

Okaloosa County Sheriff's Office

Frequently Asked Questions about Reasonable Accommodations for Individuals with Disabilities

NOTICE

Okaloosa County Sheriff's Office (OCSO) is committed to providing individuals with disabilities an **equal opportunity** to participate in and benefit from OCSO programs, activities, and services.

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

To request reasonable accommodations, contact Doris James/Legal Unit. The phone number is (850) 651-7437.

FREQUENTLY ASKED QUESTIONS (FAQ)

1. What is a reasonable accommodation in the Okaloosa County Sheriff's Office program?

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

2. How do I request a reasonable accommodation?

If you need a reasonable accommodation, please contact Doris James/Legal Unit. The phone number is (850) 651-7437.

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 OCSO 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 Okaloosa County Sheriff's Office at any time. However, making the request in advance of a meeting, conference call, or visit will help ensure that OCSO is able to fulfill the request for an accommodation. For certain requests, such as requests for sign language interpretation, OCSO requests at least two weeks 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 OCSO staff or participate in its programs or activities.

6. What will OCSO do upon receiving my request for a reasonable accommodation?

In order to better understand your needs, Okaloosa County Sheriff's Office may contact you to obtain more information about your request. In addition, OCSO may review your request to determine:

- a. Whether the requested accommodation will be effective in allowing you to participate in the activity or program in which you are seeking participation.
- b. Whether the requested accommodation is reasonable, or an equally effective alternative to the requested accommodation is available.
- c. Whether providing you with the requested accommodation would fundamentally alter the nature of OCSO's program or impose undue financial or administrative burdens on Okaloosa County Sheriff's Office.

OCSO may consult with you in an interactive process to determine on a case-by-case basis what accommodations can be made.

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

7. May the Okaloosa County Sheriff's Office request medical documentation from you after receiving your request for a reasonable accommodation?

No, OCSO may not request medical documentation after receiving your request for a reasonable accommodation. OCSO 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. What are some examples of reasonable accommodations?

- a. Arranging for qualified sign language interpreters.
- b. Providing on-site captioning.
- c. Producing alternate formats of print materials in braille, large print, or in an electronic format.
- d. Providing remote conference captioning services.
- e. Furnishing a temporary ramp to access areas with one or more stairs to ensure accessibility for individuals who have physical disabilities and may be using a wheelchair or walker.