

POLICY AND PROCEDURE

REACH for Tomorrow

Accommodation Request Procedure

Program: Behavioral Health Day Treatment / Partial Hospitalization Program

Effective Date: February 15, 2026

Review Date: February 15, 2027

Responsible Party: Compliance Officer / Director of Medical & Clinical Services

Purpose

To establish a standardized process for individuals served to request reasonable accommodations related to disabilities, medical needs, or other access barriers. The procedure ensures individuals have equitable access to services and program participation.

Policy

The program provides reasonable accommodations to individuals with disabilities or other documented needs to ensure equal access to services, programming, and facilities. Accommodation requests will be reviewed promptly and implemented when appropriate and feasible.

Types of Accommodations

Examples of accommodations may include:

- Physical accessibility modifications
- Adjustments to program participation requirements
- Communication assistance or auxiliary aids
- Schedule modifications when clinically appropriate
- Seating or environmental adjustments
- Assistance related to sensory or cognitive needs

Submitting an Accommodation Request

Individuals served, family members, or authorized representatives may request an accommodation at any time during participation in services.

Requests may be made:

- Verbally to program staff
- In writing using an accommodation request form
- During intake, assessment, or treatment planning

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Review Process

1. Staff receiving the request will document the accommodation request.
2. The request is reviewed by program leadership or the designated compliance representative.
3. Additional information may be gathered to determine the appropriate accommodation.
4. A decision regarding the accommodation will be communicated to the individual served within a reasonable timeframe.

Implementation

When an accommodation is approved, staff will implement the accommodation as soon as reasonably possible and document the accommodation within the clinical record or program documentation system.

Denial of Request

If an accommodation cannot be provided, the individual served will be informed of the reason. Staff will attempt to identify alternative accommodations that support access to services whenever possible.

Documentation

Accommodation requests and decisions must be documented and include:

- Date of request
- Description of requested accommodation
- Review decision
- Accommodation implemented or alternative solution
- Staff responsible for review

Confidentiality

Information related to accommodation requests will be handled in accordance with confidentiality and privacy requirements including HIPAA and organizational policies.

Quality Monitoring

Accommodation practices may be reviewed periodically to ensure individuals served have equitable access to program services and facilities.