



MATTHEW JEWELL
PARISH PRESIDENT

ST. CHARLES PARISH

OFFICE OF THE PARISH PRESIDENT

Notice and Frequently Asked Questions (FAQ) about Reasonable Accommodations for Individuals with Disabilities

NOTICE

St. Charles Parish is committed to providing individuals with disabilities an *equal opportunity* to participate in and benefit from St. Charles Parish's programs, activities, and services.

Individuals may request *reasonable accommodations* from St. Charles Parish 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 Office of the Parish President by phone at (985) 783-5000, by mail at P. O. Box 302 Hahnville, LA 70057, or via the St. Charles Parish Website at <https://www.stcharlesparish.gov/government/parish-president/contact-the-parish-president>.

FREQUENTLY ASKED QUESTIONS (FAQ)

The following FAQ provides information on requesting reasonable accommodations in St. Charles Parish's programs and activities.

1. What is a reasonable accommodation in St. Charles Parish's program?

A reasonable accommodation is a change or modification to afford a qualified individual with a disability full enjoyment of St. Charles Parish'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 St. Charles Parish.

2. How do I request a reasonable accommodation?

If you need a reasonable accommodation, please contact the Office of the Parish President at (985) 783-5000, by mail at P. O. Box 302 Hahnville, LA 70057, or via the St. Charles Parish Website at <https://www.stcharlesparish.gov/government/parish-president/contact-the-parish-president>.

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 St. Charles Parish 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 St. Charles Parish at any time. However, making the request in advance of a meeting, conference call, or visit will help ensure that St. Charles Parish is able to fulfill the request for an accommodation.

For certain requests, such as requests for sign language interpretation, St. Charles Parish 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 St. Charles Parish staff or participate in its programs or activities.

6. What will St. Charles Parish do upon receiving my request for a reasonable accommodation?

St. Charles Parish may contact you to obtain more information about your request and to better understand your needs. In addition, St. Charles Parish 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 St. Charles Parish’s program or impose undue financial or administrative burdens on St. Charles Parish.

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

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

7. May St. Charles Parish request medical documentation from you after receiving your request for a reasonable accommodation?

No, St. Charles Parish may not request medical documentation after receiving your request for a reasonable accommodation. St. Charles Parish'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 St. Charles Parish charge you the cost of providing the reasonable accommodation?

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

9. What are some examples of reasonable accommodations?

There are many types of reasonable accommodations. Some examples of how St. Charles Parish 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.