



# City & County of San Francisco Reasonable Modification Policy

In accordance with Title II of the Americans with Disabilities Act (ADA) it is the policy of the City & County of San Francisco to provide individuals with disabilities with a reasonable modification to its policies, practices, and procedures so that they can access government programs, facilities and activities. Furthermore, it is the policy of San Francisco to provide these modifications quickly, easily and without additional disability justification.

## What Is A Reasonable Modification?

A reasonable modification is a change or exception to a policy, practice, or procedure that allows people with disabilities to have equal access to programs, services and activities. Reasonable modifications must always be related to the individual's specific limitation caused by the disability.

When requesting a reasonable modification to a City program or service, an individual with a disability is not required to provide a medical documentation or diagnosis to justify their request, but they must be able to explain how their disability is related to the requested modification.

## Examples:

- City Hall modifies its “no pet” policy in order to allow individuals with service and support animals to enter the premises with their animal so that the person may enjoy the services and programs offered.



- Allowing a person using an electric wheelchair or other mobility device to access areas where electric vehicles are banned.
- Allowing an exception to the City's setback rule to allow an individual to install a wheelchair ramp in front of the property.
- Assisting someone with a cognitive disability in understanding and filling out a form to receive public assistance benefits.

### What Is A Fundamental Alteration?

A fundamental alteration takes place in the rare instance when there may be a significant change in the nature of the service, program, or activity in question because of a reasonable modification.

#### Example:

A person with a disability asks the City Tax Collector's Office to fill out his or her personal income tax forms. Assisting with income tax is outside of the realm of services that the Tax Collector's Office offers and therefore this request would significantly alter the nature of their service.