

Subject

REASONABLE MODIFICATION

Subject Matter Expert

DHR

Reference

American with Disabilities Act (ADA)

HRS, Chapter 378 and 489

RCH, Sections 6-1102, 6-1105, and 6-1112

Purpose

To ensure that individuals with disabilities have an equal opportunity to enjoy the services, programs and activities of the City and County of Honolulu, in accordance with the requirement of Title II of the Americans with Disabilities Act (ADA).

I. POLICY

It is the policy of the City to make reasonable modifications to policies and procedures to ensure that individuals with disabilities have an equal opportunity to enjoy its services, programs and activities, in accordance with the requirements of Title II of the Americans with Disabilities Act (ADA).

II. DEFINITION OF TERMS

A. Reasonable Modifications

Reasonable modifications are changes or exceptions to policies, practices, or procedures that allow individuals with disabilities to have equal access to the programs, services and activities of the City and County of Honolulu. The requested reasonable modification must be specifically related to the individual's limitation caused by the disability. Examples of reasonable modifications include:

1. Allowing the use of service animals in "no pet" areas to allow an individual with a disability to participate in and enjoy a service or program.
2. Accepting a government issued I.D. card in lieu of a driver's license as proof of identity.

B. Fundamental Alterations

Fundamental alterations are changes that significantly alter the nature of a service, program or activity.

III. REASONABLE MODIFICATION REQUESTS

- A. Individuals with disabilities may request a reasonable modification to a policy, practice or procedure by:
1. Contacting the Department/Agency associated with the service, program or activity. A link to each City department/agency can be found at <http://www.honolulu.gov/>,
 2. Completing the ADA Reasonable Modification Request Form. ([Exhibit 1](#))
Alternate means of requesting a modification will be made available to persons with disabilities who are unable to complete the Reasonable Modification Request Form due to their disability, or
 3. Contacting the City's ADA Program Manager:
City and County of Honolulu
Equal Opportunity Office
925 Dillingham Boulevard, Suite 180
Honolulu, HI 96817
Phone: (808) 768-8599
Email: mona.higa@honolulu.gov
- B. The ADA does not require the City and County of Honolulu to take any action that would pose a direct threat to the health or safety of others, fundamentally alter the nature of its services, programs or activities or impose an undue financial or administrative burden.