



## CITY OF ARCADIA

### ACCOMMODATION REQUEST NOTICE AND PROCESSING PROCEDURES

#### **I. NOTIFICATION PROCEDURES FOR THE PUBLIC**

Notice of City services, the right to request reasonable accommodations, and the complaint procedures regarding accommodation requests will be given to all members of the public, including the City's consumers, clients, customers and all others accessing City's services, activities and programs, by posting a Notice and Frequently Asked Questions ("FAQs") document to the City's webpage and providing hard copies at City facilities accessed by the public. As may be appropriate, the City will incorporate the Notice, in program materials. Complaint procedures will be available online and information related to making a complaint will also be provided in person at City facilities. The City will comply with its policies, procedures and obligations, including but not limited to its policies for *Language Access* (VI-03) and *Inclusion of Disabled Individuals for City Services* (Policy III-10) and the state and federal law. The City's website provides a translation feature.

#### **II. ACCEPTING AND RESPONDING TO REQUESTS FOR ACCOMMODATIONS FROM THE PUBLIC**

##### **A. COORDINATING OFFICE AND CONTACT INFORMATION**

In Accordance with the City's *Inclusion of Disabled Individuals for City Services Policy*, the City's Human Resources Department shall coordinate accommodation requests from members of the public and shall be the designated point-of-contact. The City's Notice and FAQs regarding reasonable accommodations shall state that requests, inquiries, concerns, or grievances related to the accommodation process shall be submitted to the City's Human Resources Department, can be made in advance, and provide the contact information for Human Resources. However, the reasonable accommodation may be provided by the City department or division providing or responsible for the services, activities, or programs related to the request. For example, requests for accommodations at City Council meetings are handled by the City Clerk's office. In addition, requests are sometimes directly made to or received by the specific department or division providing the services, activities, or programs, sometimes on short notice or without notice, and that department or division will handle the request directly in accordance with City policies and state and federal law.

City's Human Resources Department:

Phone: [\(626\) 574-5405](tel:626-574-5405)

Email: [HR@ArcadiaCA.gov](mailto:HR@ArcadiaCA.gov)

## **B. PROCESS FOR RECEIPT AND REVIEW OF REASONABLE ACCOMMODATIONS**

Notice to the public regarding reasonable accommodation rights and requests shall be provided in accordance with Section I, above.

Requests for reasonable accommodation may be made verbally or in writing but no specific form is required. The City will include in its FAQs that it asks for requests to be made two weeks in advance whenever possible. However, the City shall work to accommodate members of the public needing accommodation upon receiving a request to the extent reasonably possible and in accordance with its obligation under state and federal law.

The City (Human Resources Department or the responsible department/division) will evaluate all requests for reasonable accommodation, and the City will include the individual requesting the accommodation in the process to determine what, if any, accommodation the City may reasonably be able to provide in accordance with its legal obligations and policies. The City's interactive process may take 2 weeks or longer in certain circumstances to evaluate or obtain the accommodation, for example if a member of the public requires a sign language interpreter; however, the City shall explore interim accommodations that may be reasonably available to meet the needs of requesting members of the public until the requested reasonable accommodation is evaluated.

Those receiving accommodation will be given contact information to continue to contact the City to discuss or address any issues with an existing or previously provided accommodation or to submit a grievance. The City will continue to work with all requesters that have current accommodation to ensure that the agreed upon/provided accommodations continues to meet the needs of the individual and to correct, adjust, or address any issues with a previously provided accommodation as may be reasonably necessary.

## **C. CONFIDENTIALITY AND SECURITY OF PERSONALLY IDENTIFIABLE INFORMATION FOR MEMBERS OF THE PUBLIC REQUESTING OR RECEIVING ACCOMMODATIONS OR SUBMITTING COMPLAINTS REGARDING ACCOMMODATIONS.**

Access to the Personally Identifiable Information ("PII") or other confidential data of all individuals requesting or receiving accommodations or submitting complaints regarding accommodations will be limited to those employees or agents of the City who require access to address the request or complaint. The City shall protect PII and other confidential data of all such individuals in accordance with its legal obligations.