Section 504 and ADA Reasonable Accommodation Policy

**Name of Jurisdiction: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

# Reasonable Accommodation

A qualified individual may request a reasonable accommodation at any time. The decision to approve or deny a request for a reasonable accommodation is made on a case-by-case basis and takes into consideration the disability and the needs of the individual as well as the nature of the program or activity in which the individual seeks to participate.

# Application of reasonable accommodation policy

The reasonable accommodation policy applies to individuals with a disability in all programs and services provided by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

# Person with a Disability

A person with a disability means an individual who has a physical or mental impairment that substantially limits one or more major life activities. As used in this definition, the phrase “physical or mental impairment” includes:

1. Any physiological disorder or condition.
2. Any mental or psychological disorder.

# Examples of reasonable accommodations

Examples of reasonable accommodations may include, but are not limited to:

* Permitting a family member to assist in the applications process for any program or service;
* Permitting a service animal to assist while on the premises;
* Providing qualified sign language interpreters for applicants;
* Permitting requests for extensions of deadlines if there is a difficulty completing necessary documentation

# Processing a Reasonable Accommodation

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_will provide the “Request for Reasonable Accommodation” to all applicants, residents or individuals with disabilities who request a reasonable accommodation.

Individuals may submit their reasonable accommodation request(s) in writing, orally, or by any other equally effective means of communication. However, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ will ensure that all reasonable accommodations requests will be reduced to writing. If needed as a reasonable accommodation, the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ will assist the individual in completing the written request.

* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ will provide applicants with appropriate auxiliary aids and services, including qualified sign language interpreters and readers, upon request.
* Within seven business days of receipt, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ will respond to the applicant’s request in writing.
* If additional information or documentation is required, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ will notify the applicant, in writing, of the need for additional information or documentation. The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ will provide the individual with the request for additional information. The written notification should provide the resident with a reply date for submission of the outstanding information or documentation.
* Within seven days of receipt of the request and, if necessary, all supporting documentation, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ will provide written notification to the applicant of its decision to approve or deny the applicant’ request(s). Upon request, the written notification will be provided in an alternate format. If staff approves the accommodation request(s), the applicant will be notified of the projected date for implementation.
* If the accommodation is denied, the resident will be notified of the reasons for denial. In addition, the notification of the denial will also provide the resident with information regarding the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Grievance Procedures.
* All recommendations that have been approved by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ will be forwarded to the appropriate staff member. All request for reasonable accommodation that are approved will be implemented or begin the process of implementation.

# Verification of Reasonable Accommodation Request

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ may request documentation of the need for a Reasonable Accommodation. In addition, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ staff may request that the individual provide suggested reasonable accommodation. Staff may only request documentation to confirm the disability-related need(s) for the requested reasonable accommodation(s). Staff may not require the individual to disclose the specific disability(ies); or the nature or extent of the individual’s disability(ies). Comprehensive medical records will never be requested.

The following may provide verification of a resident’s disability and the need for the requested accommodation:

1. Physician;
2. Licensed Health Professional;
3. Professional representing a social service agency;
4. Disability agency or clinic.

# Denial of Reasonable Accommodation Request(s)

Requested accommodation will not be approved if one of the following would occur as a result:

* A violation of State and or Federal law;
* A fundamental alteration in the nature of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ programs or services;
* An undue financial and administrative burden on the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ program;
* A structurally infeasible alteration; or
* An alteration requiring the removal or alteration of a load-bearing structural member.

# Service or Assistance Animals

Clients with disabilities are permitted to have assistance animals, if such animals are necessary as a reasonable accommodation for their disabilities. Clients who need an assistance animal as a reasonable accommodation must request the accommodation in accordance with the reasonable accommodation policy. Assistance animals are not subject to the requirements of Pet Policies.

# Right to File/Grievance Process

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Program Applicant may file a complaint in accordance with the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Program Grievance Procedure following a formal determination by the Staff
2. An applicant or resident may, at any time, exercise their right to appeal the \_\_\_\_\_\_\_\_\_\_\_Staff’s decision through the local HUD office or the U.S. Department of Justice. Individuals may contact the local HUD office at:

U.S. Department of Housing and Urban Development

1670 Broadway, 22nd Floor

Denver, CO 80202

Phone: 303-672-5437

Toll Free: 1-800-877-7353

TDD/TTY: 303-672-5248

Fax: 303-672-5026

Web: www.hud/gov/fairhousing