

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

NOTICE

The Rockwall Fire Department is committed to providing individuals with disabilities an *equal opportunity* to participate in and benefit from our programs, activities, and services.

Individuals may request *reasonable accommodations* from the Rockwall Fire Department that they believe will enable them to have an equal opportunity to participate in our programs, activities, and services.

To request reasonable accommodations, contact:

Kenneth Cullins, Fire Chief
(972) 771-7770
E-mail: kcullins@rockwall.com

FREQUENTLY ASKED QUESTIONS (FAQ)

The following FAQ provides information on requesting reasonable accommodations for Rockwall Fire Department programs and activities.

1. What is a reasonable accommodation in a Rockwall Fire Department program?

A reasonable accommodation is a change or modification to afford a qualified individual with a disability full enjoyment of the Rockwall Fire Department's programs or activities, unless modifications of policies, practices, and procedures fundamentally alter the nature of the program, service, or activity or result in undue financial and administrative burdens to the Rockwall Fire Department.

2. How do I request a reasonable accommodation?

If you need a reasonable accommodation, please contact Fire Chief Kenneth Cullins at (972) 771-7770 or via email at kcullins@rockwall.com.

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 the Rockwall Fire Department 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 Rockwall Fire Department at any time. However, making the request in advance of a meeting, conference call, class, program, or visit will help ensure that the Rockwall Fire Department is able to fulfill the request for an accommodation. For certain requests, such as requests for sign language interpretation, the Rockwall Fire Department 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 the Rockwall Fire Department staff or participate in its programs or activities.

6. What will the Rockwall Fire Department do upon receiving my request for a reasonable accommodation?

The Rockwall Fire Department may contact you to obtain more information about your request and to better understand your needs. In addition, the Rockwall Fire Department 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 the Rockwall Fire Department’s program or impose undue financial or administrative burdens on the Rockwall Fire Department.

Additionally, the Rockwall Fire Department may occasionally engage in interactive consultation with you to decide what accommodations are possible on a case-by-case basis.

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

7. May the Rockwall Fire Department request medical documentation from you after receiving your request for a reasonable accommodation?

No, the Rockwall Fire Department may not request medical documentation after receiving your request for a reasonable accommodation. We will only inquire about the obstacles preventing you from participating in the program or activity you're interested in, as well as the type of accommodation that could overcome these obstacles.

8. May the Rockwall Fire Department charge you for the cost of providing a reasonable accommodation?

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

9. What are some examples of reasonable accommodations?

There are many types of reasonable accommodations. Some examples of how the Rockwall Fire Department provides reasonable accommodations include:

- Arrange for qualified sign language interpreters, readers, or other personal assistance
- Producing alternate formats of print materials in large print or in an electronic format
- 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.