



**ORANGE COUNTY FIRE AUTHORITY  
POLICY  
ADA REASONABLE ACCOMMODATION REQUEST  
FOR PUBLICLY NOTICED MEETINGS,  
PROGRAMS, ACTIVITIES, AND SERVICES**

Effective January 1, 2023, (AB2449) Government Code Section 54953(g) requires that all public agencies have and implement a procedure for receiving and swiftly resolving reasonable accommodation requests for individuals with disabilities, consistent with the federal Americans with Disabilities Act of 1990 (42 U.S.C. Sec. 12132) and resolving any doubt in favor of accessibility. Requests may be made by any individual that participates or conducts the meeting, such as members of the public, staff, and members of the legislative body as well as any individual that would participate or benefit from OCFA programs, activities, or services. This policy shall apply to all meetings of the Orange County Fire Authority's ("Agency's") legislative bodies and meetings open to the public, including, without limitation, the Board of Directors, Executive Committee, Budget & Finance Committee, Human Resources Committee, Operations Committee, and Legislative & Public Affairs Committee as well as any program, activity, or service for which OCFA has sanctioned such program, activity, or service offering to the public.

Orange County Fire Authority (OCFA) is committed to providing individuals with disabilities an equal opportunity to participate in and benefit from OCFA programs, activities, and services. Individuals may request reasonable accommodations from OCFA that they believe will enable them to have such equal opportunity to participate in our programs, activities, and services. To request reasonable accommodations, contact OCFA, Clerk of the Authority Office (see procedure below).

**Reasonable Accommodation Process**

- An explanation of the process for receipt and review of reasonable accommodations requests, including:
  - a. Notice to members of the public about requesting reasonable accommodations;
  - b. Any forms for program beneficiaries to request reasonable accommodations;
  - c. A description of the process for determining whether to provide a requested accommodation, including consulting with the individual requesting the accommodation in an interactive process to determine what, if any, accommodation the recipient should provide;
  - d. Timeframes for responding and/or providing reasonable accommodations; and
  - e. Provisions for providing interim accommodation if a requested accommodation cannot be provided immediately.
- Information on the recipients' resources for obtaining the reasonable accommodation to be provided, for example, how they will make arrangements for sign language interpreters.
- Information on how the recipients will maintain the confidentiality of and appropriately secure any personally identifiable information (PII) in the request for reasonable accommodations to ensure that only those recipients' employees with a need to know have the information.
- Information on how the recipients will provide the approved reasonable accommodation in future or ongoing interactions with the beneficiary.

## Readily Available Accommodations

Any of the following reasonable accommodations can be provided for a publicly noticed Agency meeting(s), programs, activities, and services that are open to public:

- Agendas and staff reports: Upon request, any agendas or staff reports can be made available in appropriate alternative formats to persons with a disability, including hyperlinks where appropriate so that the user can access the linked information.
- For individuals with hearing loss: Qualified interpreters (e.g., sign language interpreters) can be utilized, provided that the Agency is notified of this request at least 48 hours before a meeting so that the Agency can make arrangements.
- For individuals with visual impairments: Audio recordings of meetings are available on the Agency's website. Additionally, Agency meetings are streamed on the Internet, on YouTube on the [Agency's website](#).
- For individuals with mobility impairments: ADA accessible facilities are in place to ensure access to the Boardroom and Classroom 1.

## Additional Accommodations (Upon Request)

Individuals who are deaf or hard of hearing, who are blind or have low vision, have mobility impairments, or have any other disability, may also request accommodations other than those readily available using the process outlined below. Accommodations should be requested as early as possible as additional time may be required in order to provide the requested accommodation. Note that an accommodation will be considered to be unreasonable and will not be provided if it imposes undue financial or administrative burdens on the Agency, or requires a fundamental alteration in the nature of a program. If a particular accommodation is unreasonable, the Agency will offer an alternative accommodation that is reasonable.

### Process to request an additional accommodation:

If you have an additional accommodation that is not identified above, please request an accommodation as soon as possible to access meeting or participate or benefit from OCFA programs, activity, or service offering criteria. The sooner the request is made, the more likely it is that the Agency can provide the accommodation or an alternative. You can make this request yourself, or someone can make it on your behalf with your consent.

1. Your request can be made orally or in writing, and you should submit it to the OCFA Clerk of the Authority Office so as to avoid delay in reviewing and processing the request. Requests can be made by contacting the Clerk's Office at (714) 573-6040 during regular business hours, [completing the form online](#) or by mailing such a request to the Clerk of the Authority, Orange County Fire Authority, 1 Fire Authority Road, Irvine, CA 92602. Note that if you contact the Agency via mail, you need to make the request early enough for a timely response.
2. Your request for an accommodation must provide the following information:
  - (a) *Type of accommodation.* We need to know the type of accommodation you are seeking, and/or how the accommodation will allow you to access, participate or benefit from the meeting, program, activity or service. You are not required to disclose the particular disability, instead a general statement of explanation will

suffice. You may, but are not required to, submit a letter from a physician to the effect that the requested accommodation is required for you to access and participate in the meeting.

- (b) *Contact information.* You must give staff current contact information so they can respond in a timely manner. This can be a mailing address, an email address, or telephone number, for example. Note that if only a mailing address is provided, you need to make the request early enough that a timely mailed response can be provided.
- (c) *Accommodation Event Information.* - Please specify if the accommodation is requested for a specific meeting, program, activity, or service. Requests should include if the request is for one of multiple meetings, programs, activities or services and contain identifying details for such (e.g. date, time, location, description of event, meeting, etc.).

#### Procedures for Agency Staff:

1. Any staff member who receives, or believes they may have received, an accommodation request, will promptly relay the request and the requestor's contact information to the Human Resources Department attention: Assistant Chief/Human Resources Director.
2. General Counsel may be requested to assist in the review of requests and assist staff in providing a response to the requestor as soon as practicable.
3. All reasonable accommodation request responses shall be provided in writing when such written response can be transmitted in a timely manner prior to the start of the specific meeting. Otherwise, the response will otherwise be provided orally. Responses will identify whether the accommodation is granted or granted in the alternative, and any instructions necessary to access the accommodation. If denied, the response will identify the grounds for denial. Agency staff will document requests and responses provided orally. Any request made will be responded to within seven (7) working days or sooner. If a decision cannot be made, OCFA will review an interim alternative until a permanent accommodation can be made. All accommodation response will be advised orally or be sent in writing via email to recipients.
4. If accommodation requires outside services or vendors (i.e. sign language interpreter), immediate notification should be made to the Clerk's Office at (714) 573-6040 and arrangements will be made to provide the accommodation.
5. OCFA will maintain confidentiality of all requests when reasonably able to do so by providing direct contact with our ADA coordinator for future interactions.
6. The law requires that all doubt be resolved in favor of accommodations. Staff will make reasonable efforts to communicate with requestors to obtain clarifications or to discuss whether alternative accommodations will be viable. For additional information, please refer to Frequently Asked Questions (FAQ) listed on our website: [www.ocfa.org](http://www.ocfa.org)