

## **Procedures Applicable to Requests for Modification under the Americans with Disabilities Act**

1. CA makes reasonable modifications for people with disabilities. To make optimal use of CA's resources and personnel, we generally ask that requests for reasonable modifications be made at least 48 hours in advance of the event. For requests received with little or no notice, we will make every attempt to satisfy the request, but may not be able to do so.
2. Requests for modifications under the Americans with Disabilities Act may be made in writing, by phone or in person.
3. All requests for sign or sight interpreters for classes or programs should be made to the specific Facility Manager prior to the need for an interpreter or to the Program Director at the time of registration for the class or program. Requests for sign/sight interpreters for Board of Directors meetings and /or Board Committee meetings should be made to the Executive Assistant to the President/CEO. (In order to avoid any difficulties, please confirm that CA has been able to make arrangements to accommodate the request before arriving at the program.)
4. The use of motorized and manually-powered wheelchairs and other mobility aids such as walkers, crutches, canes or braces, is permitted in any areas of CA facilities or CA open space open to pedestrian use, as long as the aid may be used safely.
5. Assessments of whether a particular power-driven mobility device (other than a motorized wheelchair) may be used in a specific CA facility will be made by the Facility Manager in accordance with CA's Policy on use of such devices. A request to use a power-driven mobility device should be made to the Facility Manager prior to the desired use. The person using the power-driven mobility device may be asked for credible assurance that the device is required due to a disability. This assurance may be a valid state-issued parking placard or card or a state-issued proof of disability or, in lieu of these documents, a credible verbal assurance that is not contradicted by observation that the device is being used for a mobility disability.
6. A member or guest with a disability may require that a caregiver or assistant accompany him/her when using a CA facility or participating in a CA program. In order to accompany that member or guest, the caregiver/assistant (if he/she is not a CA member or guest or registered participant in the program) must present a letter which can be obtained from CA's Member Service Center Manager stating the assistant's role and permitting him/her to accompany the member or guest with a disability. A request for this letter must be made to the Member Service Center Manager in advance of the intended use.

7. Requests for other types of modification due to a disability should be made to the appropriate facility or program manager sufficiently in advance to allow CA adequate time to evaluate the request.
  
8. When a child with special needs joins one of CA's School Age Services programs (e.g., Camps, KidSpace, Before and After School Care, Youth and Teen Center, Art Center), information will be requested from the parent to assist the staff in best serving the child. CA will then make an assessment as to the best support for the individual child, which might but does not necessarily include for example, a higher staff/child ratio, staff training, use of volunteers or a change in procedures. CA's childcare programs operate as group care programs and maintain staff/child ratios established by law. CA is unable to assist children with toileting needs, and CA does not have diapering facilities. Any concerns regarding a child with special needs should be addressed to the director of the relevant program.