

# WASHINGTON COUNTY REASONABLE ACCOMMODATION POLICY AND PROCEDURE

## **Purpose**

To establish a policy and procedure for the public to request reasonable accommodation/modifications to programs, services and activities offered by Washington County pursuant to the Americans with Disabilities Act (ADA). This policy and procedure does not apply to requests from applicants for employment or employees of the County. Policy and procedures on employment related requests are contained in the Personnel Rules and Regulations.

## **Reference**

Americans with Disabilities Act of 1990.

<http://www.ada.gov/pubs/ada.htm>

## **Policy**

Washington County is committed to providing equal access to programs, services and activities to people with disabilities. Washington County recognizes its obligation under the ADA to modify its policies and procedures when necessary to ensure that people with disabilities are afforded an equal opportunity to participate.

Requests will be reviewed on a case-by-case basis, and each request will be answered. Any cost of reasonable accommodation or modification will be borne by Washington County; and there will be no charge to the applicant or participant. Individuals may grieve alleged ADA violations as provided in the Washington County ADA Grievance Procedure.

## **Definition**

"Reasonable accommodations/modification" is any change or adjustment to a program, service, or activity that permits a qualified applicant or participant with a disability to participate in the

program, service or activity offered by Washington County. An accommodation/modification will be provided if it does not impose an undue financial or administrative burden or fundamentally alter the nature of the program, service or activity.

## **Procedure**

An oral or written request for accommodation/modification shall be submitted to the ADA Coordinator for the department providing the program, service or activity. The request should contain a description of the accommodation or modification being requested.

The department ADA Coordinator will acknowledge the request within ten days.

The request will be reported to the Washington County ADA Coordinator.

If accommodation/modification is not an undue financial or administrative burden or does not alter the nature of the program, service or activity, the accommodation/modification will be arranged within 60 days by the department.

If accommodation/modification would cause an undue financial or administrative burden to the County or would fundamentally alter the nature of the program, service or activity, the department ADA Coordinator will consult with the Washington County ADA County Coordinator regarding appropriate action and response.

If no reasonable accommodation or modification is available, or would cause undue financial or administrative burden to the County, or would fundamentally alter the nature of the program, service or activity or if the accommodation would take more than 60 days to arrange, the department ADA Coordinator will send a written response to the requester. The requester will be informed of his/her appeal rights pursuant to the Washington County ADA Grievance Procedure.

The action or other responses will be reported to the Washington County ADA Coordinator, who will maintain a record of all requests and action taken.

## **ADA Grievance Procedure**

### **Purpose**

This grievance procedure is established to meet the requirements of the Americans with Disabilities Act. It may be used by anyone who wishes to appeal the decision of a department in response to a request for accommodation or modification of services, activities, programs or benefits by Washington County. This grievance procedure does not apply to complaints alleging discrimination in employment policies or practices.

This grievance procedure is established to provide a process to facilitate fact finding, a discussion of options, and dialogue that attempts to find a mutually acceptable solution. The process is oriented to solve problems at the local level.

### **Procedure**

The complainant should submit the grievance as soon as possible, but no later than 30 calendar days from the department's formal response. The grievance should be forwarded to the following:

Washington County ADA Coordinator  
Support Services Department  
Facilities and Parks Services  
169 N First Ave, MS 42  
Hillsboro, OR 97124  
Telephone: 503-846-4884  
TTY: 503-846-4598

The grievance should be in writing (or alternate format) and contain the following information: name, address, and phone number of complainant and the location, date and description of the alleged discrimination.

Within 15 calendar days after receipt of the grievance, the Washington County ADA Coordinator, or designee, will respond to the complainant in writing (or alternate format).

If a complainant continues to have concerns after receiving the response of the Washington County ADA Coordinator, they have 15 calendar days to appeal the decision to the County Administrative Office (CAO). The appeal should be forwarded to:

Washington County Administrative Office  
155 N. First Ave., Suite 300, MS-21  
Hillsboro, OR 97124

The CAO office has 15 calendar days after receipt of the appeal to review the situation and prepare a written response (or alternate format). The decision of the CAO shall be final.

All grievances and responses will be maintained by Washington County for a minimum of three years or as otherwise required by statute.