

**Parks & Recreation Department
COVID-19: Facility Reopening Q&A**

1. **Q: Is the City of Carlsbad required to make reasonable accommodations for individuals that are unable to wear a mask?**

A: Yes, unless it poses an undue hardship. You will need to evaluate the requested accommodation to determine if it is reasonable or if it poses an undue hardship. You can provide either the requested accommodation or an alternative, if feasible, and if the accommodation would not pose an undue hardship.

2. **Q: If we are legally required to make a reasonable accommodation; what is the procedure for that—is it something we can offer or is it something that must be requested (either in writing or verbally)?**

A: Generally, the person can request a reasonable accommodation either verbally or in writing. (They do not need to use the words “reasonable accommodation.”)

3. **Q: What qualifies as a reasonable accommodation? Would providing access to facility services by appointment be a reasonable accommodation?**

A: Generally speaking, yes, providing access by appointment would qualify as a reasonable accommodation, if you chose to do that. You will have to determine whether the requested accommodation is reasonable or if it presents an undue hardship. An “undue hardship” is when an accommodation would result in significant difficulty or expense, taking into account the nature and cost of the accommodation, the resources available, and the operations of the business. If a particular accommodation would result in an undue hardship, the city would not be required to provide it but must still consider other accommodations that do not pose an undue hardship. You do not have to give the person the exact accommodation they requested if it is something you cannot safely accommodate, but you do need to engage in a conversation to evaluate options. You will have to evaluate whether there are other alternatives available.

4. **Q: Would providing access to a computer or account services, by appointment BUT WITH A FACE SHIELD (no drape), be a potentially safer reasonable accommodation?**

The CDPH guidance states that persons exempted from wearing a face covering due to a medical condition should wear a non-restrictive alternative, such as a face shield with a drape on the bottom edge, as long as their condition permits it. The CDC does not currently recommend use of face shields as a substitute for masks. However, wearing a mask may not be feasible in every situation for some people for example, people who are deaf or hard of hearing—or those who care for or interact with a person who is hearing impaired. If someone cannot wear a mask, the CDC suggests that the following face shields may provide better source control than others:

- Face shields that wrap around the sides of the wearer’s face and extend below the chin
- Hooded face shields

5. **Q: Do we need to record any information on who/why we're providing this reasonable accommodation?**

A: No, you are not required to record anything. But if you do deny a request for a reasonable accommodation, I would recommend documenting, in writing, the basis for the denial.

The following website has additional information in this regard:

<https://www.disabilityrightsca.org/post/know-your-rights-face-coverings-during-covid-19>

6. **Q: How should we contact the Police Department, if law enforcement assistance is needed?**

A: Our number one priority is your personal safety. If you are reporting a crime or a suspicious activity in progress, please call 911. If you are seeking non-emergency law enforcement assistance, please call 760-931-2197.

Provide your name and your location and describe the issue to the dispatcher. Be prepared to answer the following questions:

- Does the person(s) have any weapons?
- What is the age, race, height, weight and hair color of the person(s)?
- What is the person(s) wearing?