

The Right Door for Hope, Recovery and Wellness

Chapter Title Clinical	Chapter # C		Subject # 310.4
Subject Title <b>ACCOMMODATIONS</b>	Adopted 04/12/02	Last Revised 04/06/17	Reviewed 4/5/10; 08/15/06; 12/31/13; 2/13/14; 6/23/15; 04/06/17; 5/29/19

## PROCEDURE

### Application

This procedure shall apply to the clinical services of The Right Door for Hope, Recovery and Wellness.

#### 1.0 Accommodations

- 1.1 The Right Door for Hope, Recovery and Wellness shall accommodate the ethnicity, cultural diversity, language proficiency, and communication and physical limitations of individuals through the following assurances:
  - Delivery of culturally competent services as outlined in Policy RR-992
  - Availability of service delivery and other informational materials with consideration given to Limited-English proficiency, including available alternative formats, such as audio recordings.
  - Availability of bilingual staff and/or interpreters, sign language interpreters, and TDD phone equipment or Michigan Relay.
  - Accessibility to services within its buildings through designated handicap parking, ramps, automatic doors, and accessible restrooms.
  - Assistance with other reasonable accommodations as requested.
- 1.2 Requests shall be made through the primary worker. The primary worker shall notify their direct supervisor should additional services/needs become identified.
- 1.3 The supervisor will send the request for accommodation to the CFO or designee for consideration of the accommodation as well as information on who to contact for the accommodation.
- 1.4 Primary worker is then responsible for following up with the accommodation service provider to obtain needed services.

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Kerry Possehn, Chief Executive Officer	Date		