

## **F Handling Special Cases – Requests for Reasonable Accommodations**

**REVISION 47**  
(01/01/19 - 12/31/19)

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, but are not limited to, the following:

- Hearing Impairments
- Mental Impairments
- Mobility Impairments
- Psychological Disorders
- Specific Learning Disabilities
- Visual Impairments

A participant may request accommodations due to an impairment. When a request for accommodations is received, complete 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 as follows:

- When the preferred accommodation, that is not readily available, is for a visual impairment, elevate the request to the Special Assistance Worker (SAW) unit. (See [Handling Accommodation Requests – Visual Impairments](#) for procedures)
- When the preferred accommodation, that is not readily available, is for any other impairment, elevate the request to the [DES ADA Coordinator](#).

**WARNING**

Do not decline any request for accommodation.

ARCHIVED (Valid until 02/01/23)