



# Homeland Security

## Sample Notice and Frequently Asked Questions (FAQ) about Reasonable Accommodations for Individuals with Disabilities

### NOTICE

[Recipient] is committed to providing individuals with disabilities an *equal opportunity* to participate in and benefit from [Recipient's] programs, activities, and services.

Individuals may request *reasonable accommodations* from [Recipient] that they believe will enable them to have such equal opportunity to participate in our programs, activities, and services.

To request reasonable accommodations, contact [Recipient POC/Office and methods for contacting the recipient].

### FREQUENTLY ASKED QUESTIONS (FAQ)

The following FAQ provides information on requesting reasonable accommodations in [Recipient's] programs and activities.

#### **1. What is a reasonable accommodation in [Recipient's] program?**

A reasonable accommodation is a change or modification to afford a qualified individual with a disability full enjoyment of [Recipient's] programs or activities, unless modifications of policies, practices, and procedures would fundamentally alter the nature of the program, service, or activity, or result in undue financial and administrative burdens to [Recipient].

#### **2. How do I request a reasonable accommodation?**

If you need a reasonable accommodation, please contact [Recipient POC/Office and methods for contacting the recipient].

#### **3. Does my request for a reasonable accommodation need to be in writing?**

No, you do not need to put your request in writing, however, making a written request can be helpful documentation for ensuring that [Recipient] provides the

desired accommodation. In addition, you do not need to use the specific words “reasonable accommodations” when making your request.

#### **4. When should I request a reasonable accommodation?**

You may request a reasonable accommodation from [Recipient] at any time. However, making the request in advance of a meeting, conference call, or visit will help ensure that [Recipient] is able to fulfill the request for an accommodation. For certain requests, such as requests for sign language interpretation, [Recipient] requests at least two week’s advance notice.

#### **5. May someone request a reasonable accommodation on my behalf?**

Yes, anyone can request a reasonable accommodation on behalf of an individual with a disability who seeks to interact with [Recipient] staff or participate in its programs or activities.

#### **6. What will [Recipient] do upon receiving my request for a reasonable accommodation?**

[Recipient] may contact you to obtain more information about your request and to better understand your needs. In addition, [Recipient] may review your request to determine:

- Whether the requested accommodation will be effective in allowing you to participate in the activity or program in which you are seeking participation;
- Whether the requested accommodation is reasonable, or an equally effective alternative to the requested accommodation is available; and
- Whether providing you with the requested accommodation would fundamentally alter the nature of [Recipient’s] program or impose undue financial or administrative burdens on [Recipient].

In addition, in some cases, [Recipient] may consult with you in an interactive process to determine on a case-by-case basis what accommodations can be made.

If [Recipient] determines that your requested accommodation would fundamentally alter the nature of the program or impose an undue financial or administrative burden, [Recipient] may deny your request. However, in the unlikely event that this occurs, [Recipient] will work with you to identify an alternative accommodation that allows you to effectively participate in [Recipient’s] program, activity, or service.

**7. May [Recipient] request medical documentation from you after receiving your request for a reasonable accommodation?**

No, [Recipient] may not request medical documentation after receiving your request for a reasonable accommodation. [Recipient's] questions will be limited to understanding the barrier to your ability to participate in the program or activity in which you are interested and the nature of an accommodation that will remove this barrier.

**8. May [Recipient] charge you the cost of providing the reasonable accommodation?**

No, you are not responsible for the cost of an auxiliary aid or service [Recipient] provides to you.

**9. What are some examples of reasonable accommodations?**

There are many types of reasonable accommodations. Some examples of how [Recipient] provides reasonable accommodations include:

- Arranging for qualified sign language interpreters
- Providing on-site captioning
- Producing alternate formats of print materials in braille, large print, or in an electronic format
- Providing remote conference captioning services
- Furnishing a temporary ramp to access the dais or other areas with one or more stairs to ensure accessibility for individuals who have physical disabilities and may be using a wheelchair or walker.