



ADMINISTRATIVE PROCEDURE

SECTION: 200 – General Administration	PROCEDURE #: 211-A
TITLE: Access for People with Disabilities	IMPLEMENTS POLICY #: 211
SPONSORING DEPARTMENT/DIV: County Administrative Office, Office of Access and Opportunity	
EFFECTIVE DATE: 06/27/2023	REVIEWED:

OBJECTIVE: To establish procedures for providing access for people with disabilities in support of Washington County’s Access for People with Disabilities Policy and the Americans with Disabilities Act.

PROCEDURES:

Washington County ADA Notification Procedure

1. The Office of Access and Opportunity and the Office of Communications shall develop public notices that will be posted in county-managed, client and community-facing facilities and on Washington County web pages and social media platforms.
2. The target audience for public notice shall include applicants, beneficiaries and other people interested in the local government’s programs, activities or services. The audience shall include everyone who interacts – or would potentially interact – with local government.
3. The notice shall note local government's commitment to make reasonable accommodations or modifications to policies and programs to ensure that people living with disabilities have an equal opportunity to enjoy all of its programs, services and activities.

Washington County ADA Accommodation/Modification Procedure

1. An oral or written request for accommodation/modification shall be submitted to:

Washington County ADA Coordinator
Office of Access and Opportunity
Washington County Administrative Office
155 N. First Ave., Suite 370
Hillsboro, OR 97124

Telephone: [503-846-6288](tel:503-846-6288)

Email: cao@washingtoncountyor.gov

2. The request should specify the name and contact information for the person needing an accommodation, program, service or activity needing modification, and contain a description of the accommodation or modification being requested.
3. The Washington County ADA Coordinator will acknowledge the request in writing within fifteen (15) business days.
4. The ADA Coordinator will report the request to the appropriate County Department or Office for a response based on any specific organizational policies and procedures. Federally mandated departmental processes and response times will supersede Washington County policy. Departmental and federal policies and procedures will be posted on a shared ADA Accommodation webpage with links to departments.
5. If the Department or Office determines the requested accommodation/modification is not an undue financial or administrative burden or does not alter the nature of the program, service or activity, the accommodation/modification and timeline will be arranged within 60 business days after receiving the accommodation/modification request by the Department or Office and actions taken will be communicated to the requestor and the Washington County ADA Coordinator. If the Department or Office is unable to provide the accommodation within 60 business days, the Department or Office shall provide a written request for a reasonable extension to the Washington County ADA Coordinator as soon as practical but no later than 30 business days after receiving the accommodation request.

It may not be feasible for Washington County to provide the exact accommodation requested, or to arrange the requested accommodation/modification within 60 business days. If an extension is needed at any time, Washington County will provide a rational in writing or other accessible format to the requestor as to why an extension is needed and the duration of the extension.

6. If accommodation/modification would cause an undue financial or administrative burden to the County or would fundamentally alter the nature of the program, service or activity, the Department or Office will consult with the Washington County ADA Coordinator (or designee) and the requester regarding appropriate alternative strategies, actions and responses. If multiple options for accommodations are effective, the County may select which accommodation to provide.
7. If any of the following issues prevent action, the Department or Office will notify the Washington County ADA Coordinator (or designee) who will send a written response to

the requester. The requester will be informed of his/her appeal rights pursuant to the Washington County ADA Grievance Procedure or to a secondary review pursuant to departmental procedures. The issues that may prevent action include:

- no reasonable accommodation or modification is available; or
 - accommodation or modification would cause undue financial or administrative burden to the County; or
 - accommodation or modification would fundamentally alter the nature of the program, service or activity; or
 - if the accommodation or modification would take more than 60 days to arrange
8. Assistance animals or assistance animal trainees are allowed in County-managed physical facilities per [Washington County Procedure 702-B](#)
9. The Washington County ADA Coordinator will work with staff to maintain a centralized record of all requests and action taken.