

CUSTOMER ADA/SECTION 504 ACCOMMODATIONS

New/Revised: 03/14/13

Effective: 03/01/13

INTRODUCTION: Staff working with customers with disabilities, who request an accommodation to apply for or participate in any DWS program or activity, must follow this procedure. The intent of the new procedure is not to circumvent current Service Area processes, but to ensure proper determinations, according to law, maintain budgeting, and tracking of all customer requests for accommodations.

1. Customer requests an accommodation, based on disability

- Ask the customer to note the details of the request in writing, including the stated disability and the accommodation necessary to apply for or participate in DWS programs and/or services, their name, date, and contact information.
 - Date stamp the request and provide a copy to the customer. Inform the customer the ADA Officer will contact them within 10 business days. Please do **NOT** refer the customer directly to the ADA Officer. If there is a special circumstance or urgent need, contact the ADA/Section 504 Officer directly, on behalf of the customer.
 - ▶ Email or State mail the request to the ADA/Section 504 Officer at the DWS Administration Building, 140 E. 300 S., 2nd Floor, Salt Lake City, UT 84111, or cparsons@utah.gov

2. ADA/504 Officer's response

- The ADA/504 Officer will respond directly to the customer within 10 business days, with a copy to the appropriate DWS staff.
 - If the accommodation is approved, and a cost is incurred, **the fees will be paid by the ADA administrative budget.**

NOTE: Please note, this is a new procedure. Service Areas will no longer be required to pay for accommodations out of their budgets. All accommodations must be coordinated through the DWS ADA/Section 504 Officer, Carolyn Parsons.