



**BELLA VISTA**  
*A place to call home*

## Notice Under the Americans with Disabilities Act

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In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990, the City of Bella Vista will not discriminate against qualified individuals with disabilities on the basis of disability in the provision of the city's services, programs, or activities.

*Employment:* The City of Bella Vista is an equal opportunity employer and does not discriminate on the basis of disability in its hiring or employment practices. The City of Bella Vista complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under Title I of the Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act (ADAAA).

*Effective Communication:* The City of Bella Vista 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 impairments.

*Modifications to Policies and Procedures:* The city will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all city programs, services, and activities. For example, individuals with service animals are welcomed in city offices, even where pets are generally prohibited, as long as the animal does not create a legitimate safety risk or fundamentally alter the nature of the city's services.

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 office of the ADA coordinator as soon as possible but no later than 48 hours 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.

*Complaint/Grievance Procedure:* Complaints that a city program, service, or activity is not accessible to persons with disabilities should be directed to Troy Enochs, ADA coordinator, at 479-268-4980 or [tenochs@bellavistaar.gov](mailto:tenochs@bellavistaar.gov). Forms on which to file your complaint will be provided or, if necessary, your complaint will be heard verbally. A record of your complaint and the action taken will be maintained in a special complaint file in the ADA coordinator's office. A decision concerning any ADA grievance will be considered by the designated ADA coordinator within fifteen (15) working days of being filed, not including the day of filing.

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.