

City of Joseke

Title VI / ADA Accessibility Notice and Accommodation Procedures

Effective Date: January 22, 2026

Maintained By: Town Clerk's Office

Primary Contact: clerk@joseke-ok.org

Main Line: (918) 402-1104

TTY / Relay: 711

Policy Statement

The City of Joseke does not discriminate in the provision of municipal programs, services, activities, meetings, permitting processes, or public communications on the basis of race, color, national origin, disability, age, or sex where prohibited by law. The city administers its services in accordance with Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act, Section 504 of the Rehabilitation Act, and other applicable federal and state civil rights requirements.

Equal Access to City Services

Residents, visitors, applicants, utility customers, meeting attendees, court participants, permit applicants, and users of city facilities are entitled to meaningful access to city services. This includes access to Town Hall services, public meetings, online information, printed notices, emergency communications, municipal court proceedings, utility customer service, and department-managed facilities.

Reasonable Accommodation Requests

Reasonable accommodation may be requested for city meetings, hearings, inspections, programs, and public events. Accommodation requests may include seating adjustments, accessible entrances, alternate-format documents, assistive listening support, captioning coordination, sign language interpretation, or other aids needed for effective participation.

How To Request Accommodation

Requests should be submitted to the Town Clerk's Office at least 48 hours before the scheduled meeting, hearing, appointment, or event whenever practicable. Requests may be made by email, by telephone, in person at Town Hall, or in writing. Same-day requests will be reviewed as staffing and service conditions allow.

Auxiliary Aids and Effective Communication

The city will furnish appropriate auxiliary aids and services when necessary to provide individuals with disabilities an equal opportunity to participate in municipal programs and services. Depending on the situation, this may include qualified interpreters, note-taking support, large-print materials, digital copies of public documents, screen-reader-compatible files, or other communication aids appropriate to the request.

Website Accessibility

The city makes reasonable efforts to maintain public website content in an accessible format. This includes routine review of navigation, headings, link text, image descriptions where applicable, document accessibility, color contrast, and keyboard access for commonly used public service pages. If a resident encounters a digital accessibility barrier, the city will work to provide the information or service in an alternate format upon request.

Document Accessibility

Public notices, forms, reports, and agenda materials may be made available in alternate formats upon request. Departments issuing large documents or time-sensitive agenda packets should coordinate with the Clerk's Office when alternate-format production is needed for public participation.

Language Assistance

Translation and interpretation assistance is available at no cost for residents or visitors who need help understanding city services, notices, or proceedings. Language assistance may be requested for front-counter service, utility billing questions, court administration, public meetings, records requests, and emergency communication support. Requests should be directed to the Clerk's Office, which coordinates assistance with the appropriate department.

Meetings and Public Hearings

Council meetings, boards, commissions, and public hearings are conducted in facilities intended to be accessible to the public. Individuals needing accommodation, alternate-format materials, or language assistance for a posted agenda item should notify the city as early as possible so arrangements can be made before the meeting date.

Facility Access

Town Hall, the Town Hall Annex, Municipal Court, and other city-operated public service counters are expected to maintain accessible entrances and routes to the extent required by law and facility conditions. Reported barriers involving entrances, counters, restrooms, parking, walkways, or service windows may be submitted to the Clerk's Office for routing to the appropriate department.

Title VI and ADA Complaints

Any person who believes they were denied meaningful access to a city service, program, activity, public communication, or public facility may file a written complaint with the Town Clerk's Office. Complaints should include the complainant's name, contact information, the date of the incident, the department or facility involved, a description of the issue, and the remedy requested if known.

Complaint Review Timeline

The Clerk's Office will acknowledge receipt of a civil rights or accessibility complaint within 5 business days when contact information is provided. The city will review the matter, coordinate with the affected department, and issue a written response or status update within 30 calendar days unless additional investigation time is required.

Records and Retention

Accommodation requests, accessibility complaints, and language-assistance coordination records are maintained in accordance with the city's records retention schedule and applicable records laws. Departments shall forward formal complaints and final response documents to the Clerk's Office for retention.

Contact Information

Town Clerk's Office
City of Joseke
200 Bellweather Bend
Town Hall District
Joseke Grove, OK 74088
clerk@joseke-ok.org
(918) 402-1104
Relay Oklahoma 711

Additional Department Coordination

For website accessibility assistance, records requests, or online document access issues, residents may also contact gis@joseke-ok.org or townhall@joseke-ok.org for routing assistance during regular business hours.