedure under The Americans with Disabilities Act

This complaint (grievance) procedure is established by the Ken-Caryl Ranch Metropolitan District to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by any member of the public who wishes to file a complaint alleging discrimination on the basis of disability in the District's provision of services, programs or activities.

The complaint should be in writing and contain information about the alleged discrimination, including the name, address, phone number of complainant, and the 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 upon request.

The complainant or his/her designee should submit the complaint as soon as possible but no later than 60 calendar days after the alleged violation. Complaints should be submitted to:

Attn: ADA Coordinator
7676 S. Continental Divide Road
Littleton, Colorado 80127
Telephone: 303-979-1876
Email: traciw@kcranch.org

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or his/her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the ADA Coordinator or his/her 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 the Ken-Caryl Ranch Metropolitan District and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator or her designee does not satisfactorily resolve the issue, the complainant and his/her designee may appeal the decision within 15 calendar days after receipt of the response to the District Manager or his/her designee.

Within 15 calendar days after receipt of the appeal, the District Manager or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the District Manager or his/her 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 his/her designee, appeals to the District Manager or his/her designee, and responses from such individuals will be retained by the Ken-Caryl Ranch Metropolitan District for at least three years.