

Effective Communication: The City of Oakland will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities, including sign language interpreters, documents in Braille and other ways of making information and communication accessible to people with disabilities so they can participate equally in the City's programs, services and activities.

Modification to Policies and Procedures: The City of Oakland will make reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services and activities. For example, individuals with service animals behaving within applicable standards are welcome in City offices and facilities, even when pets are generally prohibited.

Anyone who requires auxiliary aids and services for effective communication, or a modification of policies or procedures to participate in a City program, service or activity should contact the Departmental Access Coordinator for the Department offering the service or event, as soon as possible, but no later than 3 business days/72 hours before the scheduled event.

Neither the ADA nor state laws require the City of Oakland to take actions that would fundamentally alter the nature of its programs, activities or services, or impose an undue financial or administrative burden.

The City of Oakland will not place a surcharge on a particular individual with a disability or a group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy.

Appendix A