WILL ROBERTS
TAX COLLECTOR

VOLUSIA COUNTY TAX COLLECTOR'S NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT (TITLE II)

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

The Tax Collector 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.

The Tax Collector will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in County 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.

The ADA does not require the Tax Collector to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial and administrative burden.

The Tax Collector will make such reasonable modification to policies and programs for qualified persons with disabilities to ensure they have an equal opportunity to enjoy all of its programs, services, and activities. For example, individuals with service animals are welcomed in the Tax Collector 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 program, service, or activity of County, should contact the office of the Tax Collector's ADA Title II Coordinator, Ms. Barbara Redline at (386) 943-7036 as soon as possible but no later than two (2) business days before the scheduled event or meeting. This paragraph shall likewise apply to written requests by a physically handicapped person needing a special accommodation to attend a public meeting in accordance with section 286.26, Florida Statutes.

Complaints that a program, service, or activity of The Tax Collector is not accessible to persons with disabilities should be directed to the Tax Collector in accordance with the *Tax Collector's Grievance Procedure under the Americans with Disabilities Act (Title II)*. A copy of the procedure may be obtained by contacting the office of the Tax Collector's ADA Coordinator, (386) 943-7036.

The Tax Collector 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.