

REASONABLE ACCOMMODATIONS POLICY FOR SANTA CLARA COUNTY HOUSING AUTHORITY BROWN ACT MEETINGS

Effective January 1, 2023, 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. This policy shall apply to all meetings of the Housing Authority's legislative bodies and meetings open to the public, including, without limitation, the Housing Authority Board of Commissioners.

Readily Available Accommodations

Any of the following accommodations can be provided for a publicly-noticed Housing Authority meeting or meetings open to the 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 Housing Authority is notified of this request at least 48 hours before a meeting so that the Housing Authority can make arrangements.
- For individuals with visual impairments: Audio recordings of Board of Commissioners meetings are available on the Housing Authority's website. Additionally, Board of Commissioners meetings are streamed on the Internet, and members of the public may participate remotely via an audio/video conferencing platform and telephone access via an audio conferencing platform.
- For individuals with mobility impairments: ADA accessible facilities to access Board of Commissioners meetings. Additionally, Board of Commissioners meetings are streamed on the Internet, and members of the public may participate remotely via an audio/video conferencing platform and telephone access via an audio conferencing platform.

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 Housing Authority, or requires a fundamental alteration in the nature of a program. If a particular accommodation is unreasonable, the Housing Authority will offer an alternative accommodation that is reasonable.

Process to request an additional accommodation:

1. If you have an additional accommodation that is not identified above, please request an accommodation as soon as you can, preferably before the meeting you wish to attend, or at the meeting itself if necessary. The sooner the request is made, the more likely it is that the Housing Authority can provide the accommodation or an alternative. You can make this request yourself, or someone can make it on your behalf with your permission.

2. Your request can be made orally or in writing, and you should submit it to the Housing Authority's Executive Department so as to avoid delay in reviewing and processing the request. Requests can be made by contacting the Housing Authority at (408) 993-2911, via email at <https://www.scchousingauthority.org/contact/>, or by mailing such a request to Housing Authority Main Office at 505 West Julian Street, San Jose, CA 95110. Note that if you contact the Housing Authority via mail, you need to make the request early enough that a response can be timely provided. It is recommended that you contact the Housing Authority at least seventy-two hours in advance.

3. Your request for an accommodation must provide the following information:

- (a) *What accommodation?* We need to know the type of accommodation you are seeking, and/or how the accommodation will allow you to access and participate in the meeting. 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 mailed response can be timely provided.
- (c) *Which meeting or meetings?* Please specify if the accommodation is requested for a specific meeting, or for all or a series of meetings before a particular body.

Procedures for Housing Authority Staff:

A. 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 Executive Department or Housing Authority General Counsel.

B. The Housing Authority 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.

C. 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 and the grounds for denial. Housing Authority staff will document requests and responses provided orally.

D. 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.