

Families In Transition DISABILITY ACCOMMODATION POLICY

It is *Families In Transition's* policy to provide reasonable accommodations to the physical or mental limitations of an otherwise qualified individual to receive services within the homeless prevention program of Families In Transition Services.

Any individual who qualifies to receive services from this Agency, and also requires an accommodation in order to participate in the program services can use the following procedure:

1. Contact the *Case Manager* and request such accommodation. The *Case Manager* will then help to assist *Client* in identifying those conditions that make it difficult for the *Client* to have an equal opportunity to participate in the program.
2. The *Agency* will identify possible accommodations, if any, that will help eliminate the limitation. If the accommodation is reasonable and will not impose an undue hardship on *Families In Transition*, the *Agency* will make the accommodation.
3. If any *Client* believes he/she has been subjected to any form of discrimination pertaining to this policy, that *Client* must provide a written complaint to the *Families In Transition Case Manager* as soon as possible. If the complaint relates to the *Case Manager*, the written complaint should be specific, should include the names of the individuals involved, and the names of any witnesses.
4. The *Agency* will immediately conduct a thorough and objective investigation and attempt to resolve the situation. If the *Agency* determines that discrimination has occurred, action will be taken to correct the situation. Appropriate action will also be taken to prevent any future discrimination. Whatever action is taken will be made known to the *Client*.
5. If the *Client* is still not satisfied they make ask the *Staff* to set up a meeting with mediator. The resolution will be put into writing, the *Executive Director* and the *Client* representative will sign.
6. The *Agency* will not retaliate against any *Client* for filing a complaint, and will not willingly permit retaliation by any member of the *Agency Staff*, *Board of Directors*, or any *Clients* or *Residents* served by the *Agency*.