



**Homeland  
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## Reasonable Modification Policy and Procedure

The City of Clearwater, Kansas is committed to providing individuals with disabilities an equal opportunity to participate in and benefit from The City of Clearwater's programs, activities, and services. Individuals may request reasonable modifications from The City of Clearwater that they believe will enable them to have such equal opportunity to participate in our programs, activities, and services.

A reasonable modification is a change or modification to afford a qualified individual with a disability full enjoyment of The City of Clearwater's programs 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 City of Clearwater.

### Notice to Program Beneficiaries

- An individual may request reasonable modification to participate in the City's programs, activities and services at any time by submitting a written request to the City Clerk for the City of Clearwater, Kansas. This writing may be in email or through written submission or document. Any email must be sent to the email address [administration@clearwaterks.org](mailto:administration@clearwaterks.org) and the subject line needs to include the words "Title VI Modification Request".
- The following information will be included online on the City of Clearwater's website "An individual may request reasonable modification to participate in the City's programs, activities and services at any time by submitting a written request to the City Clerk for the City of Clearwater, Kansas."
- The City will take reasonable steps to ensure access to all people seeking modification of the City's programs, activities and services to facilitate participation by limited English proficient speakers and disabled persons. A person needing accommodation must request in writing to the City Clerk the type of accommodation they request. The City will provide qualified interpreters to Limited English Proficient speakers and to disabled persons who are deaf or hard of hearing. The City will hire individuals as necessary to ensure effective communication or an equal opportunity to participate in the decision-making process. The City will work through specialty contracts for translation services.
- The individual requesting reasonable modification is not responsible for the cost of the auxiliary aid or service provided by the recipient.

### Accepting and Responding to Requests for Reasonable Modifications

- The City Clerk for the City of Clearwater will be responsible for coordinating reasonable modification requests.
- After receipt and review of reasonable modification request, the City Clerk will
  - Follow up with the individual requesting modification in writing to explain what the City can do to accommodate the request if possible. If the City cannot accommodate the request, the City Clerk will explain in writing why the City is not able to do so; and



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- The City Clerk will make an initial acknowledgement of the request within 3 business days and then formally respond to the request for modification in writing within 45 days.
- The City will provide qualified interpreters to Limited English Proficient speakers and to disabled persons who are deaf or hard of hearing. The City will hire individuals as necessary to ensure effective communication or an equal opportunity to participate in the decision-making process. The City will work through specialty contracts for translation services.
- The only individuals that will be allowed access to the writings related to reasonable modification requests are the City Clerk, City Administrator and legal counsel to ensure compliance. The written requests for modification from individuals seeking accommodation shall not include any personal identifiers beyond name, email address, and phone number.
- Once a request for reasonable modification has been approved by the City Clerk, the individual seeking the modification will coordinate with the Clerk to create a plan for future or ongoing interactions with City Staff. *For example*, if an individual seeks interpretation services, there will be an agreement made between the City and the Individual for the length of notice the individual will provide the City prior to their attendance at a program requiring these services so that the City can hire qualified contractors to provide the service.