

## VOLUNTARY RESOLUTION AGREEMENT

Oasis Academy (Academy) enters into this agreement (Agreement) to resolve an allegation in a complaint (OCR Reference No. 10191208) filed with the U.S. Department of Education, Office for Civil Rights (OCR), under Section 504 of the Rehabilitation Act of 1973 (Section 504) and its implementing regulation at 34 C.F.R. Part 104, and Title II of the Americans with Disabilities Act of 1990 (Title II) and its implementing regulation at 28 C.F.R. Part 35.

### I. POLICIES AND PROCEDURES

- A. The Academy will review and revise its written policies and procedures (revised procedures) to ensure that they permit the use of a service animal by an individual with a disability as required by Section 504 and Title II.

#### Reporting Provisions:

- B. By October 31, 2019, the Academy will submit the revised procedures to OCR for its review and approval. If OCR requires changes to the revised procedures, the Academy will re-submit the revised procedures within 30 calendar days of receiving notice of the required changes. The Academy and OCR will continue this process until OCR approves the revised procedures.
- C. Within 30 calendar days of receiving OCR's written approval of the revised procedures, the Academy will provide documentation to OCR demonstrating the Academy has adopted and implemented the revised procedures, such as a copy of the publications containing this information or a link to the on-line version of the revised procedures.

### II. NOTICE

- A. The Academy will provide written notice to all Academy employees informing employees of its revised procedures for ensuring the use of a service animal by an individual with a disability as required by Section 504 and Title II.

#### Reporting Provision:

- B. Within 60 calendar days of receiving OCR's written approval of the revised procedures, the Academy will provide OCR with a copy of the notice and information about the method and date of distribution.

### III. TRAINING

- A. The Academy will conduct training for teachers, administrators, and staff at the Academy on its revised procedures for ensuring the use of a service animal by an

individual with a disability as required by Section 504 and Title II.

Reporting Provision

- B. Within 60 calendar days of receiving OCR's written approval of the revised procedures, the Academy will submit a draft training plan to OCR for its review and approval. If OCR requires changes to the training plan, the Academy will re-submit the training plan within 30 calendar days of receiving notice of the required changes. The Academy and OCR will continue this process until OCR approves the training plan.
- C. Within 90 calendar days of receiving OCR's written approval of the training plan, the Academy will provide OCR with documentation that includes the time(s) and date(s) of the training, a detailed description or lesson plan of the training given, any handouts or presentation slides used during the training, a list, by name and job position, of persons who attended the training, and the name and qualifications of the trainer.

IV. INDIVIDUAL RELIEF

- A. The Academy will send a letter to the parent that was the subject of this case (Parent) expressing regret for the Academy's communications with the Parent that led the Parent to believe he could not bring his service animal to the Academy; informing the Parent that the Academy is revising its policies, procedures and practices to ensure that they permit the use of a service animal by an individual with a disability as required by Section 504 and Title II; and that the Academy will conduct training of its teachers, administrators and staff on its revised procedures. The Academy will include with the letter a copy of the revised procedures; if the revised procedures are still pending OCR's approval at the time the Academy sends the letter to the Parent, the Academy will send a copy of the revised procedures to the Parent by separate cover at a later date.

Reporting Provisions:

- B. By October 31, 2019, the Academy will submit to OCR a draft letter for OCR's review and approval. If OCR requires changes to the draft letter, the Academy will re-submit the letter within 30 calendar days of receiving notice of the required changes. The Academy and OCR will continue this process until OCR approves the letter.
- C. Within 30 days of receiving OCR's written approval of the letter, the Academy will provide proof to OCR that it mailed the letter to the Parent by first class U.S. mail.

V. GENERAL MONITORING PRINCIPLES

- A. The Academy understands that by signing this Agreement, it agrees to provide OCR data and other information in a timely manner in accordance with the reporting requirements of the Agreement. Further, the Academy understands that during the monitoring of this Agreement, if necessary, OCR may visit the Academy, interview staff and students, and request such additional reports or data as are necessary for OCR to determine whether the Academy has fulfilled the terms of this Agreement. Upon the Academy's satisfaction of the commitments made under this Agreement, OCR will close this case.
  
- B. The Academy understands and acknowledges that OCR may initiate proceedings to enforce the specific terms and obligations of this Agreement. Before initiating such proceedings, OCR will give the Academy written notice of the alleged breach and sixty (60) calendar days to cure the alleged breach.

Signed:

\_\_\_\_\_/s/\_\_\_\_\_  
Melissa Mackedon  
Chief Executive Officer  
Oasis Academy

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October 31, 2019  
Date