

G Right to Reasonable Accommodations



This section includes information on reasonable accommodations for someone with a special need.

Policy

A reasonable accommodation is a change, exception, or adjustment to a rule, policy, practice, or service that may be necessary for a person with disabilities to have an equal opportunity to use and enjoy a dwelling, including public and common use spaces, or to fulfill their program obligations.

Participants who have disabilities must have equal access to programs, services, or activities as required under the Americans with Disabilities Act (ADA) or the Rehabilitation Act.

A participant must not be discriminated against based on a disability in admission to, access to, or operations of programs, services, and activities.

Types of disabilities that might prohibit equal access to programs, services, or activities include, and are not limited to, **any** of the following:

- Hearing impairments
 - Mental impairments
 - Mobility impairments
 - Psychological disorders
 - Specific learning disabilities
 - Visual impairments
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Procedures

A participant may request accommodations due to an impairment. When a request for accommodations is received, complete **all** of the following:

- Discuss individual needs and the preferred accommodation with the participant.
- When available, provide the participant with the preferred accommodation.
- When the preferred accommodation is not readily available, provide an interim accommodation that is acceptable to the participant.

Elevate the request for accommodation by completing **any** of the following:

- When the preferred accommodation for visual impairment is not readily available, elevate the request to the Client Liaison Unit (CLU). See [FAA Client Liaison Unit](#) for contact information.

- When the preferred accommodation for any other impairment is not readily available, elevate the request to the DES ADA Coordinator at oeoada504coordinator@azdes.gov.

When a participant requests an accommodation due to a visual impairment, the FAA CLU provides communications to the participant in an alternative format.

When a participant has a prior request for a special accommodation that is no longer being requested, FAA staff must ask the participant whether they would like to continue their accommodation.

AZTECS Keying Procedures

When a participant requests an accommodation due to difficulty with reading, key RD in the first available ALERT TYPE field next to the participant's name on PRAP.

A participant may request a visual impairment accommodation on their application or during an interview. FAA staff must ensure that the participant is advised of the options listed in HEAplus and what happens when the accommodation is requested.

When a participant selects the alternative format option of readable PDF, ensure the email address of the participant is keyed on the Main Contact Information page in HEAplus. **All** of the following apply:

- When keying information in HEAplus, review the request for special accommodation and document the [case file\(g\)](#).
- Explain the available letter options listed in HEAplus and ask the participant to provide their preferred alternative format (Large print (24 font), readable PDF, or Other).
- Select the preferred alternative format on the Main Contact Information page in the HEAplus application.

NOTE Select Other on the Main Contact Information page of the HEAplus application when the participant requests another type of visual impairment accommodation (36 font, Verbal, Braille, or Audio CD). Document the participants' needs in the case file when the type of accommodation request is not listed.

- Key AN in the first available ALERT TYPE field next to the participant's name on PRAP.

Legal Authorities

14 CFR part 1630

14 CFR part 1630.9

14 CFR 1251.201

29 CFR 38.14

Prior Policy

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