

# **Accommodations for Individuals with Disabilities**

## **Notice and Frequently Asked Questions (FAQ) about Reasonable NOTICE**

Roanoke County is committed to providing individuals with disabilities an **equal opportunity** to participate in and benefit from the County's programs, activities, and services.

Individuals may request **reasonable accommodations** from Roanoke County, in accordance with Title II of the Americans with Disabilities Act, that they believe will enable them to have such equal opportunity to participate in our programs, activities, and services.

To request reasonable accommodations, contact:

**Kristie B. Jordan, Assistant Director**

**Roanoke County Human Resources**

**5204 Bernard Drive, Suite 300-A, Roanoke, VA 24018**

**Phone: 540-772-2018**

**Email: [kjordan@roanokecountyva.gov](mailto:kjordan@roanokecountyva.gov)**

### **Reasonable Accommodation Request**

## **FREQUENTLY ASKED QUESTIONS (FAQ)**

The following FAQ provides information on requesting reasonable accommodations in Roanoke County's programs and activities.

### **1. What is a reasonable accommodation in Roanoke County's programs?**

A reasonable accommodation is a change or modification to afford a qualified individual with a disability full enjoyment of the County'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 County.

### **2. How do I request a reasonable accommodation?**

You may contact the department directly to request an accommodation or you may contact the County's Civil Rights Coordinator directly:

Kristie B. Jordan, Assistant Director

Roanoke County Human Resources,

5204 Bernard Drive, Suite 300-A, Roanoke, VA 24018

Phone: 540-772-2018

Email: [kjordan@roanokecountyva.gov](mailto:kjordan@roanokecountyva.gov)

### **3. 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 that the County provides the desired accommodation. In addition, you do not need to use the specific words "reasonable accommodations" when making your request.

### **4. When should I request a reasonable accommodation?**

You may request a reasonable accommodation from the County at any time. However, making the request in advance of a meeting, conference call, or visit will help ensure that the County is able to

fulfill the request for an accommodation. For certain requests, such as requests for sign language interpretation, Roanoke County requests at least two week's advance notice.

**5. 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 County staff or participate in its programs or activities.

**6. What will Roanoke County do upon receiving my request for a reasonable accommodation?**

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

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

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

**7. May Roanoke County request medical documentation from you after receiving your request for a reasonable accommodation?**

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

**8. May Roanoke County charge you the cost of providing the reasonable accommodation?**

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

**9. What are some examples of reasonable accommodations?**

There are many types of reasonable accommodations. Some examples of how the County provides 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
- Furnishing a temporary ramp to access the dais or other areas with one or more stairs to ensure accessibility for individuals who have physical disabilities and may be using a wheelchair or walker.