



Rockford Park District Operating Policy  
COMMITMENT TO COMPLY WITH TITLE II OF THE  
AMERICAN WITH DISABILITIES ACT

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**Priority Result II D v.** states that: *“Activities will meet the needs of a diverse population, and be accessible at times and locations in a geographically balanced manner.”*

**Board Policy 2.1 TREATMENT OF CUSTOMERS** states that *“With respect to interactions with customers (those who use our facilities or services) or those applying to be customers, the Executive Director shall not cause or allow conditions, procedures, or decisions which are unsafe, undignified, untimely or unnecessarily intrusive. Accordingly, he/she shall not:*

- 2. Maintain facilities that fail to provide a reasonable level of safety and privacy.*
- 3. Fail to communicate with customers a clear understanding of what may be expected from the facilities and service(s) offered.”*

**Statement of Purpose**

As a Title II entity under the Americans with Disabilities Act (ADA), the Rockford Park District is committed to full compliance. Title II of the ADA prohibits discrimination against any qualified individual with a disability by local and state governments in its programs, services or activities.

**Objective**

This Operational Standard is intended to comply with the Title II requirements for public entities to notify our citizens of our intent to comply with Title II of the ADA as well as our procedures for receiving grievances or concerns in regard to said compliance.

**Responsibilities and Accountability**

1. ADA Compliance Officer will be responsible for the development and establishment of the Intent to Comply with Title II of the American with Disabilities Act Policy with input from the respective Therapeutic Recreation team members.
2. All RPD staff will be responsible for the implementation of the Intent to Comply with Title II of the American with Disabilities Act Policy.
3. All employees are responsible for notifying the ADA Compliance Officer when compliance is not met.

**Frequency of Policy Review**

This policy shall be reviewed periodically to assist with the development of sufficient internal control to achieve District compliance with ADA. The ADA Compliance Officer will ensure that the procedure is updated and modified, if necessary, after each review.

**Policy and Procedure**

**I. Policy**

It is the policy of the Rockford Park District to implement an Intent to Comply with Title II of the American with Disabilities Act Policy for its facilities and parks designed to:

1. Ensure safety of personnel and patrons using facilities/parks.
2. Prevent inconvenience to personnel and patrons due to non-compliance at facilities and parks.



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**II. Procedure**

A Title II entity may not deny the benefits of its programs, activities, and services to individuals with disabilities because its facilities are inaccessible. A public entity's services, programs, or activities, when viewed in their entirety, must be readily accessible to and usable by individuals with disabilities.

A Title II entity must provide information on Title II's requirements to applicants, participants, beneficiaries, and other interested persons. The notice shall explain Title II's applicability to the public entity's services, programs, or activities.

**ADA Compliance and Grievance Process**

Within the spirit of its mission “to help people enjoy life”, the Rockford Park District welcomes customers with disabilities to enjoy ALL our facilities, programs, and services. For assistance and information on accessibility, contact Customer Service at 815-987-8800 (TTY, 888-871-6171).

The Rockford Park District is a public entity as defined under Title II of the Americans with Disabilities Act (ADA) which prohibits the District from discriminating against qualified individuals with disabilities in all programs, activities, and services. The Rockford Park District is committed to complying with all applicable provisions of Title II as well as all other federal and state laws and regulations pertaining to persons with disabilities.

Any person or authorized representative who believes that the Rockford Park District has discriminated against them based on their disability by denying access to its programs and services, may file a formal grievance with the Rockford Park District's ADA Compliance Officer. For more information, please visit [www.rockfordparkdistrict.org/AllAccess](http://www.rockfordparkdistrict.org/AllAccess) or submit your concern in writing within 30 days to:

Laurie Anderson  
Rockford Park District  
401 S. Main St.  
Rockford, Illinois 61101.

**Distribution**

All RPD Facilities and Employees. Upon its passage by the D Team, this operational standard shall be placed on the Rockford Park District intranet for reference by District staff.