



GLIDE RURAL FIRE PROTECTION DISTRICT PROCEDURE MANUAL

DIVISION: HUMAN RESOURCES

SECTION 9.11

**SUBJECT: PROVIDING REASONABLE ACCOMMODATIONS FOR
INDIVIDUALS WITH DISABILITIES**

PURPOSE

The purpose of this procedure is to establish written procedures for providing clients, program participants, and customers with disabilities an equal opportunity to participate in and benefit from Glide Rural Fire Protection District's (the District) programs, activities, and services.

SUMMARY

In using and administering federal grant funds, the District *may not discriminate in the delivery of services or benefits* on the basis of disability. Individuals may request reasonable accommodations from the District that they believe will enable them to have such equal opportunity to participate in the District's programs, activities, and services.

NOTICE

Glide Rural Fire Protection District (the District) is committed to providing individuals with disabilities an **equal opportunity** to participate in and benefit from the District's programs, activities, and services.

Individuals may request **reasonable accommodations** from the District that they believe will enable them to have such equal opportunity to participate in our programs, activities, and services.

To request reasonable accommodations, contact the District's Business Office by one of the following methods:

- By phone: Call the District at 541-496-0224 between the hours of 10am and 6pm Monday through Thursday.
- In person: At Glide Fire's main station, 18910 North Umpqua Hwy., Glide, OR on Monday through Thursday, 10am-6pm.
- By email: Email your request to glidefire@glidefire.org
- By mail: Address your request to Glide Rural Fire Protection District, PO Box 446, Glide, OR 97443



GLIDE RURAL FIRE PROTECTION DISTRICT PROCEDURE MANUAL

DIVISION: HUMAN RESOURCES

SECTION 9.11

**SUBJECT: PROVIDING REASONABLE ACCOMMODATIONS FOR
INDIVIDUALS WITH DISABILITIES**

PROCEDURE

The attached Appendix A answers questions about requesting reasonable accommodations, and describes the process for the District to respond to a request. If a requested accommodation cannot be provided immediately, the District may provide an interim accommodation.

The District may continue to provide a reasonable accommodation as needed by the disabled individual, so long as funding is available for this purpose.

CONFIDENTIALITY

Only District personnel working towards fulfilling a requested accommodation may be informed of the identity of the person requesting reasonable accommodation, and only if necessary to fulfill the request.

RECORD KEEPING

The District will keep a spreadsheet of requests for reasonable accommodation, in order to monitor:

- The number and type of requests for reasonable accommodations received annually;
- The number of requests denied and reason(s) for denial;
- The number and type of alternate accommodations, if any, that were provided; and
- A summary of circumstances regarding any denials based upon a determination of fundamental alteration or undue burden to the District.

TRAINING

The District shall provide periodic training on the procedures set forth in this procedure to District personnel.



**GLIDE RURAL FIRE PROTECTION DISTRICT
PROCEDURE MANUAL**

DIVISION: HUMAN RESOURCES

SECTION 9.11

**SUBJECT: PROVIDING REASONABLE ACCOMMODATIONS FOR
INDIVIDUALS WITH DISABILITIES**

PROCEDURE NOTIFICATION

A copy of this procedure will be provided to all District personnel, will be included with the orientation materials provided to new personnel (volunteer and paid), is available on our glidefire.org website, and is available from the business office upon request.

Ted Damewood, Fire Chief

See Attached Appendix A – Frequently Asked Questions (FAQ) about Reasonable Accommodations for Individuals with Disabilities

Glide Rural Fire Protection District

Procedure #9.11 – Appendix A - Frequently Asked Questions (FAQ) about Reasonable Accommodations for Individuals with Disabilities

The following FAQ provides information on requesting reasonable accommodations in Glide Rural Fire Protection (the District's) programs and activities.

What is a reasonable accommodation in the District's program?

A reasonable accommodation is a change or modification to afford a qualified individual with a disability full enjoyment of the District's programs or activities, unless modifications of policies, practices, and procedures would fundamentally alter the nature of the program, service, or activity, or result in undue financial and administrative burdens to the District.

How do I request a reasonable accommodation?

If you need a reasonable accommodation, please contact the District's Business Office in the methods described in Procedure 9.11.

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 the District provides the desired accommodation. In addition, you do not need to use the specific words "reasonable accommodations" when making your request.

When should I request a reasonable accommodation?

You may request a reasonable accommodation from the District at any time. However, making the request in advance of a meeting, conference call, or visit will help ensure that the District is able to fulfill the request for an accommodation. For certain requests, such as requests for sign language interpretation, the District requests at least four weeks advance notice.

May someone request a reasonable accommodation on my behalf?

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

What will the District do upon receiving my request for a reasonable accommodation?

The District may contact you to obtain more information about your request and to better understand your needs. In addition, the District 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 District's program or impose undue financial or administrative burdens on the District.

In addition, in some cases, the District may consult with you in an interactive process to determine on a case-by-case basis what accommodations can be made.

If the District determines that your requested accommodation would fundamentally alter the nature of the program or impose an undue financial or administrative burden, the District may deny your request. However, in the unlikely event that this occurs, the District will work with you to identify an alternative accommodation that allows you to effectively participate in the District's program, activity, or service.

May the District request medical documentation from you after receiving your request for a reasonable accommodation?

No, the District may not request medical documentation after receiving your request for a reasonable accommodation. The District'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.

May the District charge you the cost of providing the reasonable accommodation?

No, you are not responsible for the cost of an auxiliary aid or service the District provides to you.

What are some examples of reasonable accommodations?

There are many types of reasonable accommodations. Some examples of how the District may provide reasonable accommodations include:

- Arranging for qualified sign language interpreters
- Providing on-site captioning
- Producing alternate formats of print materials in braille, large print, or in an electronic format
- Providing remote conference captioning services