330 Pacific Place
Mount Vernon, WA 98273
Tel: (360) 416-7585
Fax: (360) 416-7599
www.CommunityActionSkagit.org

NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

In accordance with the requirements of title II of the Americans with Disabilities Act of 1990 ("ADA"), Community Action of Skagit County (Community Action) will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities. To request a copy of this policy in alternative formats, you may contact: Mindy Engstrom at 330 Pacific Place, Mount Vernon, WA 98273, mindye@communityactionskagit.org or (360) 416-7585.

Employment: **Community Action** does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under title I of the ADA.

Effective Communication**: Community Action** will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in **Community Action** 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 speech, hearing, or vision impairments.

Modifications to Policies and Procedures: **Community Action** 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. For example, individuals with Personal Care Attendants (PCAs) and service animals are welcomed in **Community Action** offices, even where pets are generally prohibited. 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 of **Community Action**, should contact the office of **Mindy Engstrom, Human Resources Director at (360) 416-7585** as soon as possible but no later than 48 hours before the scheduled event.

The ADA does not require **Community Action** to take any action that would fundamentally alter the nature of its programs or services or impose an undue financial or administrative burden.

Comment Cards**: Community Action** encourages all visitors, volunteers and clients to fill out a Comment Card to help us improve our services. Resource Center staff will be responsible for collecting Comment Cards on a regular basis and will aggregate the results. When a Comment Card includes a complaint, the Division Director will attempt to identify the program area and bring concern to the Manager or Coordinator of that program. If the compliant also includes contact information of the author, the Division Director or Program Manager will attempt to contact the author via phone or email to gather more information. If the author would like a follow-up report, either the Manager or Division Director will do that follow-up communication. These complaints or compliments will be communicated to the Program Manager and the program staff, if appropriate. Information will be used to make improvements to customer service or process and procedures.

If the author would like to file a grievance, and take the matter further, **Community Action** staff will follow the agency's Grievance Procedures.

Complaints that a program, service, or activity of Community Action is not accessible to persons with disabilities should be directed to **Mindy Engstrom, HR Director at (360) 416-7585**. Complaints must be in writing and include the alleged offense and circumstances surrounding the offense.

Procedures for Complaints: ADA complaints must be investigated within sixty days. Investigating a complaint includes interviewing all parties involved and key witnesses. The investigator may also request relevant information such as books, records, electronic information, and other sources of information from all involved parties. All information collected will be kept confidential and only accessible to those directly involved in conducting the investigation.

Timeline 60 days from time of complaint.

Corrective Action process**:** Once the investigation is complete, **Community Action** will take action in accordance with the findings of the investigation

Method for issuing findings: The Human Resources Director will compile a report outlining the complaint, any findings and the corrective action plan, and will discuss with the Executive Director and any other staff involved.

Notification: Once the investigation is complete, **Community Action** will notify all parties involved via mail/email of any findings and the corrective action measures that will be taken within 60 days.

Community Action cannot store personal items or retrieve personal items for clients on site.

Record Retention: Community Action will retain all materials related to an ADA complaint, as well as grant records, for 6 years beyond the end of the grant project.

Direct Threat: If a person is violent, seriously disruptive, or engaging in illegal conduct, **Community Action** may, consistent with established procedures for all clients, refuse service. A person who poses a significant risk to others may be denied service if reasonable modifications to the public accommodation policies, practices, or procedures will not eliminate that risk. Behaviors that may cause immediate exclusion from services include:

- Destruction of public or private property (including vehicles, office space, and/or its furnishings and the belonging of other patrons.
- Doing violence to others or to oneself.
- Behavior that is seriously unruly, seriously disruptive, threatening, or frightening to others.
- Behavior that interferes with the safe delivery of services, both in person and over the phone.

- Violations of service animal policy by failing to control one's service animal.
- Engaging in illegal conduct.
- Other conduct judged by Community Action to represent an actual or potential threat to the health, safety or wellbeing of oneself, staff, or others.

Clients who excluded from the Community Action services due to a direct threat have the ability to request an administrative appeal by contacting: J**azmin Flores at (360) 416-7585 or jazminf@communityactionskagit.org.**

Equipment: Community Action's main office facility is accessible to wheelchairs, walkers, and supplemental oxygen equipment; however, **Community Action** staff are not able assist with operation of such devices. **Community Action** staff will be allowed to contact Paratransit for those clients who do not have access to a telephone and require such services to enter and leave the premises. However, Community Action cannot assist with any fares associated with such transportation.

Boarding Assistance: Community Action staff are unable to assist with a client's mobility. If a client needs assistance with mobility on the premises, including the operation of special mobility aids such as wheelchairs, it is within their right to allow a PCA to accompany them to their appointment.

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