

CATEGORY: General/Administrative

NUMBER: 139

SUBJECT: Requesting a Reasonable Accommodation

PURPOSE: St. Clair County enacts this policy to notify clients, customers, program participants, or consumers of St. Clair County and any subrecipients of the ways in which a person with a disability can request a reasonable accommodation when making a complaint of discrimination under St. Clair County's Discrimination Complaint policy.

AUTHORITY: St. Clair County Board of Commissioners shall have the authority/responsibility for adoption and amendments to all policies.

APPLICATION: This policy shall apply to all departments, divisions, elected and non-elected officials of St. Clair County. This notice will be provided to all clients, customers, program participants, and consumers in program materials and with a copy of St. Clair County's Discrimination Complaint policy. This notice will be made available in alternative formats and languages upon request for persons with disabilities and persons with limited English proficiency.

POLICY:

Accepting and Responding to Requests for Reasonable Accommodations

- Members of the public, clients, customers, program participants, and consumers of St. Clair County and any subrecipients may request reasonable accommodations in making a complaint for discrimination under St. Clair County's Discrimination Complaint policy.
- Such a request can be made via phone, email, in-person, or letter to the St. Clair County Human Resources Director, 200 Grand River, Suite 206, Port Huron, MI 48060. Telephone: 810-989-6910 or email: citizens@stclaircounty.org
- The St. Clair County Human Resources Director is responsible for coordinating reasonable accommodation requests.
- When a request is made, the St. Clair County Human Resources Director will consult with the individual requesting the accommodation in an interactive process to determine what, if any, accommodation St. Clair County should provide.
- The St. Clair County Human Resources Director will acknowledge receipt of the request within five (5) business days. St. Clair County will make all efforts to ensure a reasonable accommodation is provided promptly. In certain instances, St. Clair County may use an interim accommodation if a requested accommodation cannot be provided immediately.
- Any accommodation will continue through the entirety of any interactions with such individual during the processes outlined in the Discrimination Complaint Policy.
- Any confidential information or personally identifiable information (PII) obtained through the use of such an accommodation will only be shared with those of St. Clair County's employees with a need to have the information.

Available Accommodations

- St. Clair County will provide accommodations as determined by the interactive process. Some accommodations include:

- Free aids and services, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, etc.), to communicate effectively with persons with disabilities.
- Free language services, such as qualified foreign language interpreters and information written in other languages, to ensure meaningful access to programs and activities for persons with limited English proficiency.

Monitoring the Provision of Reasonable Accommodations

- St. Clair County will maintain a record keeping system to monitor the following:
 - The number and type of requests for reasonable accommodations received annually;
 - The number of such requests that were denied and reason(s) for denial;
 - The number and type of alternate accommodations, if any, that were provided; and
 - A summary of circumstances regarding any denials based upon a determination of fundamental alteration or undue burden to St. Clair County.
- St. Clair County will not retain any records containing confidential or personally identifiable information (PII) in such record keeping system

REVIEW: The Administrator/Controller has reviewed and approved this policy as to substance and Corporation Counsel has reviewed and approved as to legal content. The Human Resources Director shall periodically review this policy and make recommendations for changes as needed.

ADOPTED: March 21, 2024