

AMERICAN DISABILITIES ACT (ADA) POLICY

SERVICE ANIMAL & POWER-DRIVEN MOBILITY DEVICE USE

REV. 3.20.2025

In compliance with the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act, the Fremont Public Library District will not discriminate against qualified individuals with disabilities. This applies to all library services, programs, and activities. Additionally, individuals with disabilities (or their trainers) are allowed to be accompanied by a qualified service animal.

Requests for Reasonable Accommodations

The Library aims to foster open communication with everyone seeking accessible programs, services and activities. We are committed to ensuring positive participation and a quality experience by providing reasonable accommodations for individuals with disabilities upon request. These accommodations may include qualified sign language interpreters, documents in Braille, and other methods to make information and communications accessible to those with speech, hearing, or vision impairments.

When selecting an aid or service, the Library ADA Coordinator (or designee) will consult with the requester to determine the most appropriate option. The Library will make all reasonable modifications to policies, practices and programs to ensure people with disabilities have equal access to all library offerings. However, the ADA does not require the Library District to take actions that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

ADA Coordinator

The Library District has designated the HR Generalist as the ADA Coordinator. The ADA Coordinator may be contacted via telephone at (847) 918-3220 or via email at contactus@fremontlibrary.org.

ADA Complaint Procedure

The Library District provides a complaint process for resolution of any complaint alleging noncompliance with the ADA or discrimination on the basis of a disability. If you believe you have experienced noncompliance with the ADA or discrimination on the basis of a disability, please submit a written complaint to the ADA coordinator within 60 days of the alleged violation. The complaint may be mailed, emailed, or submitted via online form. Alternative methods of filing a complaint are available on request.

The complaint must contain information about the alleged discrimination such as name, address, and phone number of complainant and location, date, and description of the problem.

Within 5 business days after you file the complaint, you will receive further information about the investigative process from the ADA Coordinator or their designee.

For more information about the ADA or the complaint process or to request a reasonable accommodation, please contact the ADA Coordinator.

Service Animals

The library welcomes all service animals to accompany people with disabilities in all public areas of the facility. According to the ADA, a service animal can be either a dog or a miniature horse.

When it is not obvious what service an animal provides, Library District staff may ask two questions: (1) Is this a service animal required because of a disability? and (2) what work or task has the animal been trained to perform? Staff cannot ask about the person's disability, require medical documentation, require a special identification card or training documentation for the service animal, or ask that the service animal demonstrate its ability to perform the work or task.

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Service animals are:

- ✓ Dogs or miniature horses.
- ✓ Any breed and any size of dog.
- ✓ Trained to perform a task directly related to a person's disability.

Service animals are not:

- ✗ Required to be certified or go through a professional training program.
- ✗ Required to wear a vest or other ID that indicates they're a service animal.
- ✗ Emotional support or comfort animals, because providing emotional support or comfort is not a task related to a person's disability.

A dog or a miniature horse being trained to become a service animal has the same rights as a fully trained service animal when accompanied by a partner/handler and identified as such.

Partner/Handler Responsibilities

- Answer employee questions about the service animal honestly and appropriately.
- Keep the animal properly licensed, vaccinated, and always wearing the required tags.
- Ensure the animal is well-behaved and under control at all times. The partner/handler is fully responsible for supervision. If the animal causes hygiene issues or behaves aggressively, the Library may require its removal.
- Follow local laws for cleaning up after the animal.
- Employees may request to have a service animal as a workplace accommodation.

The Library District may exclude a service animal if the partner/handler does not follow these rules and disrupts library programs, services, or activities.

Staff and Patron Responsibilities

- People with disabilities who use service animals must be treated equally and cannot be isolated, charged extra fees, or given less favorable service.
- Service animals are allowed to accompany their partner/handler anywhere in the library, except in areas where animals or the public are prohibited.
- Staff and patrons should not distract service animals—no petting, feeding, or interacting without permission.
- Never separate a service animal from its partner/handler.
- Allergies and fear of dogs are not valid reasons to deny access. If needed, staff should try to accommodate both individuals by assigning them to different areas. If there is a medical issue, the ADA Coordinator will facilitate a process to resolve the conflict.
- Staff are not responsible for feeding or caring for service animals.

Failure to follow these guidelines may result in disciplinary action.

Temporary Exclusion of a Service Animal Used by a Partner/Handler:

Concerns about a service animal can be reported to the Library District ADA Coordinator or a supervisor. If an immediate issue arises, authorized staff may temporarily remove the animal and report the incident to the ADA Coordinator. The Coordinator will investigate, consult with staff, and decide whether the animal may return or should be excluded for an extended period. Any decision will be made on a case-by-case basis. If permanent exclusion is necessary, the Coordinator will work to provide reasonable alternatives for the individual.

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A participant, authorized user, or visitor who does not agree with the decision regarding removal from the premises may file an accessibility complaint with the ADA Coordinator at (847) 918-3220 or (e-mail) contactus@fremontlibrary.org

Library Liability

The Library District is not responsible for any injuries to a service animal or its handler, nor for any damage or injury caused by the animal. This includes incidents involving other visitors, library conditions, or enforcement of this policy.

Power-Driven Mobility Device Use (EPAMD)

In compliance with the ADA, the Library District allows the use of electronic personal assistance mobility devices (EPAMDs) in the library. Combustion engine-powered devices are not permitted.

Only individuals with mobility disabilities may use an EPAMD. Staff will not ask about a person's disability but may request credible assurance that the device is needed.

The Library District also provides an EPAMD for public use. Users should be considerate and limit use to movement through the library. Use of this device is at the individual's own risk.

Library Liability

The Library District does not store personal mobility devices beyond the provided EPAMD and is not responsible for any damage or injury related to their use. This includes harm to the operator, others, or property, whether caused by the operator, other visitors, library conditions, or policy enforcement.

The Library District reserves the right to change, modify, or amend this policy at any time.