

# MAKING ACCOMMODATION REQUESTS

## What is an accommodation?

The term "accommodation" may be used to describe any modification or adjustment to an environment, a policy or practice, a curriculum format or equipment or service that allows an individual with a disability to gain access to and/or fully participate in goods, services, facilities, content and/or complete assigned tasks.

## Why should the organization include accommodation statements?

Accommodation statements are necessary to ensure that people with disabilities have facility access and effective communication (alternate formats, interpreters, etc.) for programs and services. It also lets people with disabilities know that your organization is willing and ready to serve individuals with disabilities and informs them of the policies and procedures for requesting reasonable accommodations.

## Step 1: Create Accommodation Statement

### What content should be included in the accommodation statement?

- Who to contact for an accommodation
- What the accommodation statement is intended for ... "in need of accommodations ..."
- Where the person with the disability goes to receive assistance: "Please call xxx-xxx-xxxx or email xxxx@xxxxx ..." (Ensure you are providing methods for different types of disabilities. For example, if your phone is not TTY [teletypewriter] compatible, ensure you also provide a contact email address and ensure your flyer/website is compatible with a screen reader for people who may be blind or have low vision.)
- How far in advance the person with the disability should request by ... "4-5 business days ..."

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### Examples of Posted Notification from a covered entity

- National Disability Institute (NDI) encourages people with disabilities to participate in its programs and activities. If you anticipate needing any type of accommodation, or have a question about the physical access provided, please contact (Name, Title, telephone number, should include TTY number if available). Please allow at least 3-5 business days' advance notice; last minute requests will be accepted, but may not be possible to fulfill.
- Accommodations for people with disabilities are available upon request. Please allow at least 3-5 business days' advance notice; last minute requests will be accepted, but may not be possible to fulfill. Call (Applicable number) (voice) or (Applicable number) (TTY).
- On a common flyer or where space is limited: "For more information, or to make a reasonable accommodation request, please contact ... (phone/email)"

### Step 2: Post Accommodation Statement

- **When:** Post an accommodation statement any time you are promoting services or activities.
- **Where:** Anywhere you are providing information (e.g., notice for special events, flyers, organization brochures, bulletin boards, registrations, websites, places where known barriers exist).
- **What:** Providing a method of communication between people with disabilities and your coalition to ensure services are available to everyone.
- **Why:** So that people with disabilities know they are welcome to participate in your services/events and you will work to ensure their needs are met.

### Step 3: Fulfilling an Accommodation Request

- **Who** is making the request? Consult the individual with a disability FIRST.
- **What** do they need as an individual? Don't be afraid to ask questions to find out about their specific needs. Consider their individual preference, but don't be afraid to also make alternative suggestions. Just ensure their needs are met as the end result.
- **When?** As soon as you receive the request to allow time to adjust or make arrangements to fulfill it.

### Step 4: Other Miscellaneous Important Tips

Identify who on your team will be responsible for fulfilling accommodation requests. Ensure everyone is aware of where to direct any advance or last-minute requests. Collaborate with a "team" attitude, ensuring everyone in the organization knows this is something to be done to guarantee inclusiveness and should never be thought of as a burden or afterthought.

#### Examples of Accommodations

There are many services available to assist people with disabilities. Some of the most common types of accommodations include the following:

- Physical changes, such as installing a ramp, rearranging furniture for better accessibility or moving a meeting or event to a location that is accessible.
- Sign language interpreters for people who are Deaf.
- A quieter workspace or other changes to reduce noisy distractions for someone with an intellectual or developmental disability (I/DD).
- Written materials in an accessible format for individuals who are blind or have low vision (e.g., PDF accessible to screen readers, braille, audio tape or reading aloud to the individual).