

Americans With Disabilities Act (ADA) Policy

The Riverdale Public Library District welcomes individuals with disabilities; strives to operate its services, programs, and activities in such a way as to be readily accessible to and usable by all library patrons; and hereby endorses compliance with the Americans With Disabilities Act (ADA) of 1990.

In compliance with the ADA, the Library will take appropriate actions to ensure the prohibition of discrimination on the basis of disability and will guarantee equal opportunity for all individuals in employment, public accommodations, communications, etc. The Library will also comply with basic nondiscrimination requirements that prohibit exclusion, segregation, and unequal treatment, and is committed to making reasonable modifications to policies, practices, procedures, and other access requirements. The Library will also take measures to guarantee effective communication with individuals with hearing, vision, or speech disabilities.

Trained service animals are permitted and welcome in the building who are accompanying persons with disabilities; however, for verification the Library staff may ask if the animal is required because of a disability and what work/tasks it has been trained to execute. Library staff will only request an individual with a disability for the removal of their service animal from the Library if the animal is out of control, loud to the point of disruption of regular library procedures, not housebroken, or begins to act in a violent manner without provocation and the animal's handler does not take immediate and effective action to control it.

Individuals who would like to make an accommodation inquiry/request/complaint or have concerns or questions, please direct to the Riverdale Public Library District's designated ADA Coordinator, Library Director Kate Holt.

Address: 208 W 144th St. Riverdale, IL 60827
Phone: 708-841-3311 ext. 225
Email: holtk@rpdl.org

Within 15 calendar days after receipt of complaints or requests, the ADA Coordinator or their designee will meet with the complainant to discuss the issue and possible solutions. If this meeting does not satisfactorily resolve the issue, the complainant may appeal in writing to the Library Board of Trustees.

Please submit any requests for specific Library program accommodations at least 5 working days prior to the scheduled event.

**Americans with Disabilities Act
Request/Complaint Form**

Please return to Kate Holt, ADA Coordinator

Name: _____ Date: _____

Address: _____

City: _____ State: _____ Zip: _____ Phone: _____

My request/complaint concerns the following area of disability:

Mobility Visual Auditory Learning Development

Nature of Request/Complaint: _____

Suggestions for Improvement: _____

Did you speak with the ADA Coordinator? Yes No

Did you have assistance completing this form? Yes No

If so, please provide name and telephone number of the person assisting you:
