Highlands Recreation District
1851 Lexington Avenue • San Mateo, CA 94402
(650) 341-4251 • Fax (650) 349-9627
www.highlandsrec.ca.gov
"A Community Place to Learn, Grow & Play"

Americans with Disabilities Act (ADA) Policy
February 2025

Drafted: 2/25/2025
Approved: 4/8/2025
Updated:

Highlands Recreation District ADA Policy

General Information

Effective: 4/2025
Last Reviewed: 2/2025

POLICY PURPOSE

The Highlands Recreation District (HRD) is committed to compliance with the Americans with Disabilities Act (ADA) and all applicable federal, state, and local disability rights laws. The District is dedicated to ensuring equitable access to its facilities, programs, services, and employment opportunities for individuals with disabilities. The District aims to eliminate barriers and promote full and inclusive participation in the community.

SCOPE

This policy applies to employees, job applicants, program participants, visitors, members of the public, contractors, vendors, and partners.

The Highlands Recreation District prohibits discrimination based on disability in all aspects of its operations, including hiring, employment practices, program access, and public services. The District designates an ADA Compliance Officer to oversee compliance efforts, address accommodation requests, and investigate complaints related to accessibility and disability rights.

The District provides clear information to applicants, employees, program participants, and the public regarding ADA rights and protections. Information is distributed via Highlands Recreation District handbooks, manuals, pamphlets, and website resources. Upon request, HRD may provide information in alternative formats if available, such as large print, Braille, or electronic text, and may offer auxiliary aids and services.

TRAINING AND COMPLIANCE OVERSIGHT

HRD is committed to continuous improvement and ongoing training regarding ADA compliance. HRD will:

- Provide ADA training to employees on disability rights, accommodations, and customer service.
- Regularly review policies and procedures to ensure alignment with laws and best practices.
- Conduct internal audits to assess the effectiveness of accessibility measures.

PROGRAM ACCESSIBILITY

The Highlands Recreation District is committed to providing inclusive recreation programs and activities. The District strives to ensure that individuals with disabilities can participate in all programs, services, and activities.

FACILITIES ACCESSIBILITY

Highlands Recreation District is committed to ensuring that all buildings, parks, and recreational facilities are physically accessible in accordance with ADA regulations. The District regularly evaluates

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its facilities and infrastructure to identify and eliminate barriers to accessibility. Any new construction, renovations, or improvements will be designed to meet or exceed ADA Standards for Accessible Design.

The Highlands Recreation District will endeavor to ensure that:

- Accessible routes, entrances, parking, and restrooms are available at all facilities.
- Emergency procedures and safety measures account for individuals with disabilities.
- All facility modifications include provisions for accessibility, where applicable.

The District will implement accessibility improvements based on a prioritized schedule and available funding.

ADDRESSING ACCESSIBILITY CONCERNS

Individuals may report accessibility concerns to the ADA Compliance Officer at the District Office (1851 Lexington Avenue, San Mateo, CA). A concern form will be available on the District website.

1. **Submission Timeline**
   Concerns must be submitted within 60 calendar days of the incident.
2. **Investigation**
   The ADA Compliance Officer will begin an investigation within 5 business days, allowing all relevant parties to share information.
3. **Response**
   A written determination will be provided within 15 business days. If delayed, the individual will be notified with an updated timeline.
4. **Appeals**
   Appeals may be made to the General Manager within 10 business days, and then to the Board of Directors if unresolved. Individuals may also contact state or federal agencies at any time.
5. **Recordkeeping**
   All records will be maintained by the ADA Compliance Officer to support compliance and monitor recurring issues.

Contact Information
For questions, accommodation requests, or to file a complaint, contact the ADA Compliance Officer:

ADA Compliance Officer:
Assistant General Manager
Highlands Recreation District
1851 Lexington Avenue, San Mateo, CA 94402
(650) 341-4251 Ext. 111
Mcatmull@highlandsrec.ca.gov

This policy is effective as of April 8, 2025 and remains in effect until modified or rescinded by HRD.

HRD remains committed to fostering an inclusive environment where individuals of all abilities can fully participate in programs, services, and community activities.

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Approved: 4/8/2025
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