



2023 Americans with Disabilities Act (ADA) Annual Progress Report

City of Lake Oswego, Oregon

March 1, 2024

As the City of Lake Oswego strives to become a place where every individual feels safe, welcomed, supported and included, it is my great honor to present the City's 2023 Americans with Disabilities Act (ADA) Progress Report.

I extend my heartfelt appreciation to the City's ADA Technical Team, the All Ability Employee Resource Group, and the accessibility champions throughout Lake Oswego who consistently identify effective ways to improve access at the City. Finally, I would like to express gratitude to Mayor Buck, City Council, City Manager Martha Bennett, and Public Works Director and City Engineer, Erica Rooney, for their steadfast leadership and unwavering support of the ADA program.

Respectfully submitted,

Kelli Byrd, ADAC

Certified Americans with Disabilities Act Coordinator

City of Lake Oswego

Background

In an effort to enhance accessibility for all community members, on December 20, 2022, the Lake Oswego City Council adopted and approved the City's inaugural Americans with Disabilities Act (ADA) Self-Evaluation and Transition Plan. The plan encompasses four key components:

- Reviewing all City programs, services, and policies;
- Evaluating the accessibility of City facilities, including buildings, parks, and parking lots;
- Assessing facilities in the public right-of-way; and
- Developing a strategic plan and tools for implementing recommended changes to City facilities and practices.

The ADA Transition Plan serves as a roadmap for ensuring that the City's buildings, parks, programs, and public spaces are accessible to everyone.

Purpose

The purpose of this annual progress report is twofold: firstly, to highlight the City's efforts in implementing the ADA Transition Plan across all departments, and secondly, to document innovative programs, notable accessibility projects, and outreach initiatives undertaken between January 1, 2023, and December 31, 2023, aimed at accommodating individuals with disabilities.

Notice Under the Americans with Disabilities Act

In accordance with the ADA, the City of Lake Oswego has made available to applicants, participants, beneficiaries, and other interested persons information regarding the provisions of the ADA and its applicability to the services, programs, and activities of the City (Appendix A). In 2023, ADA notices were provided to the public through posters prominently displayed in all of the City's buildings and on the City's website. Copies are also provided to any person upon request.

Employment

ADA Title I Employment compliance is regulated by the Human Resources Department. In brief, the City employment policies comply with the U.S. Equal Employment Opportunity Commission regulations implementing Title I of the Americans with Disabilities Act of 1990, codified at 29 C.F.R. Part 1630. Employment policies and records of compliance are maintained by the Human Resources Department.

The City provides the following statement on the [Job Opportunities!](#) page:

The City is an Equal Opportunity Employer. All qualified persons will be considered for employment without regard to race, color, religion, sex, national origin, age, marital status, familial status, gender identity and expression, sexual orientation, disability, any other consideration made unlawful under any federal, state, or local law.

As part of our commitment, the City of Lake Oswego will ensure that persons with disabilities are offered reasonable accommodations. Please email your accommodation request to hr@lakeoswego.city before the application deadline.

General Effective Communication Provisions

The City has identified sources of qualified sign language and oral interpreters, qualified readers, real-time transcription services, and vendors able to put documents in Braille. These sources are updated periodically and are available by contacting the Office of the ADA Coordinator.

Several City facilities have assistive listening devices to assist people with hearing loss better participate in trainings, meetings, and events.

The Office of the ADA Coordinator

Through collaboration with all departments across the City, the ADA Coordinator works diligently to ensure compliance with ADA regulations. Below are some of the ADA Coordinator's accomplishments for 2023.

Grievances and Inquiries

In accordance with the ADA, the City has adopted and published a grievance procedure providing for prompt and equitable resolution of complaints alleging any action that would be prohibited by Title II of the ADA (Appendix B).

The Office of the ADA Coordinator distributes the grievance procedure to all City departments, posts copies of it in conspicuous locations in each of the City's public buildings, and posts copies to the website in an accessible format. The Office of the ADA Coordinator refreshes each posted copy, and updates the contact information contained on it, as necessary. Copies are also provided to any person upon request.

Formal Grievances

Two formal grievances were filed with the ADA Coordinator in 2023.

General Inquiries

The ADA Coordinator has a dedicated phone number and email address for general inquiries. More than 65 inquiries were received in 2023.

Many calls and emails received by the ADA Coordinator were related to issues outside the purview of the City or the ADA Coordinator. Most calls pertained to accessibility issues on private property, over which the City lacks jurisdiction, and were subsequently directed to other resources for assistance.

Accommodation Requests

Eleven requests for reasonable accommodations were brought to the attention of the ADA Coordinator. This is not a comprehensive count of requests for accommodations citywide, as each department is authorized to provide reasonable accommodations.

Staff Training/Development

ADA Program at the City of Lake Oswego Training

Throughout the year, employees from various departments and divisions received training on the ADA Program at the City including Engineering, Library, Human Resources, Communications, IT, Finance, Parks and Recreation, Planning, and Public

Works. This training equips employees with a fundamental understanding of the Title II requirements of the ADA and effective methods of serving individuals with disabilities. The sessions were attended by more than 120 employees. Training records are maintained by the ADA Coordinator.

Reasonable Accommodations in the Workplace

In April, the HR Department conducted a training session to educate staff on the process of requesting reasonable accommodations in the workplace. The session was attended by 10 employees. Training records are maintained by the ADA Coordinator.

Employee Assistance Program (EAP) Benefits

During Mental Health Awareness Month in May, HR conducted a training session to educate staff about the City's Employee Assistance Program (EAP). The EAP provides free and confidential assessments, short-term counseling, referrals, and follow-up services to employees facing personal and/or work-related challenges. The session was well-attended, with 17 employees participating. Training records are maintained by the ADA Coordinator.

New Employee Orientation

Each New Employee Orientation includes a 45-minute presentation by the ADA Coordinator. The presentation provides an overview of the City's general obligations under the ADA, how to respond to requests for reasonable modifications/accommodations, and etiquette tips for serving individuals with disabilities. Two sessions were attended by 42 employees in 2023. Training records are maintained by the Human Resources Office.

All Ability Employee Resource Group

In January 2023, the ADA Coordinator formed an All Ability Employee Resource Group (AAERG) with the goal of fostering a welcoming and inclusive workplace for employees with disabilities and invisible illnesses at the City. The AAERG meets monthly on the third Thursday of every month from noon to 1 pm at City Hall. Meetings are for staff to get to know each other over lunch, share ideas, and plan activities. All employees are welcome to attend – participants don't need to have a disability to attend, allies are encouraged to join as well. See Appendix C for programming.

ADA Information Portal for Employees

In March 2023, the ADA Coordinator established a dedicated webpage on the City's Private Pages platform. This webpage serves as a central information hub designed to provide staff members with easy access to resources pertaining to the Americans with Disabilities Act (ADA), including training opportunities and other resources.

Outreach & Community Involvement

Outreach within the community is crucial for understanding and responding to the needs of people with disabilities in the City. In line with this objective, the ADA Coordinator actively engaged in various disability-related events, participated in committees, and implemented campaigns for Disability Awareness Month in March and Disability Pride Month in July. These efforts aim to enhance opportunities for people with disabilities in the community. Some of the committees and groups with which the ADA Coordinator has participated include, but are not limited to:

- January 15—Attended the Martin Luther King, Jr. celebration and served on the Planning Committee
- March –Celebrated Disability Awareness Month with campaign including proclamation, social media posts, and two videos featuring campaign events and how to request an accommodation
- May 22— Attended “Walking Through Portland with a Panther: The Life of Mr. Kent Ford. All Power!” sponsored by the Lake Oswego Public Library, Respond to Racism and Lakewood Center for the Arts
- June 18—Attended the City of Lake Oswego’s Juneteenth celebration at City Hall
- June 28—Served lunch at the Adult Community Center
- July—Celebrated Disability Pride Month with campaign including proclamation and City-wide events
- July 4—Participated in the 4th of July Parade Star Spangled Parade with the City’s All Ability Employee Resource Group
- July 5-31— Assisted in coordinating the Special Olympics Display at City Hall
- July 15—Attended the Talking Book & Braille Services presentation sponsored by the Library at the Adult Community Center
- July 18—Attended the Third Tuesday Author Series Disabled Hikers at the Library
- July 26— Served lunch at the Adult Community Center
- July 27—Attended Movies in the Park: Turning Red at Millennium Plaza Park
- August 9 and August 23—Participated in Community Coffee Talks with Respond to Racism
- September 17—Attended the Cultural Xchange Festival at Millennium Plaza Park
- September 26—Attended the NW Equity Summit
- November 22— Served lunch at the Adult Community Center
- December 12—Attended the Parks Plan 2040 Community Advisory meeting

Progress and Accomplishments Across City Departments

Library

Each division within the Library continues to review its areas for ADA compliance in accordance with the ADA Transition Plan. Staff are not solely concentrating on physical enhancements within the Library, but are also committed to improving programming, training, and outreach services, thereby ensuring continuous updates and changes toward ADA compliance. Here are some of the Library's 2023 accomplishments:

- The Library Director, Library Managers and the City's ADA Coordinator completed [Project ENABLE](#) training. Project ENABLE provides free, foundational training designed specifically for public, academic or school librarians worldwide, to help them gain the knowledge and skills needed to create inclusive and accessible libraries that meet the needs of all students.
- Library staff participated in the EDI Cohort and Public Employee Diversity Conference.
- Installed an ADA-complaint work desk in the Children's Library.
- Purchased Assistive Listening Devices to be used at events in the Library (Appendix D).
- Updated its webpage for ease in requesting an accommodation.
- Installed signage welcoming Service Animals only.
- Public agendas for the Library Advisory Board specifically provide a link and contact information for ADA accommodation requests to attend meetings.
- Website events page has a link where patrons can request ADA accommodations, translation services and access to Assistive Listening Devices.
- Provided an American Sign Language interpreter at Lake Oswego Reads author event.



Picture 1: A new ADA-compliant work desk has been installed in the Children's Library, enhancing accessibility for all patrons.

- Collaborated with the Lake Oswego School District Community Transition Program and Clackamas County Aging and Disability Resource Connection to host Library volunteers through the Transition Program.
- Expanded the Rover Outreach Program to include regular visits to senior living facilities. As a result of this increased outreach, the Home Delivery program has seen an increase in sign-ups of 76% over the last 6 months.
- In addition to providing ongoing Home Delivery services, the Library offers temporary Materials by Mail services, wherein library holds are mailed to library patrons on a one-time basis.



Picture 2: The Lake Oswego Public Library can deliver books and other library materials to residents on a short-term or long-term basis.



Picture 3: Library staff actively engaging with a child at a public outreach event.

Public Works

City Engineering division staff continues to plan, design, and construct ADA improvements within the public right of way. Staff has started implementing programs consistent with the ADA Transition Plan. Major accomplishments, highlights, milestones, and projects undertaken during 2023 include:

- Completed design of Jean & Pilkington Intersection Improvements. Project includes upgrading the four corners of the intersection for the curb ramps, push buttons, etc. to meet current ADA design standards.
- Completed construction of new sidewalk segments on Douglas Way, Hallinan Street, and Boca Ratan Drive. These three segments included about 4,500 linear feet of new sidewalk and 27 new curb ramps.
- Completed the design procurement for the next group of pathways which will include new sidewalks and curb ramps along Carman Drive, portions of Pilkington Road, and Treetop/Meadowlark Lane.
- Completed the McVey-Stafford Corridor Vision study which includes planning for significant ADA improvements between Overlook Drive and State Street. The ADA scope of the eventual construction project is expected to include curb ramps, sidewalks, and crossings.
- Secured significant funding for curb ramp improvements in the updated Capital Improvement Plan and Biennium Budget. This is expected to provide \$4.5M over the next six years for curb ramp retrofits.
- Managed ADA improvements as a part of right of way permitting specifically ensuring driveway and sidewalk construction is ADA compliant.



Picture 4: A new ADA-compliant sidewalk was completed on Boca Ratan Drive in 2023, enhancing accessibility for pedestrians.

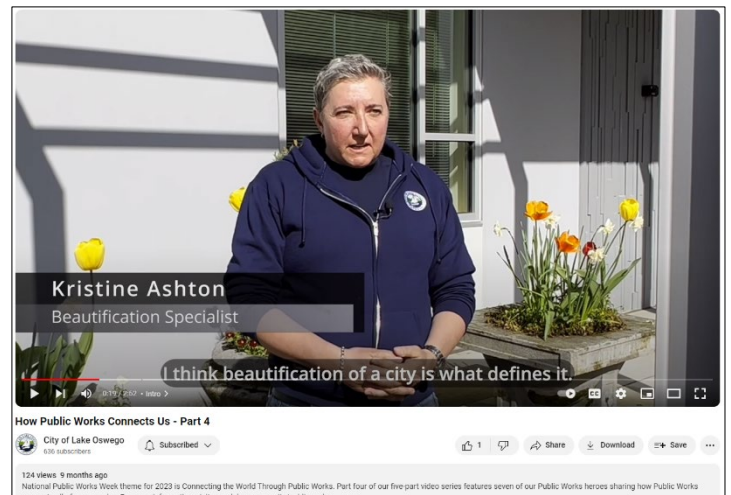


Picture 5: A new ADA-compliant curb ramp and crosswalk have been installed at the intersection of Hallinan Street and Hemlock Street, improving accessibility and safety for pedestrians.

- Participated in ADA training as a part of the Northwest Pavement Management Association annual conference and American Public Works Association PWX annual conference.
- Assisted with Gallery Without Walls public art installations and other special events to ensure ADA compliance.
- Attended Accessibility for Social Media 2.0 training offered by the Great Lakes ADA Center.
- Attended training/webinar for the PROWAG Final Ruling.
- Improved the City website by reorganizing content on the stormwater division pages, water pages, and CIP projects to be easier to access by removing redundant links and clicks.
- Implemented ALT text for all Engineering and Public Works images and content posted on social media accounts.
- Improved use of hashtags on social media by capitalizing them to ensure accessibility and ease of reading for screen readers.
- Implemented open captioning and subtitles for all videos.



Picture 6: Capitalizing hashtags on social media helps improve accessibility for screen readers and users with visual impairments, ensuring that the hashtags are read accurately and clearly.



Picture 7: Open captioning is implemented on all Public Works videos, ensuring accessibility for individuals who are deaf or hard of hearing.

City Manager's Office

Some of the department highlights and accomplishments in 2023 include:

- Standardized public meeting notices for City's governing bodies (Council, Boards and Commissions, Task Forces) to include virtual meeting requests, along with interpretation and accessibility accommodations.
- Added accommodation request language on City-wide mailed monthly newsletter, as well as city volunteer applications for Boards and Commissions, Youth Leadership Council, and Task Forces.



Picture 8: The All Ability Employee Resource Group participated in the 4th of July Star Spangled Parade hosted by Parks & Recreation in celebration of Disability Pride Month (July). Disability Pride Month celebrates the achievements, contributions, and resilience of individuals with disabilities, promoting awareness, acceptance, and inclusion.

Parks & Recreation

Various accomplishments and progress were made toward ADA accessibility within Parks & Recreation including the newly refurbished Tennis Center, several projects at the Adult Community Center, a new picnic shelter, and many ongoing projects for the 2040 Parks Plan. Other accomplishments include:

- Hosted an accessibility focus group as part of Parks Plan 2040 to hear from community members about issues, opportunities, and recommendations for increasing access to parks and recreation in Lake Oswego for people of all ages and abilities.
- The L.O. Tennis Center Addition Project was completed in December 2022 (contractors signed off Jan. 2023). This project transformed a facility originally built in 1974, which did not meet ADA requirements, into a facility fully compliant with ADA standards throughout the Tennis Center.
- Adult Community Center & Parks staff attended Exploring Oregon Parks and Recreation Accessibility at the Oregon Recreation and Parks Association conference in November, 2023.
- Staff attended a webinar about adaptive sports in March, 2023.
- Staff took a tour of a new accessible playground at Gabriel Park in May, 2023.
- Staff attended ADA programming at the annual NRPA conference held in October, 2023.
- In collaboration with Oregon Special Olympics, the Tennis Center continues to provide access to the center for a 19 - week athlete program, the only Special Olympics Tennis program in the northwest.
- Installed a curb ramp to a picnic table overlooking Tryon State Park at the Adult Community Center.



Picture 9: A new curb ramp has been installed at Tryon State Park, providing accessible access to the picnic table.

- An inclusive swing was installed at George Rogers Park playground providing for more accessible opportunities.
- The lower picnic shelter at George Rogers Park was replaced which expanded the concrete surface allowing for ADA access within the entire shelter. Three ADA picnic table were installed as well. A new compacted gravel pathway connecting the ADA parking area to the new shelter was also added.



Picture 10: A new picnic shelter has been erected at George Rogers Park, providing additional amenities for park visitors to enjoy.



Picture 11: A new inclusive swing has been installed at George Rogers Park, enhancing accessibility and inclusivity for all.

- Updated the Activity Guide on the website to a new format to make it more accessible. This new format is called “Flip Book by Issuu”, and it helps people access info in an easier way, including increasing the size and turning pages.
- The Adult Community Center offers transportation to the grocery store and to the Adult Center for activities for those unable to drive. A bus with a lift is on site if we need to provide service for anyone unable to use the bus stairs.
- The Adult Community Center offers medical ride reimbursement for those unable to drive themselves to a medical appointment.
- Meals on Wheels program delivers over 14,000 meals per year to seniors who are homebound and have disabilities. In addition, meals are provided three days a week at the Adult Community Center for walk-in patrons.

- The Adult Community Center has a hearing loop system installed in a few of its classrooms.
- All public meetings are held using a hybrid approach to make them more accessible.
- Inclusion Support Program: LOPR welcomes those who's disabilities may require support or accommodations to participate. For youth ages 3-17, assessments are provided to determine the level of support needed and, if applicable, a support aide will be scheduled. For adults who experience special needs/disabilities, the Lake Oswego Adult Community Center (LOACC), can determine how to best support and serve through access, support and resources.
- LOPR partners with providers such as Every Body Athletics and Adventures without Limits as well as blended instructor-led classes.
- Partnered with the City's ADA Coordinator during Disability Pride Month (July) to include a film as part of Movies in the Park that highlighted individuals with disabilities.
- The digital display on the coffee maker was too small at the Adult Community Center, so a large print laminated version was created for those with low vision.



Picture 12: A large font coffee maker guide has been provided for visitors with low vision, ensuring they can easily operate the equipment.

Community Development

In the Community Development Department, ensuring ADA access primarily revolves around facilitating accessibility to public meetings. This includes Planning Commission, Development Review Commission, and Historic Resources Advisory Board meetings held at City Hall, as well as public engagement activities for long-range planning projects. To accommodate individuals with disabilities, the department offers several accommodations, including the option to participate in public meetings virtually. Additionally, assisted listening devices and sign language interpreters are provided upon request. Other 2023 highlights include:

- Standardized all meeting agendas to include clear information at the top of the page on how to participate in a meeting remotely, how to make ADA accommodation requests, and how to request translation services.
- Conducted a pre-application meeting with a resident who was hard of hearing. Planning staff proactively sought resources online, including tips for effective communication with people who are deaf or hard of hearing, which staff consulted prior to the meeting.
- Created an ADA resource folder where information, along with other ADA resources, are saved for future reference, as well as a spreadsheet summarizing best practices for supporting people with disabilities or who need additional support when utilizing Community Development Department services.



Picture 13: The All Ability Employee Resource Group had a delightful boat tour of Oswego Lake, generously hosted by the Lake Oswego Corporation.

Fire

With the assistance of the City's ADA Coordinator and City Facilities Manager, the Fire Department conducted comprehensive reviews of the four Lake Oswego Fire Stations. Action plans have been formulated to improve compliance based on the ADA Transition Plan. Additionally, here are some other accomplishments and community involvement initiatives completed in 2023:

- Repaired the Main Fire Station rear accessible door push button with a new hardwired accessible push button.
- Staff participated in the annual Northwest Public Employees Diversity Conference: "Working with the Deaf and Hard of Hearing." The training sessions provided tools to foster growth within the organization in ADA and inclusivity.
- Staff provides ALT text in social media community outreach communications. Closed captioning and subtitles are utilized in videos.
- Provided an American Sign Language (ASL) Interpreter as requested during a recognition ceremony.
- Contracted with Language Line Solutions to provide response personnel with over-the-phone interpreter services, ensuring crews are providing the best and most inclusive services for the community.
- Collaborated with Guiding Eyes for the Blind: An organization that raises and provides guide dogs for people with vision loss. The group regularly meets inside the Main Fire Station with their service dogs in training and putting them through obstacles, distractions, and socialization.



Picture 14:
Guiding Eyes for the Blind at the Main Fire Station.

- Participated in the Down Syndrome Network Oregon Buddy Walk at Millennium Plaza Park that was largely attended comprising of 1,000 guests and 40 teams participating in the walk. The Buddy Walk has become know as the premier advocacy event for Down Syndrome in the United States.
- Community Emergency Response Team (CERT) training was held at the Public Works Maintenance building and City Hall to ensure accessibility for all participants.
- Through the community risk reduction program, smoke alarms are distributed upon request or based on observational need in the community, including ADA-compliant smoke alarms and depending upon individual needs, Lake Oswego Fire Department supports and assists in selecting other ADA devices such as bed shakers for hearing impaired individuals.

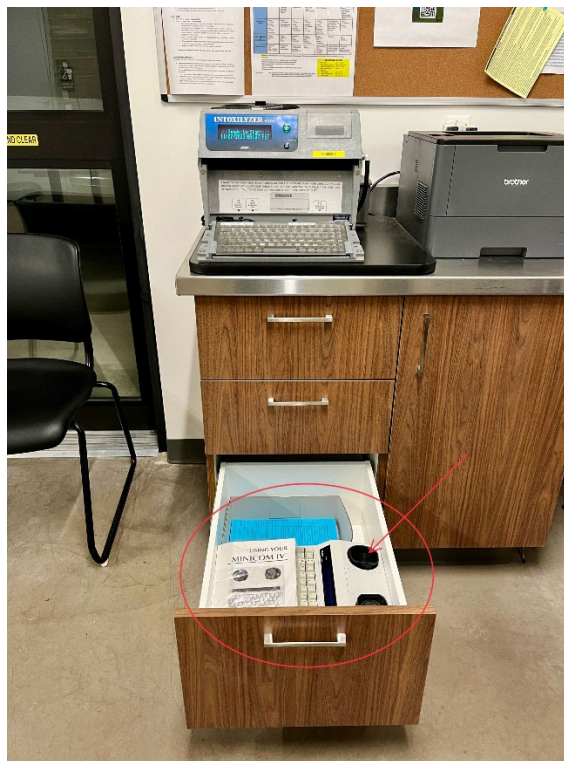


Picture 15: Community members received training in proper techniques for relocating patients during CERT training.

Police

The Police Department continues to prioritize effective communication with individuals with disabilities during emergencies. Here are a few highlights from 2023:

- In the Police Lobby, signs have been posted in multiple languages to aid non-English speaking customers and people with disabilities.
- The Communications Center has implemented text-to-911 capability for cell phones and a TTY system for hearing-impaired citizens, allowing them to message LOCOM/Police directly from their home device.
- A TTY phone has been made available to accommodate individuals who require such equipment to make phone calls.
- Police Officers utilize the Language Line and engage interpreters to assist community members who do not speak English and require ASL interpreters.



Picture 16: A TTY phone has been installed at the Police Station, ensuring effective communication for individuals with hearing or speech impairments.

Appendices

A. Notice Under the Americans with Disabilities Act

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 (ADA), the City of Lake Oswego will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Employment: The City of Lake Oswego 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: The City of Lake Oswego will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the City's 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 impairment.

Modifications to Policies and Procedures: The City of Lake Oswego 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 service animals are welcomed in City 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 City program, service, or activity, should contact the City's ADA Coordinator to submit a request for accommodation no later than four days before the scheduled event.

The ADA does not 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.

The City will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

Concerns or complaints that a City program, service, or activity is not accessible to persons with disabilities should be directed to the ADA Coordinator at ada@lakeoswego.city or 503-635-0282.

Website Accessibility: If you use assistive technology (such as a Braille reader, a screen reader, or TTY) and the format of any material on this website interferes with your ability to access

information, contact us at ada@lakeoswego.city or 503.635.0282. To enable us to respond in a manner most helpful to you, please indicate the nature of your accessibility problem, the preferred format in which to receive the material, the web address of the requested material, and your contact information. Users who need accessibility assistance can also contact us by phone through the Federal Information Relay Service at 503-684-2772 for TTY/Voice communication.

Accessibility Design Guidelines: Our website has been designed with accessibility guidelines in mind. The Web Content Accessibility Guidelines (WCAG 2.0) are not ADA standards, but it is recommended that state and local governments strive to meet Conformance Level AA. If you have difficulty accessing the site or have any comments or feedback, please do not hesitate to contact us.

B. ADA Complaint/Grievance Procedure

This grievance procedure is established to meet the requirements of the Americans with Disabilities Act (ADA). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the City of Lake Oswego.

A grievance form can be completed and submitted online, or alternative formats can be requested from the ADA Coordinator.

1. The complaint should be in writing (electronic or hard copy).
2. The complaint should include the following information:
 - a. Name, address, phone number, and email address of the complainant, that is, the person who experienced the alleged discriminatory action on the basis of disability;
 - b. Date of the alleged act of discrimination or the date when the complainant became aware of the alleged discrimination;
 - c. Location at which the discriminatory action occurred;
 - d. Brief but specific description of the discriminatory practice or action and any relevant facts; and
 - e. Remedy or resolution desired.
3. The complaint should be submitted by the complainant and/or designee as soon as possible but no later than sixty (60) calendar days after the alleged discrimination or knowledge of the alleged discrimination to:

Kelli Byrd
ADA Coordinator
City of Lake Oswego
380 A Ave
Mail: PO BOX 369
Lake Oswego, OR 97034
Phone: 503.635.0282; TTY: 711
Email: ada@lakeoswego.city

4. Upon receipt of the complaint, the ADA Coordinator will determine if the complaint information is complete; if additional information is needed; if the City has jurisdiction; and if the complaint is timely.
5. The ADA Coordinator will notify the complainant in writing within 10 business days to acknowledge receipt of the complaint.
6. The ADA Coordinator will work with the involved department(s) and the complainant to attempt to resolve the complaint. The option of informal meetings may be used at any stage.
7. The ADA Coordinator or designee will provide a response in writing, or in an alternative format if requested, to the complainant within 30 business days after the complaint is received.
8. In instances where the complainant is dissatisfied with the resolution, they may request a reconsideration of the case. The request for reconsideration should be made in writing, or in an alternative format upon request, to the City Manager within 30 business days of receiving the ADA Coordinator's decision.
9. The City Manager or designee will review the complaint, conduct an additional investigation if appropriate, and respond to the complainant in writing, or in an alternative format upon request, within 30 business days after receipt of the request for reconsideration, which shall be the final decision of the City. A copy of the City Manager's response will be forwarded to the ADA Coordinator.
10. The ADA Coordinator will maintain copies of all written ADA complaints, appeals to the City Manager, and responses from these two offices for at least three years.
11. Questions about this policy or its application may be directed to the City's ADA Coordinator office at ada@lakeoswego.city or 503-635-0282; TTY: 711.

C. All Ability Employee Resource Group 2023 Programming

Month	Meeting Date	Topic/Events
January	1.19.2023	What are Employee Resource Groups?
February	2.16.2023	Planning Brainstorm
March--Disability Awareness Month	3.20.2023	Learn about Braille with Lauren
April	4.20.2023	Reasonable Accommodations in the Workplace with Megan
May-- Mental Health Awareness Month	5.18.2023	EAP Benefits with Gail
June	6.15.2023	Viewing of Crip Camp
July--Disability PRIDE Month	7.20.2023	<ul style="list-style-type: none"> • All Month: Book Display at the Library • 7/4--Roll, walk or stroll in the 4th of July Parade • 7/5-31—Special Olympics Display at City Hall • 7/15—Talking Book & Braille Services presentation at the ACC • 7/18—Third Tuesday Author Series Disabled Hikers

		<ul style="list-style-type: none"> 7/27—Movies in the Park: Turning Red at Millennium Plaza Park
August	8.17.2023	Viewing of Crip Camp Part 1
September	9.21.2023	Tour of Oswego Lake
October	10.19.2023	Viewing of Crip Camp Part 2
November—Diabetes Awareness Month	11.16.2023	Learn about Type 1 Diabetes with Katy
December	12.21.2023	Cancelled

D. Assistive Listening at Library Announcement

ASSISTIVE LISTENING AVAILABLE



The Lake Oswego Public Library has an Assistive Listening System that helps people hear better during events that take place on the library's main floor. The system filters the sound to emphasize the voices and transmits it to a receiver you wear around your neck.

If you have a hearing aid with a telecoil (aka t-coil or t-switch), the sound can be sent directly to your hearing aid. If you do not have a hearing aid with a telecoil, you may borrow headphones to plug into the receiver, or you may bring your own headphones.

If you would like to borrow an assistive listening receiver during a library event, just ask a library staff member at the event.