

## **Notice and Frequently Asked Questions (FAQ) about Reasonable Accommodations for Individuals with Disabilities**

### **NOTICE**

The NDWR Floodplain Management Program is committed to providing individuals with disabilities an *equal opportunity* to participate in and benefit from NDWR Floodplain Management Program information, activities, and services.

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

To request reasonable accommodations, contact Sarah Fichtner via email: [sfichtner@water.nv.gov](mailto:sfichtner@water.nv.gov).

### **FREQUENTLY ASKED QUESTIONS (FAQ)**

The following FAQ provides information on requesting reasonable accommodations in NDWR Flood Program and activities.

#### **1. What is a reasonable accommodation in the NDWR Floodplain Management Program?**

A reasonable accommodation is a change or modification to afford a qualified individual with a disability full enjoyment of NDWR Floodplain Management Program information 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 the NDWR Floodplain Management Program.

#### **2. How do I request a reasonable accommodation?**

If you need a reasonable accommodation, please contact Sarah Fichtner via email at [Sfichtner@water.nv.gov](mailto:Sfichtner@water.nv.gov); with “Accommodation Request” in the subject line.

#### **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 NDWR Floodplain Management Program 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 NDWR Floodplain Management Program at any time. However, making the request in advance of a meeting, conference call, or visit will help ensure that NDWR Floodplain Management Program is able to fulfill the request for an accommodation. For certain requests, such as requests for sign language interpretation, NDWR Floodplain Management Program requests at least two week's 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 NDWR Floodplain Management Program staff or participate in its programs or activities.

#### **6. What will NDWR Floodplain Management Program do upon receiving my request for a reasonable accommodation?**

NDWR Floodplain Management Program may contact you to obtain more information about your request and to better understand your needs. In addition, NDWR Floodplain Management Program 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 NDWR Floodplain Management Program or impose undue financial or administrative burdens on the NDWR Floodplain Management Program.

In addition, in some cases, NDWR Floodplain Management Program may consult with you in an interactive process to determine on a case-by-case basis what accommodations can be made.

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

**7. May the NDWR Floodplain Management Program request medical documentation from you after receiving your request for a reasonable accommodation?**

No, the NDWR Floodplain Management Program may not request medical documentation after receiving your request for a reasonable accommodation. NDWR Floodplain Management Program's 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. May NDWR Floodplain Management Program charge you the cost of providing the reasonable accommodation?**

No, you are not responsible for the cost of an auxiliary aid or service NDWR Floodplain Management Program provides to you.

**9. What are some examples of reasonable accommodations?**

There are many types of reasonable accommodations. Some examples of how NDWR Floodplain Management Program provides reasonable accommodations include:

- Providing a language interpreter for a public meeting given enough advance notice
- Sharing Spanish outreach materials
- Producing alternate formats of print materials in large print, or in an electronic format.
- Providing a transcript of meetings and videos for the hearing impaired.