



### **Procedures for Reasonable Accommodations and Modifications\***

1. Resident makes a request and staff recognizes or “hears” it
2. Staff requests but does not insist resident complete a Request Form
3. If disability and need for the requested accommodation is observable, request is processed immediately
4. If disability and/or need for the requested accommodation is not observable, staff requests that resident identify a verifier and authorize Verification Form.
5. If appropriate, staff sends Verification Form to verifier.
6. Upon return of Verification Form, review for whether additional information is needed, then process request.
7. If alternative will be offered or if request may be denied, conduct an interactive meeting with resident to discuss concerns.
  8. Issue a written determination.
9. If granted, move forward with the necessary management actions to complete the request.
10. Document each step and keep a log listing all requests and outcomes.
11. Complete the process within 30 days or contact the resident to identify the reasons for the delay.

\*This process is provided to FHI’s customers as best practices and not legal advice.