

## Migrant Sheltering Program

### POLICY

Eligible and registered guests of the Migrant Sheltering operations have the right to request reasonable accommodation for needs associated with a disability or condition. CCD will not share ADA accommodations requests or information contained therein inappropriately or without the guest's explicit consent.

ADA Accommodation Requests will follow the process detailed in the Migrant Services Standard Operating Procedure (MS 001 Scope and Policies).

### FORM

1. URL: <https://forms.office.com/g/dTfGXOWtWi>

### PROCESS

1. Migrant guests who wish to request any special or ADA accommodation must have gone through the Reception Center and have a Nintex record.
2. Guests must complete an ADA Accommodations Form, through the website via LINK or QR code. If the guest does not have internet capabilities, a Shelter Manager, or designated staff, will provide assistance with the digital form or transpose information into the digital form from a paper form.
3. The form will be received and reviewed within the ADA Accommodations list located within the Mass Care DOC Team's channel within 24 hours by the DOC Manager, Mass Care DOC Director, or other necessary parties, dependent on the nature of the request. Necessary discussions will be made priority in order to provide a timely decision.
4. The decision will be made by staff members who have adequate knowledge and resources to do so.
5. The decision will be documented in the ADA Accommodations List as well as the guest's Nintex record.
6. The decision will be appropriately communicated to the requesting guest in a timely manner along with action items.
7. If accommodation is granted, action items will be completed and confirmed by the Shelter Manager or designee. The confirmation will be documented in the ADA Accommodations list as well as the guest's Nintex record.
8. If the guest wishes to modify or discontinue a current accommodation, they will speak with the shelter manager. The Shelter Manager will complete a CIR and use the CIR process to resolve.
9. If a guest has an accommodation and wants to make a *different* accommodation request, they need to fill out a new ADA Accommodation form. Every request will be treated as a stand-alone request.