



CITY OF ARCADIA

FREQUENTLY ASKED QUESTIONS (FAQs)

Regarding Reasonable Accommodations for Individuals with Disabilities In Services, Programs and Activities

The following FAQ provides information on requesting reasonable accommodations for individuals with disabilities in services, programs and activities provided by the City.

1. What is a reasonable accommodation in the City's services, programs, or activities?

A reasonable accommodation is a change, modification, or ancillary service to afford a qualified individual with a disability to access and enjoyment of the City's programs, services or other activities. The City may deny modifications of policies, practices, and procedures that would fundamentally alter the nature of the program, service, or activity, or the City may deny a requested accommodation that results in any undue financial and administrative burden to the City.

2. How do I request a reasonable accommodation?

If you need a reasonable accommodation, please contact the City's Human Resources Department who will coordinate your request:

Phone: [\(626\) 574-5405](tel:6265745405)
Email: HR@ArcadiaCA.gov

3. Does my request for a reasonable accommodation need to be in writing?

No, you do not need to put your request in writing, however, making a written request can be helpful documentation for ensuring that the City provides the desired accommodation. In addition, you do not need to use the specific words "reasonable accommodations" when making your request.

4. When should I request a reasonable accommodation?

You may request a reasonable accommodation from the City **at any time** but the City asks that requests be made as soon as possible and whenever possible with at least two week's advance notice, especially when requesting sign language interpretation. Making the request in advance of

a meeting, conference call, or visit will help the City to evaluate and fulfill requests for a reasonable accommodation.

5. May someone request a reasonable accommodation on my behalf?

Yes, anyone that you designate can request a reasonable accommodation on behalf of an individual with a disability who seeks to interact with City staff or participate in its programs or activities.

6. What will the City do upon receiving my request for a reasonable accommodation?

The City may contact you to obtain more information about your request and to better understand your needs. In addition, the City may review your request to determine:

- Whether the requested accommodation will be effective in allowing you to participate in the activity or program in which you are seeking participation;
- Whether the requested accommodation is reasonable, or an equally effective alternative to the requested accommodation is available; and
- Whether providing you with the requested accommodation would fundamentally alter the nature of the City's programs, services, or activities or impose any undue financial or administrative burden on the City.
- In addition, in some cases, the City may consult with you in an interactive process to determine on a case-by-case basis what accommodations can be made.

If the City determines that your requested accommodation would fundamentally alter the nature of the program or impose an undue financial or administrative burden, the City may deny your request.

However, if this occurs, the City will work with you to identify an alternative accommodation that allows you to effectively participate in the City's program, activity, or service or provide an interim accommodation while completing the interactive process.

7. May the City request medical documentation from you after receiving your request for a reasonable accommodation?

No, the City may not request medical documentation after receiving your request for a reasonable accommodation. The City's questions will be limited to understanding the barrier to your ability to participate in the program or activity in which you are interested and the nature of an accommodation that will remove this barrier.

8. **May the City charge you the cost of providing the reasonable accommodation?**

No, you are not responsible for the cost of a reasonable accommodation that the City provides to you.

9. **What are some examples of reasonable accommodations?**

There are many types of reasonable accommodations. Some examples of how the City provides reasonable accommodations include:

- Allowing service animals in programs (e.g., guide dogs)
- Changing the rules of games/activities – as long as it does not fundamentally alter the purpose of the game or activity
- Moving the program activity from a non-accessible location to accessible locations (if feasible)
- Providing accessible transportation within a program if available
- Arranging for qualified sign language interpreters
- Providing alternate formats of print materials in large print, magnifiers, readers, recorded format or in an electronic format

10. **What if I have a complaint or grievance regarding a requested, received, or denied accommodation?**

To submit a grievance or complaint regarding the City's accommodation process online, please visit https://www.arcadiaca.gov/discover/administrative_services/americans_with_disabilities_act.php to access the grievance form.

Or you may contact the City's Human Resources Department at

Phone: [\(626\) 574-5405](tel:(626)574-5405)
or Email: HR@ArcadiaCA.gov.