

Carlisle Borough
ADA Policy and Procedure
Requests for Reasonable Accommodations by Persons with Disabilities

POLICY STATEMENT

It is the policy of Carlisle Borough to assure that qualified individuals with disabilities have equal and full access to the Borough's proceedings, services, programs, activities, and employment. Nothing in this policy shall be constructed to impose limitations or to invalidate the remedies, rights and procedures accorded to any qualified individual with disabilities under state or federal law. To that end, Carlisle Borough staff will make every effort to assist qualified individuals with disabilities who request reasonable accommodations by utilizing the guidelines and procedures established by this policy and other applicable Borough policies.

DEFINITIONS

1. **Accommodation** means measures to make each service, program, or activity, when viewed in its entirety, readily accessible to and usable by an applicant who is a qualified person with a disability, and may include but is not limited to:
 - a. Making reasonable modifications in policies, practices, and procedures;
 - b. Furnishing, at no charge, auxiliary aids and services, including but not limited to equipment, devices, materials in alternative formats, qualified interpreters, or readers.
 - c. As to otherwise unrepresented parties to the proceedings, representation by counsel, as appropriate or necessary to making each service, program, or activity, when viewed in its entirety, readily accessible to and usable by a qualified person with a disability.
2. **Applicant** means any person with a disability who is otherwise entitled to or who has a specific interest in or is participating in any Borough program, service, or activity.
3. **Person with a disability** means a person covered by the Americans with Disabilities Act of 1990 (§ 42 U.S.C. 12101 *et seq.*), RCW 49.60 *et seq.*, or other similar local, state, or federal laws. This term includes, but is not limited to, an individual who has a physical or mental impairment that limits one or more major life activities, has a documented history of such impairment, or is regarded as having such impairment.
4. **Qualified person with a disability** means a person with a disability who is otherwise entitled to participate in any Borough program, service, or activity.

INFORMATION FOR PERSONS WITH DISABILITIES WHO NEED ACCOMMODATIONS TO ACCESS BOROUGH OFFICES

Who may receive an accommodation? Anyone with a disability who needs assistance to participate in a Borough service, program or activity may request a reasonable accommodation. A Disability is defined by federal and state laws, including the Americans with Disabilities Act and other applicable regulations.

What information is needed? Applicants must tell the ADA Coordinator why they need an accommodation and what accommodation they would like. This information will allow the ADA Coordinator to decide if the request may be granted.

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How does an individual ask for a reasonable accommodation? A “Request for Reasonable Accommodation Form” is provided for applicants to complete and submit. The ADA Coordinator may request additional information, if necessary, to determine the need and type of accommodation.

Where is the form provided to request a reasonable accommodation? The form is located on the Borough website. Click on “Accessibility” on the bottom menu of the homepage of the Borough website. The form may also be obtained at any Borough office.

What accommodations may be requested? Applicants may request accommodations that assist them to fully and meaningfully participate in a Borough meeting, service or activity. Applicants should request the accommodation that will best allow them to do that. A reasonable accommodation could be a sign language interpreter; changes to a meeting site layout to improve lighting, hearing, or mobility; large print or high contrast documents and forms; or assistive listening and seeing devices.

When should the form be filed? The form should be filed as soon as applicants know they need an accommodation. The ADA Coordinator will usually need to receive the request at least five (5) days before the accommodation is needed. Requests coming in at later than that will be granted if they are possible.

Who gets the information? The request should be submitted to the ADA Coordinator. Information regarding how to contact the ADA Coordinator is available indicated below.

Must all requests be granted? No. If, however, the applicant qualifies, the ADA Coordinator will deny an accommodation only if it would cause an undue burden, if it would fundamentally alter the Borough meeting, service or activity; or it would threaten someone’s safety or well-being. A request may also be denied if it is submitted less than five (5) days before the accommodation is needed, and is not reasonably possible for the requested accommodation to be provided in the time available. The ADA Coordinator must explain how the requested accommodation meets one of these criteria.

How will I be notified? You will be notified as you requested in Section 8 of the “Request for Reasonable Accommodation Form”. Also, you will receive a written “Notice of Accommodation”.

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INSTRUCTIONS-REQUEST FOR REASONABLE ACCOMMODATIONS

If you have a disability and you need an accommodation to fully and equally participate in a Borough program, service activity or proceeding, you may request a reasonable accommodation.

To request a reasonable accommodation, complete the **Request for Reasonable Accommodation Form** and return the form to the Carlisle Borough ADA Coordinator listed below: (steps to complete the form are provided in the next sections)

Human Resource/Risk Manager
Carlisle Borough – ADA Coordinator
53 West South St.
Carlisle, PA 17013
Phone: 717-249-4422
Relay Service TTY/TTD 711 or 800-654-5984
FAX: 717-240-6615
Email: ADACoordinator@carlislepa.org

If you need additional help completing the **Request for Reasonable Accommodation Form**, the above listed individual will make arrangements to assist you.

Accommodation requests are available to any qualified person with a disability for whom such accommodation is reasonable and necessary under the Americans with Disabilities Act of 1990 (ADA), other similar local, state, and federal laws.

You may be required to provide additional information to properly evaluate your accommodation request. If needed, the ADA Coordinator may ask that medical and other health information be submitted by you to the ADA Coordinator. An application for accommodation should be made as far in advance as practical of the proceeding or activity for which the accommodation is sought but no less than five (5) days.

STEPS TO COMPLETE REQUEST FOR REASONABLE ACCOMMODATION FORM

- **Section 1.** Fill in your name, address (street, city, state, and zip code), phone number and email address; if you have an email address.
- **Section 2.** Fill in the Date you are completing the form. (Please print or type all information on form)
- **Section 3.** Identify your specific interest or participation in the service, program or activity for which you need an accommodation by checking the corresponding box. If you check the “Other” box, provide specific information regarding your interest.

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- **Section 4.** If you know the date(s) of the meeting(s) or events (s), list them. If you do not know the dates at the time you are submitting the form to the ADA Coordinator, and later determine the dates you will need to be accommodated, please contact the ADA Coordinator.
- **Section 5.** You must explain why the accommodation is needed. You should state the nature of your disability and how it prevents you from participating in the Borough meeting(s) or event(s). If you are unsure, state the disability as best you can and describe how it affects you.
- **Section 6.** What is it you think will help you participate in the Borough meetings(s) or event(s)? Examples of accommodations the ADA Coordinator may be asked to provide include: sign language interpreters, assistive listening devices, note takers, readers for persons with impaired eyesight, removal of barriers for persons with mobility impairments.
- **Section 7.** If there is other information that will help the ADA Coordinator evaluate your request, include it in this section of the form.
- **Section 8.** Check the box which indicates the best way to contact you. Print your name and sign and date the request form. Also, identify the city and state where you are signing the form. Return the form to the ADA Coordinator of the Borough.

NOTICE OF ACCOMMODATION PROCEDURE

The ADA Coordinator will be responsible for notifying the applicant of the decision regarding their request for reasonable accommodation. The applicant shall be notified of the following information:

- Whether the request was denied or approved
- The type of accommodation to be provided
- The duration of the accommodation
- Who the applicant should contact to acquire the accommodation
- Explanation of the appeal process

The Notice of Accommodation Form will be used to notify the applicant in writing of the decision regarding approval or denial of the accommodation. This report will be submitted to all applicants and will be utilized to supplement and document verbal communications to the applicant regarding the ADA Coordinator's decision.

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DENIAL OF ACCOMMODATION AND APPEAL PROCESS

DENIAL OF ACCOMMODATION

An application may be denied only if the ADA Coordinator finds that:

1. The applicant has failed to satisfy the substantive requirements of this policy;
2. The requested accommodation would create an undue financial or administrative burden;
3. The requested accommodation would fundamentally alter the nature of the Borough service, program, or activity; or
4. Permitting the applicant to participate in the event with the requested accommodation would create a direct threat to the safety or well-being of the applicant or others.

REVIEW PROCEDURE

When an accommodation has been denied, an applicant may appeal the decision within five (5) days of the date of denial by submitting a request for review to the Carlisle Borough Assistant Borough Manager. The request for review or appeal may be made in writing, verbally or presented by a third party of behalf of the applicant. The Carlisle Borough Assistant Borough Manager will respond to the applicant within five (5) days of receipt of the appeal to discuss the decision regarding the accommodation denial. If it is determined by the Carlisle Borough Assistant Borough Manager that the appeal of the decision has merit, the Carlisle Borough Assistant Borough Manager will work with the applicant to grant the request or seek resolution of an alternative accommodation that provides equal access to the Borough programs, services, or activities.

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THIS PAGE TO BE COMPLETED BY THE ADA COORDINATOR
Notice of Accommodation

Date of Notice: Applicant:

Date of Service, Program or meeting:

Program or Meeting Name (if applicable):

Request for Reasonable Accommodation:

Approved Alternate Accommodation Approved Request Denied

Type of Accommodation Approved:

Duration of Accommodation:

Request for Accommodation was denied based on the following:

- The applicant has failed to satisfy the substantive requirements of this policy;
- The requested accommodation would create an undue financial or administrative burden;
- The requested accommodation would fundamentally alter the nature of the Borough service, program, or activity;
- Permitting the applicant to participate in the meeting, service or event with the requested accommodation would create a direct threat to the safety or well-being of the applicant or others.

Explanation for Denial of Accommodation: Review Procedure

REVIEW PROCEDURE - When an accommodation has been denied, an applicant may appeal the decision within five (5) days of the date of denial by submitting a request for review to the Carlisle Borough Assistant Borough Manager. The request for review or appeal may be made in writing, verbally or presented by a third party of behalf of the applicant. The Carlisle Borough Assistant Borough Manager will respond to the applicant within five (5) days of receipt of the appeal to discuss the decision regarding the accommodation denial. If it is determined by the Carlisle Borough Assistant Borough Manager that the appeal of the decision has merit, the Carlisle Borough Assistant Borough Manager will work with the applicant to grant the request or seek resolution of an alternative accommodation that provides equal access to the Borough programs, services, or activities.