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# City of Jacksonville, Florida

*Lenny Curry, Mayor*

Environmental Quality Division  
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## **Notice and Frequently Asked Questions (FAQ) about Reasonable Accommodations for Individuals with Disabilities**

### NOTICE

The Environmental Quality Division is committed to providing individuals with disabilities an equal opportunity to participate in and benefit from Environmental programs, activities, and services.

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

To request reasonable accommodations, contact Ruby Tucker by phone at (904) 255-7110 or (904) 255-7100 or by email at [rtucker@coj.net](mailto:rtucker@coj.net).

### FREQUENTLY ASKED QUESTIONS (FAQ)

The following FAQ provides information on requesting reasonable accommodations in the Environmental Quality Division (EQD) programs and activities.

#### **1. What is a reasonable accommodation in [Recipient's] program?**

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

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

If you need a reasonable accommodation, please contact Ruby Tucker by phone at (904) 255-7110 or (904) 255-7100 or by email at [rtucker@coj.net](mailto:rtucker@coj.net).

**3. Does my request for a reasonable accommodation need to be inwriting?**

No, you do not need to put your request in writing, however, making a written request can be helpful documentation for ensuring that the EQD 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 EQD at any time. However, making the request in advance of a meeting, conference call, or visit will help ensure that the EQD is able to fulfill the request for an accommodation. For certain requests, such as requests for sign language interpretation, [Recipient] 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 EQD staff or participate in its programs or activities.

**6. What will the EQD do upon receiving my request for a reasonable accommodation?**

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

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

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

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

No, EQD may not request medical documentation after receiving your request for a reasonable accommodation. EQD’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 EQD charge you the cost of providing the reasonable accommodation?**

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

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

There are many types of reasonable accommodations. Some examples of how EQD provides reasonable accommodations include:

- Arranging for qualified sign language interpreters
- Arranging for an interpreter for limited English proficient citizens
- Producing alternate formats of print materials in braille, large print, or in an electronic format
- Modifying the meeting room layout to provide space and accessibility for individuals who have physical disabilities and may be using a wheelchair or walker.