Subject: Reasonable Accommodations

Policy:
Waldo Community Action Partners will have a process to address client and family needs for reasonable accommodations to services. WCAP is committed to ensuring that all clients, regardless of disability or other needs, have equal access to our services, programs, and facilities. We will provide reasonable accommodation to qualified individuals with disabilities unless doing so creates an undue financial/administrative burden or fundamentally alters the nature of our services.

Procedure:

Definition of Reasonable Accommodation
A reasonable accommodation is a change, modification, or adjustment to a policy, rule, facility, or service that allows a qualified individual with a disability to participate in WCAP programs or services. To better meet client and family needs where possible WCAP program and services will offer reasonable accommodations ensuring access and support for services.

In some instances, this process will be specific to contract and service and outlined in program guidelines including those for the following programs:

Head Start see program requirements and guidelines for accommodations.

Transportation Services see requirements and guidelines for accommodation.

Other programs and services having no specific contract guidelines shall allow for accommodation requests as follows:

Requesting Accommodation

- **Procedure:** Clients/Families may request accommodation orally or in writing to Program Director.
- **Form:** While not required, filling out the: Request for Reasonable Accommodation form is preferred for documentation.
- **Content:** The request should specify the needed accommodation and, if not obvious, why it is necessary.
- **Documentation:** If the disability or need is not obvious WCAP may request documentation from a qualified healthcare provider.

The Interactive Process
Upon receiving a request the Program Director will engage in an interactive process to discuss the request, potential alternatives, and effectiveness. This process will be handled confidentially.

Timeline
The Program Director will respond to all reasonable accommodation requests within 7 business days.

Denial and Appeals
If a request is denied because it poses an undue burden or fundamental alteration to service, the client will be notified in writing with the reasons and provided information on the appeal process.

Appeals Review and Decisions
The CEO shall review all appeals. Including the original request and reason for Denial. The CEO will provide a determination of the appeal within 5 Business days. The CEO decision will be final. Clients and Families may also avail themselves of the Complaint and Grievance Policy.

Non retaliation
No retaliation will occur for requesting accommodation.

Confidentiality
Requests and sensitive information will be kept confidential and or on a need to know basis to implement and approved accommodation.