

## AMERICANS WITH DISABILITIES ACT – ADA TITLE II

### ROANOKE COUNTY

#### PUBLIC NOTICE

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

**Employment:** Roanoke County does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations as set forth by the appropriate state and federal agencies.

**Effective Communication:** Roanoke County will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in our programs, services, and activities, including qualified sign language interpreters, documents in Braille, text to speech, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

**Modifications to Policies and Procedures:** Roanoke County 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. 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, should contact the appropriate department directly or the Department of Human Resources as soon as practicably possible by calling (540) 772-2018 or by sending an email to: [humanresources@roanokecountyva.gov](mailto:humanresources@roanokecountyva.gov).

The ADA does not require Roanoke County to take any action that would fundamentally alter the nature of its programs or services, or impose any undue financial or administrative burden.

**Service Animals:** The use of service animals is permitted. Proof of certification for the service animal is not required; however, you may be asked if your animal is a service animal and what tasks or functions your service animal provides for you. Any service animal that is disruptive and/or poses as a direct health or safety threat to others may be denied entry to or removed from any facility of Roanoke County or from any programs, services or activities in which you and your service animal are a participant. Pets and companion animals are not defined by the FTA as service animals.

**Complaints:** Roanoke County is committed to a program of non-discrimination. You have a right to file a formal complaint under the American Disabilities Act and/or Section 504 of the Rehabilitation Act of 1973 with the Office of the Attorney General, Office of Civil Rights (<https://www.state.gov/bureaus-offices/secretary-of-state/office-of-civil-rights/>), or the Civil Rights Division of the US Department of Justice (<https://www.justice.gov/crt>).

**Process:** All requests for reasonable modifications, alternative formatting or services for effective communication, Service Animal in Training documentation, and complaints that a program, service, or activity of Roanoke County is not ADA compliant should be directed to the Human Resources Department at (540) 772-2018 or by email to: [humanresources@roanokecountyva.gov](mailto:humanresources@roanokecountyva.gov).

**Surcharges:** Roanoke County 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 effective communication or reasonable modifications of policies and practices.

If you need assistance or have questions, please contact:

Kristie Jordan, ADA Coordinator  
Roanoke County Department of Human Resources  
5204 Bernard Drive  
Roanoke, VA 24018  
(540) 772-2018  
TTY: Dial 711  
[www.roanokecountyva.gov](http://www.roanokecountyva.gov)