



City of Vacaville

ACCOMMODATIONS FOR INDIVIDUALS WITH DISABILITIES

PURPOSE

To establish guidelines for the provision of auxiliary services and other accommodations to enable individuals with disabilities to participate in and benefit from City programs, services, and activities.

GENERAL

Title II of the Americans with Disabilities Act (ADA) protects the rights of qualified individuals with disabilities not to be excluded from participation in and benefiting from the City's programs, services, and activities.

The City is committed to providing access for individuals with disabilities. A number of changes are being made to improve access. However, it is anticipated that issues and requests for accommodation will arise on an ongoing basis. When faced with a request for accommodation, departments are expected to make a good faith effort to meet that need. This should include exploration of various alternatives, which may include:

- Relocation of a program or activity
- Provision of services at alternative accessible sites
- Delivery of services
- Provision of auxiliary aides, e.g. readers, interpreters, mobility assistants or special equipment
- Provisions of information in an alternative format (e.g. audio tape, large print, Braille conversion)
- Structural alterations

In evaluating alternatives, priority should be given to those that result in the most integrated setting appropriate to encourage interaction among all users. Although some additional costs may be incurred in accommodating the individual, these costs may not be passed on to the individual in the form of surcharges. Funding for auxiliary aids is available; contact the ADA Title II Coordinator.

Ideally, the chosen accommodation is both acceptable to the individual and feasible for the City. However, in some cases it may not be possible to reasonably accommodate the individual. The City's obligation under Title II of the ADA is limited to actions that will not result in undue financial and administrative burdens, or fundamental alterations in the nature of the program, service, or activity. These determinations are best made based on the judgment and knowledge of the department staff. Some questions to consider include:

- Have alternative approaches for providing access been considered?
- Has the input of the individual been incorporated?
- What is the fundamental purpose and nature of the program, service, or activity?
- How would this purpose/nature be impacted under each alternative?
- What are the "hard" costs of providing access (e.g. special equipment, structural changes, and contractual services)? How do they compare to total available resources for the program, service, or activity?
- What are the administrative costs (e.g. staff time) associated with each alternative?

The Department should respond to any request for accommodation in a timely manner. All requests and the departmental response should be documented. Inability to provide an accommodation due to a determination of fundamental alteration or undue burden must be made in conjunction with the ADA Title II Coordinator, and include written statement of the reasons for reaching that conclusion.

RESPONSIBILITY

It is the responsibility of each Department Head to enforce this policy. It is recommended that Department Heads ensure that key staff receives information and/or training on ADA Title II requirements. Assistance on Title II guidelines is available from the ADA Coordinator in the City Manager's Office.

Approved:

David J. Van Kirk
City Manager

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