

**TINLEY PARK-PARK DISTRICT
AMERICANS WITH DISABILITIES ACT
ACCESS AND INCLUSION SOLUTIONS PROCESS (RFS)**

PURPOSE

The Tinley Park-Park District invites and welcomes people with disabilities to its facilities, parks, programs, and benefits. The District strives to make its activities and sites accessible to and usable by all.

The Tinley Park-Park District established this solutions process to meet the requirements of the Americans with Disabilities Act (ADA) of 1990. The ADA title II regulation published by the US Department of Justice at section [35.107\(b\)](#) requires this process. Anyone who wishes to discuss, complain about, or propose a solution to a concern arising from disability may use this process. The subject of the discussion must be a Tinley Park-Park District program, park, facility, policy, or practice. The process described below is a ***Request for Solutions (RFS)***.

ACT IN GOOD FAITH

The Tinley Park-Park District will act in good faith when a community member chooses to use this process. The District will follow the steps described below in evaluating the discussion, complaint, or proposed solution. The District will not harass, intimidate, coerce, or retaliate against a community member or employee who chooses to use this process and make a ***Request for Solutions (RFS)***.

REQUESTS IN WRITING

The ***Request for Solutions (RFS)*** should be in writing and contain information about the issue to be discussed. The ***Request for Solutions (RFS)*** must also include name, address, phone number of person seeking a solution, and location, date, and description of the problem. Alternative means of filing a ***Request for Solutions (RFS)***, such as personal interviews, an email, or a tape recording of the ***Request for Solutions (RFS)***, will be made available for persons with disabilities upon request.

The ***Request for Solutions (RFS)*** should be submitted by the person seeking a solution and/or their designee as soon as possible but no later than 60 calendar days after the issue arose for which a solution is sought. The ***Request for Solutions (RFS)*** can be mailed, delivered, emailed, or provided in an interview, and must be submitted to the Tinley Park-Park District ADA Coordinator:

Ryan Veldman, ADA Coordinator
Superintendent of Parks
8125 West 171 Street
Tinley Park, IL 60477
708-342-4200 or info@tinleyparkdistrict.org

REQUEST FOR SOLUTIONS PROCESS

The overarching goal of the RFS Process is to provide prompt and equitable solutions to concerns about accessibility and inclusion raised by a community member or employee.

1. Within three (3) working days after receipt of the ***Request for Solutions (RFS)***, the ADA Coordinator or their designee will acknowledge receipt of the RFS. The acknowledgement may

be by mail, email, phone, in person, virtually, or in another means acceptable to the person making the RFS.

2. Within five (5) working days after receipt of the **Request for Solutions (RFS)**, the ADA Coordinator will establish a time and place for an in-person or virtual meeting to discuss the RFS.
 - 2.1 The person making the RFS is allowed to bring another person or persons to the meeting.
 - 2.2 If the person making the RFS requires a reasonable modification, such as a sign language interpreter, Braille, large font, audio file, or an accessible meeting location, they should make that need known to the ADA Coordinator when the meeting day and time is being arranged.
 - 2.3 The District will make such reasonable modifications unless they are an undue burden.
3. Within ten (10) working days of receipt of the RFS, the ADA Coordinator or their designee will conduct a meeting with the person making the RFS.
 - 3.1 The purpose of this interactive meeting is to clearly understand the RFS being made.
 - 3.2 The format of the meeting is a discussion, with both the person making the RFS and the Entity seeking a solution.
 - 3.3 The ADA Coordinator or their designee will make a record of the meeting in an audio file, a written document, or another format agreeable to the person making the RFS.
 - 3.4 The District will provide a record of the meeting to the person making the RFS within 48 hours of the meeting.
4. Within five (5) working days of the meeting, the ADA Coordinator will communicate their decision regarding the **Request for Solutions (RFS)**. The decision will explain the position of the District regarding the RFS.
 - 4.1 Decisions may include providing the solution requested, providing a modification to the solution requested, requesting additional information, or stating that the District denies the solution requested. If the decision is a denial of the request, the communication shall be signed by the head of District.
 - 4.2 The District will provide this communication as an audio file, a written document, or in another format agreeable to the person making the RFS.
5. If the response by the ADA Coordinator does not satisfy the person making the **Request for Solutions (RFS)**, the person making the RFS or their designee may appeal the decision within fifteen (15) calendar days after receipt of the response to the head of District.
 - 5.1 Within ten (10) working days after receipt of the appeal, the head of District or their designee will meet with the person appealing the RFS decision to discuss it and possible resolutions.

- 5.2 Within ten (10) working days after the meeting, the head of District or their designee will respond with an audio file, a written document, or in another format agreeable to the person appealing the initial RFS decision.
- 5.3 This is a final resolution of the ***Request for Solutions (RFS)***.

RECORDS

The District shall retain all Requests for Solutions received by the ADA Coordinator or their designee, appeals to the head of Tinley Park-Park District or their designee, meeting records, and responses from these officers, for at least three years.

COSTS AND RESPONSIBILITY

The person making the Request for Solutions is responsible for any and all costs they may incur in preparing the RFS and using the RFS process. The Tinley Park-Park District is not responsible for those costs.

The Tinley Park-Park District is responsible for any and all costs for the management of the RFS process, and any modifications or solutions that arise from the process.

OTHER RIGHTS

A community member or employee who chooses to use the RFS process retains all other avenues for the enforcement of the Americans with Disabilities Act. A community member or employee is not required to exhaust administrative remedies such as the RFS process before pursuing enforcement in other ways.