

## .01 Handling Accommodation Requests – Visual Impairments

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

When a participant requests a visual impairment accommodation, the FAA Special Assistance Worker (SAW) unit provides communications to the participant in an alternative format.

When an HEAplus application indicates that a participant has requested a visual impairment accommodation, HEAplus automatically notifies the SAW unit.

When a participant requests a visual impairment accommodation during a telephone interview, complete the following:

- Discuss accommodation needs with the participant
- Key the preferred alternative format in the appropriate HEAplus page

**NOTE** When the participant requests the “other” visual impairment accommodation, provide the participant with the SAW telephone number. When the interview is complete, transfer the telephone call to the SAW unit. (See [SAW unit contact information](#))

- When the participant is the PI, key the AN Person Alert Type Code in the AZTECS PRAP screen
- Document the [case file\(g\)](#) that the interview has been completed and that an accommodation was requested

When a participant requests a visual impairment accommodation during a face to face interview, complete the following:

- Discuss accommodation needs with the participant
- Key the preferred alternative format in the appropriate HEAplus page

**NOTE** When the participant requests the “other” visual impairment accommodation, provide the participant with the SAW telephone number

- When the participant is the PI, key the AN Alert Type Code in the AZTECS PRAP screen
- Document the case file that the interview has been completed and that an accommodation was requested

When an application is received by mail or fax and indicates a request for a visual impairment accommodation, complete the following:

- When keying information in HEAplus, document the request for accommodation and key the “other” visual impairment accommodation on the appropriate page
- When the participant is the PI, key the AN Person Alert Type Code in the AZTECS PRAP screen
- Send the case information and accommodation request details to the SAW unit via email
- Document the case file that an accommodation was requested and the SAW unit was notified via email

See [Special Assistance Worker \(SAW\) Unit](#) for contact information.