



City of Bartlett
David Parsons, Mayor

Reasonable Accommodation Process

The City of Bartlett notifies Program Beneficiaries Recipients on how to request reasonable accommodations by posting information on our webpage, posting this information in our facilities and incorporating the notice in program materials when available. In addition, program participants will be provided a copy of the complaint procedures upon request. The notice will also be made available in alternative formats and languages for persons with disabilities and persons with limited English proficiency upon request.

Accepting and Responding to Requests for Reasonable Accommodations

The City of Bartlett process for accepting and responding to request for reasonable accommodations program participants is as follows:

Anyone needing to make a request for Reasonable Accommodations should contact:

Lori Von Bokel-Amin
The City of Bartlett
Chief Human Resources Officer
6400 Stage Road
Bartlett, TN 38134
Email: lvonbokel@cityofbartlett.org
Telephone: 901-385-6400

The process for the City of Bartlett to Responding to Requests for Reasonable Accommodations:

- Information on how to make requests for reasonable accommodations are posted on the City of Bartlett website.
- All requests for reasonable accommodations are reviewed promptly in the Human Resources Office.
- Additional information may be necessary from the program recipient in an interactive process. All requests will be handled with careful consideration and in an effort to best reasonably accommodate the individual. A determination will consider the scope, frequency and cost of the request and reasonableness for the City.
- Every effort will be made to make a prompt determination and should typically be completed within 30 days.
- If necessary, the recipient can request and possibly granted an appropriate interim accommodation by making this request.
- The City of Bartlett will seek appropriate resources through local agencies in West Tennessee for obtaining the reasonable accommodation that may be provided. The City has employed the services of Avaza Language Services.

The City of Bartlett will maintain the confidentiality of and appropriately secure any personally identifiable information in the request for reasonable accommodations to ensure that only employees with a need to know have the information. This is done by keeping electronic files secure and by keeping all paper documents locked within the Human Resources Department when not in use.

The City of Bartlett will provide the approved reasonable accommodation in future or ongoing interactions with the beneficiary by making contact with the Program Beneficiaries Recipients and either setting up one-on-one meetings or communicating by email or telephone.

The City of Bartlett will monitor the Provision of Reasonable Accommodations by keeping a log in Excel of the number and type of requests for reasonable accommodations received annually. Also kept is the number of such requests that were denied and the reason for denial as well as the number and type of alternate accommodations that were provided. Additionally, a summary of circumstances regarding any denials based upon a determination of fundamental alteration or undue burden to recipients.