



CITY OF CHEYENNE POLICY AND NOTICE OF NON-DISCRIMINATION

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General Disclaimer

The City of Cheyenne maintains this website to enhance public access to City information. This is a service that is continually under development and despite efforts to keep the information timely and accurate, users should be aware that the information available on this Web site may not be timely, accurate or complete, and may not reflect official positions of the city.

Reference herein to any specific commercial products, process, or service by trade name, trademark, manufacturer, or otherwise, does not constitute or imply endorsement or, recommendation of the same, by or favoring by the City of Cheyenne.

The documents on this web site contain hypertext pointers (or "links") to information created and maintained by other public and private organizations. Please be aware that we, the City of Cheyenne, does not control or guarantee the accuracy, relevance, timeliness, or completeness of this outside information. Further, the inclusion of pointers to certain topics in hypertext is not intended to reflect their importance, nor is it intended to endorse any views expressed or products or services offered by the author of the reference or the organization operating the server on which the reference is maintained.

Please feel free to contact us at 307-637-6301 of any errors that come to your attention as you use this Web site.

NOTICE OF NON-DISCRIMINATION

The City of Cheyenne, Wyoming (the "City") gives public notice that it is committed to assuring full compliance with, and is prohibited by law from violating, all civil rights provisions of federal statutes and related authorities that prohibit discrimination in programs and activities receiving federal financial assistance. These laws include but are not limited to Title VI of the Civil Rights Act of 1964 ("Title VI"), the Civil Rights Restoration Act of 1987 (P.L. 100.259), Section 504 of the Rehabilitation Act of 1973, Title VIII of the Civil Rights Act (the "Fair Housing Act"), and the Age Discrimination Act of 1975, as amended. The City of Cheyenne does not, on the grounds of race, color, national origin, sex, disability, age, marital status, religion or familial status, discriminate against persons in the provision of its programs, services or activities.

It is impermissible for a recipient or other person to intimidate, threaten, coerce, or discriminate against any individual for the purpose of interfering with any right or privilege secured by Title VI, or because the individual has made a complaint, testified, assisted, or participated in any manner in an investigation, proceeding, or hearing under the Department of Homeland Security (DHS) regulation implementing Title VI (6 C.F.R. § 21.11(e)). Any individual alleging such harassment or intimidation may file a separate complaint with DHS.

Accessibility Statement

The City of Cheyenne is committed to providing equitable access to our services to all community members. Our ongoing accessibility effort works towards being in line with the Web Content Accessibility Guidelines (WCAG) version 2.1, level AA criteria. These guidelines not only help make

technology accessible to users with sensory, cognitive and mobility disabilities, but ultimately to all users, regardless of ability. Our efforts are just part of a meaningful change in making all City of Cheyenne services inclusive and accessible. We welcome comments on how to improve our technology's accessibility for users with disabilities and for requests for accommodation to any City of Cheyenne services

MESSAGE FROM THE CHIEF OF STAFF

Creating a culture of equity and inclusion is a priority for the City of Cheyenne. Our community is made better by the multitude of perspectives, skills and backgrounds that create it. While the City is required to comply with certain laws around access, civil rights and non-discrimination, that is not the only reason we do this work.

Every member of our community should have access to the city services, resources and programs they help make possible. We believe that we are better together, and that community belongs to all of us.

The City's mission is to provide exceptional service for an exceptional community. To achieve this, we are identifying and addressing barriers to inclusion and committing to eliminating disparities while fostering a thriving community.

Amber Ash
City of Cheyenne, Chief of Staff

LEGAL PROTECTIONS

Title VI of the Civil Rights Act of 1964

Title VI of the Civil Rights Act of 1964 is the Federal law that protects individuals and groups from discrimination based on their race, color, and national origin in programs and activities that receive federal financial assistance.

The City of Cheyenne, Wyoming is committed to assuring full compliance and is prohibited by law from violating all civil rights provisions of federal statutes and related authorities that prohibit discrimination in programs and activities receiving federal financial assistance. For a list of relevant laws, visit fcgov.com/legal/non-discrimination.

The City of Cheyenne does not, on the grounds of race, color or national origin, sex, disability, age, marital status, religion or familial status, discriminate against persons in the provision of its programs, services or activities.

Some common examples of conduct that may be a violation of these civil rights laws: A person is denied participation in a service, a person is provided a different service or benefit, and/or a person is denied the opportunity to participate as a member of a planning or advisory board or commission **based on any of the protected classes listed above.**

Americans with Disabilities Act (ADA) and Section 504

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 (“ADA”) and Section 504 of the Rehabilitation Act of 1973, the City will not discriminate against a person with a disability on the basis of disability or in the administration of its services, programs, or activities.

The City, upon request, will provide appropriate auxiliary aids and services leading to effective communication for qualified persons with disabilities so a person with a disability can participate equally in the City’s programs, services, and activities.

The City will make all reasonable modifications to policies and programs to ensure people with disabilities have an equal opportunity to enjoy all programs, services, and activities in alignment with ADA and Section 504 of the Rehabilitation Act of 1973.

An accommodation is a reasonable modification or adjustment that enables a qualified person with a disability to enjoy the same access to services, activities and programs that are enjoyed by persons without disabilities. [Please complete and submit this form](#) to request accommodation.

The signed form shall be submitted to:

City of Cheyenne ADA Coordinator
Compliance 2101 O’Neil Avenue, Room 108
Cheyenne, WY 82001 (307) 637-6301

Please note that neither the ADA nor Section 504 of the Rehabilitation Act of 1973 require the City to take any action that would fundamentally alter the nature of its programs or services or impose an undue financial or administrative burden.

Anyone requiring auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of the City, should call 307-637-6301 and ask to speak to the City’s ADA Coordinator no later than 48 hours before the scheduled event to ensure availability of services.

Further Assistance

For additional help with ADA resources, please contact the City’s ADA Coordinator at:

307-637-6301, or send a request via email to efountain@cheyennecity.org, or mail directly to:

***Eric Fountain, ADA Coordinator
City of Cheyenne
2101 O’Neil Avenue, Room 108
Cheyenne, WY 82001***

Language Access and Resources

Interpretation and Translation

Our organization offers limited language interpretation and translation services to individuals with limited English proficiency (LEP). While we strive to provide meaningful access to our programs and services, our capabilities may not cover all languages or specialized content. We take reasonable steps to assist LEP individuals within the constraints of our available resources and most frequently encountered languages. To request accommodations, please contact the City of Cheyenne ADA Coordinator.

Service Animals

People with disabilities utilizing service animals are permitted in City offices, even where pets are generally prohibited. Businesses and public entities are only legally allowed to ask two questions to inquire about a service animal:

1. Is this a service animal?
2. What task has the animal been trained to perform?

For additional information, refer to the [Federal policy on Service Animals](#).

FILING A COMPLAINT

Any person who believes they have been discriminated against in City programs, services, or activities in violation of the Title VI, ADA or other protections can file a formal complaint or request for reasonable accommodation. Complaints must be submitted within one hundred and eighty (180) calendar days of the date of the alleged discrimination.

Please complete the appropriate form below and send via email to efountain@cheyennecity.org or print and mail the completed form and send to City of Cheyenne, Attn: Title VI Coordinator, 2101 Oneil Avenue Room 108, Cheyenne, WY 82001.

Title VI Complaints

<https://www.cheyennecity.org/files/sharedassets/intranet/v/1/human-resources/forms/city-of-cheyenne-ada-complaint-procedures.pdf.pdf>

Americans with Disabilities Act (ADA) and Section 504

<https://www.cheyennecity.org/files/sharedassets/intranet/v/1/human-resources/forms/city-of-cheyenne-ada-complaint-procedures.pdf.pdf>

Request for Reasonable Accommodation

An accommodation is a reasonable modification or adjustment that enables a qualified person with a disability to enjoy the same access to services, activities and programs that are enjoyed by persons without disabilities.

If accommodation is needed for an event, please allow four (4) business days prior to the event to process your request and arrange the accommodation, if approved. If you require additional space to provide your information, please attach additional sheets to this form, identifying the paragraph(s) being answered.

If you require an accommodation or assistance filing a complaint, please contact the City's ADA Coordinator via email efountain@cheyennecity.org or by calling 307-637-6301 during office hours (Mon – Fri, 8 a.m.–4 p.m.).

FREQUENTLY ASKED QUESTIONS

Q: What is the role of the city's Title VI Coordinator?

A: The City's Title VI Coordinator position is administrative in nature. The role of the Title VI Coordinator is to assist people in understanding the City's nondiscrimination policies and procedures in relation to compliance with Title VI. The Title VI Coordinator is an impartial administrator who neither advocates nor is an adversary to a person who wants to or has filed a Title VI complaint. The Title VI Coordinator's responsibility is to ensure the proper administration of the Title VI complaint process.

Q: What are other options for filing a complaint?

A: If a person believes they have been discriminated against in violation of Title VI, they have the right to file a complaint with an external entity such as the federal agency providing federal assistance to the City related to the program, service or activity of concern or with the United States Department of Justice.

For more information about filing a Title VI complaint, visit the U.S. Department of Justice website at the link below or contact the U.S. Department of Justice by telephone at (888) 848-5306 for English and Spanish (ingles y Espanol) or (202) 307-2678 (TDD).

[Department of Justice – Civil Rights Division](#)

Questions regarding the complaint process should be directed to the City's ADA Coordinator City's via email efountain@cheyennecity.org or by calling 307-637-6301 during office hours (Mon–Fri, 8 a.m.–4 p.m.)

What happens with the complaint?

The submitted form goes directly to the City's Title VI and ADA Coordinator. A copy is sent to the email address provided on the complaint form, along with detailed information about how the complaint will be processed.

What to expect:

- Within 15 days of receiving the written complaint, the Title VI Coordinator will notify the Complainant of its receipt.
- The Title VI Coordinator will attempt to discuss the complaint with the Complainant and any City staff members or others who are concerned with the complaint and will attempt to resolve the complaint informally.
- If the Title VI Coordinator determines further investigation is warranted, they shall mail to the Complainant a notice of continuing investigation ("NCI") within fifteen (15) days of receiving the completed Complaint Form.
- If appropriate, the Title VI Coordinator may also arrange to meet with the Complainant to discuss the matter and possible resolution.
- If the matter is not resolved informally, the Title VI Coordinator shall respond with their final response, in writing, within thirty (30) calendar days after the NCI is sent to the Complainant.

Filing an Appeal

If the Complainant feels the Title VI / ADA Coordinator's final response does not satisfactorily resolve the matter, the Complainant or authorized representative may appeal the decision in writing, to:

City of Cheyenne
Honorable Mayor Collins
2101 O'Neil Ave, Room 310
Cheyenne, Wyoming 82001

The complainant shall file their appeal, including a detailed description of its basis, no later than fifteen (15) calendar days after the date of the Title VI Coordinator's final response.

Within twenty (20) calendar days after receipt of the appeal, the mayor will designate a third party (not a city employee) to act as appeal officer (the "Appeal Officer"). Next steps are as follows:

- The Appeal Officer shall attempt to meet with the Complainant to discuss the complaint and possible resolutions.
- The Appeal Officer will be an attorney or someone who is well-versed in Title VI law, rules and regulations. Within twenty (20) days calendar days after the filing of the appeal, the Appeal Officer shall respond with a final resolution of the complaint.
- At that point, the complainant may investigate their options for further action, including but not limited to those described in subsection 3 above.

- The Title VI Coordinator, the Mayor or their designee and the Appeal Officer may extend the deadlines noted herein for cause and with notification to the complainant.

How long will records about the complaint be retained by the city?

The City's Title VI Coordinator will maintain the following materials for a period of three (3) years: (1) written complaints received by the Title VI Coordinator; (2) final response of the Title VI Coordinator; (3) final resolutions by the Appeals Officer.

Upon request and at no cost, these documents will also be made available.

ⁱ Revised 10/22/2024