



ISABELLA COUNTY, MICHIGAN

Website Accessibility Policy

**Facilities and Equipment Management
No. 332**

Adopted: 12/3/2019

1. PURPOSE

Isabella County (hereinafter, "County") actively works towards maintaining a website (hereinafter, "Website") that is accessible to people with visual impairments and individuals with disabilities in compliance with federal accessibility guidelines, including the requirements of Title II of the Americans with Disabilities Act of 1990 (hereinafter, "ADA").

2. ACCESSIBILITY DESIGN GUIDELINES

The County's technology providers have tested the Website in order to satisfy Level A Success Criteria under the web content accessibility guidelines.

The Website has been designed with the following in mind:

- Use semantic HTML headings and site structure
- Implementation of ARIA where applicable to provide additional information to assistive technology
- Appropriate HTML attributes and labels for context
- Progressive JavaScript
- Logical form layouts
- Reasonable color contrast

3. LINKS TO EXTERNAL SITES

The County works with numerous third-party providers and organizations whose services may be linked or embedded within the Website. These online service providers are solely responsible for their own accessibility compliance with the services they provide.

4. NEED ASSISTANCE?

If you are having difficulty accessing any information on the Website because of a disability, please contact the Isabella County Administration in writing at admin@isbellacounty.org or via telephone at (989) 317-4053. The County will be happy to assist you.

In the event that a page cannot be made accessible, the County will work to make a text version of the content or provide it in a reasonable format for your requirements.

5. NOTICE AND GRIEVANCE PROCEDURE

This procedure may be utilized by individuals who wish to file a complaint alleging discrimination on the basis of a disability in relation to the individual's use of the Website, or a service, activity, program, or benefit provided by the County on the Website. Any grievance regarding the Website must be filed in writing and contain details regarding the alleged discrimination. This should include information such as: name, address, phone number, email address of the complainant, location, date, and a description of the grievance.

An alternative method of filing the grievance such as a personal interview or tape recording can be arranged for persons with disabilities upon request.

A grievance should be submitted as soon as possible, preferably within 60 calendar days of the alleged violation, to the County's ADA Coordinator:

Margaret M^cAvoy
County Controller/Administrator
200 N. Main Street
Mt. Pleasant, MI 48858

Within 15 business days of receiving the complaint, the ADA Coordinator will meet with the grievant to outline possible resolutions. Within 15 business days of the meeting, the ADA Coordinator will respond in writing and, where appropriate, in a format that is accessible to the grievant such as large print or audio file. The response will outline the position of the County and offer options for resolving the complaint.

The ADA does not require the County to take any action that would fundamentally alter the nature of its Website or impose an undue financial or administrative burden.