



ADA Accessibility and Accommodation

Our Commitment

HopeWay is committed to providing equal access to its programs, services, activities, facilities, and communications. If a disability, medical condition, or communication need affects your ability to access or participate in services, you may ask for a reasonable accommodation, modification, auxiliary aid, or service.

Each request is considered individually, objectively, promptly, and respectfully. Decisions are not based on assumptions, stereotypes, generalized fears, or blanket exclusions.

Who May Ask for an Accommodation

A request may be made by:

- A prospective, current, or former client seeking access to services
- A family member, legal guardian, authorized representative, or support person acting on someone's behalf
- Another person seeking access to HopeWay services or facilities

How to Request Help

You may ask for an accommodation in the way that works best for you. You can make a request verbally or in writing, including by telephone, email, website submission, during an admissions interview or intake assessment, through the client grievance process, or by speaking with any HopeWay staff member.

You do not need to use the words "ADA" or "reasonable accommodation," complete a specific form before HopeWay recognizes your request, cite a law, or disclose a specific diagnosis unless limited information is reasonably necessary to evaluate the request.

Examples of what you might say

- "I need help because of a disability."
- "I cannot participate unless I have additional support."
- "I need materials in a different format."
- "I need an interpreter."
- "I use a service animal."
- "I need someone to assist me during treatment."
- "I have a medical condition that affects my participation."

What Happens After You Make a Request

1. **We acknowledge your request.** HopeWay will respond to the person making the request within three business days.
2. **The ADA Coordinator reviews it.** Some routine requests may be approved quickly. Other requests may require more information or an individualized assessment.



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3. **We work with you.** HopeWay may discuss your needs, possible accommodations, and effective alternatives with you and, when authorized, your representative or treatment provider.
4. **We communicate a decision.** Whenever practical, HopeWay will provide a determination within 10 business days after receiving enough information to complete the review.
5. **We put the accommodation in place.** Approved accommodations are implemented as promptly as practical and may be reviewed or adjusted if your needs change.

Examples of Accommodations

Depending on your needs and the circumstances, accommodations may include:

- Accessible meeting or treatment locations
- Documents or information in an alternative format
- Communication assistance or interpreter services
- Participation by a support person when clinically appropriate
- Reasonable scheduling changes
- Alternative communication, participation, support, or treatment arrangements
- Other reasonable accessibility measures

This list is not exhaustive. HopeWay will consider the accommodation you request and other options that may provide meaningful access.

How Requests Are Reviewed

HopeWay considers each request case by case. The review may consider your disability-related needs and functional limitations, the requested accommodation, clinical appropriateness, safety, program requirements, available resources, and possible alternatives.

If more information is needed, HopeWay will request only information reasonably necessary to evaluate the request. This may include clarification of the assistance needed, relevant functional limitations, provider recommendations, an existing accommodation plan, or communication needs.

Information is documented and shared only as needed to review and implement the accommodation.

Possible Outcomes

HopeWay may approve the requested accommodation, approve it with modifications, approve an effective alternative, authorize a trial accommodation, request additional information, or deny the request when permitted by law.

If the exact accommodation requested cannot be provided, HopeWay will consider reasonable alternatives that offer meaningful access and will discuss those alternatives with you whenever possible. A denial will be based on documented findings—not convenience, assumptions, stereotypes, generalized fears, or unsupported concerns—and will be reviewed by the ADA Coordinator before it is communicated.



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Urgent Requests and Follow-Up

Requests involving urgent access, communication, safety, admissions, or treatment needs receive expedited review. When appropriate, the ADA Coordinator may authorize a temporary accommodation while the full review is completed.

HopeWay monitors approved accommodations for effectiveness, implementation concerns, changes in need, safety considerations, and participation outcomes. An accommodation may be adjusted through continued discussion with you.

If You Disagree with a Decision

The decision notice will explain the outcome, any approved or alternative accommodation, when it will begin, how it will be implemented, how to contact the ADA Coordinator, and your grievance or appeal options.

If you disagree with a decision, you may provide additional information, use HopeWay's ADA grievance process, or pursue an external complaint option available under law. Ask the ADA Coordinator or any HopeWay staff member for assistance with the next step.