

CITY OF CHANDLER  
AMERICANS WITH DISABILITIES  
ACT (ADA) NOTICE



The City of Chandler complies with the Americans with Disabilities Act (ADA) and does not discriminate against qualified individuals on the basis of disability in its services, programs, activities, or employment practices.

*Employment:* The City of Chandler does not discriminate against individuals with disabilities 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:* The City of Chandler will generally, upon request, provide appropriate aids and services to promote effective communication for qualified persons with disabilities so they can participate equally in the City's programs, services, and activities, including sign language interpreters, documents in Braille, and other ways of making communications accessible to people with speech, hearing, or vision impairments.

*Modifications to Policies and Procedures:* The City of Chandler will make reasonable modifications to policies and procedures to ensure that people with disabilities have an equal opportunity to enjoy its programs, services, and activities. For example, people with service animals are welcome in City offices and facilities, even where pets and other animals are prohibited.

*Requests for Reasonable Modification:* Request for an auxiliary aid or service for effective communication or a reasonable modification of policies or procedures can be made directly to the responsible City office or department, or ADA Coordinator, preferably no fewer than three days (72 hours) before the scheduled activity or event.

For communication aids and services at City Hall and City Council Chambers, contact the City Clerk, Dana DeLong, at 480-782-2180 (711 via AZRS) or [CityClerkAgenda@chandleraz.gov](mailto:CityClerkAgenda@chandleraz.gov).

The City will not assess a surcharge on an individual or group to cover the cost of providing auxiliary aids, services, or reasonable modifications of policy to facilitate accessibility.

*ADA Solutions Process:* The City's ADA Accessibility and Inclusion Solutions Process is an efficient and equitable process to address concerns and complaints that a City program, activity, service, or facility is not accessible to persons with disabilities. Complaints and concerns should be directed to:

ADA Coordinator  
480-782-3402 (voice) or 711 via AZ Relay Service  
[ada.coordinator@chandleraz.gov](mailto:ada.coordinator@chandleraz.gov)

The City is not required to take any action that would fundamentally alter the nature of its programs, activities or services, or impose an undue financial or administrative burden.

This notice may be requested in an alternate format from the ADA Coordinator.