

Clackamas County Social Services Division

Policy 5.F Reasonable Accommodation for Programs, Services and Activities

Relevant County Policy:

- Under review

Relevant State or Federal Rules or Regulations:

- American with Disabilities Act of 1990, Section II
- Rehabilitation Act of 1973, Section 504

Statement of Intent and Purpose:

Clackamas County Social Services (CCSS) is committed to providing equal access and opportunity to qualified individuals with disabilities in all programs, services and activities. CCSS recognizes that in order to have equally effective opportunities and benefits, individuals with disabilities may need reasonable modification to practices and procedures. CCSS will adhere to all applicable federal and state laws, regulations and guidelines with respect to providing reasonable modifications, as necessary, to afford equal access to programs for persons with disabilities.

CCSS does not discriminate on the basis of disability in admission to, participation in, or receipt of services and benefits under any program or activity. CCSS will take appropriate steps to ensure that persons with disabilities, including persons who have hearing, vision or speech impairments, have an equal opportunity to participate.

No qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of transportation and other services, programs, or activities. Nor shall CCSS exclude or deny equal services, programs, or activities to an individual because of the known disability of an individual with whom the individual is known to have a relationship or association.

The purpose of reasonable modification is to offer equal and effective opportunities and access to public transportation services and other programs and services for persons with disabilities and full compliance with the provisions of the American with Disabilities Act of 1990, Title II, and Section 504 of the Rehabilitation Act of 1973.

CCSS will make reasonable modifications to practices and procedures when necessary to provide equal opportunity to qualified individuals with disabilities, unless making the modification would fundamentally alter the nature of the program, service, or activity. A reasonable modification is a change or exception to a policy, practice, or procedure that allows disabled individuals to have equal access to programs, services, and activities.

Procedure:

An individual is eligible to be considered to receive a reasonable accommodation if that individual has a disability in the form of a physical or mental impairment that limits the performance of one or more major life activities, has a record of impairment, or is regarded as having such impairment. Requests for accommodation may be made either orally or in writing. The reasonable accommodation process begins as soon as the request for accommodation is made.

When a request for accommodation is made, CCSS and the individual requesting an accommodation must engage in a good faith interactive process to determine what, if any accommodation shall be provided. The individual and the County must communicate with each other about the request, the process for determining whether an accommodation will be provided, and the potential accommodations. Communication is a priority throughout the entire process.

CCSS will process requests for reasonable accommodation as previously set forth and then provide accommodations, where appropriate, in as short a time frame as reasonably possible. CCSS recognizes, however, that the time necessary to process a request will depend on the nature of the accommodation(s) requested and whether it is necessary to obtain supporting information.

Reasonable accommodation requests relating to services requested for individuals with hearing or vision needs are addressed as follows. Since these requests are routinely provided, no record is required unless a request is made and denied.

Services for Persons with Impaired Hearing or Vision

1. TTY/TTD services are available in the Social Services reception area. Please ask a member of Support Staff for assistance. Additional information is available on Trillium under Information and Resources/Communication Aids.
2. Interpretation or translation services are available, including provision of Braille or audio services. The listing of current providers of sign language and other services is on Trillium under Information and Resources/ Communication Aids.

Clients have a right to file a grievance if the Division fails to provide material in an alternate format. Use the CCSS Consumer Grievance Process (See Section 5.D Citizens Consumer Grievance Process)

CCSS will maintain all records related to reasonable accommodation requests and denials for at least three (3) years. All reasonable accommodation request records should be sent to the Administrative Services Manager for tracking.