Handling an Accommodation Request

Introduction:
This document provides information on how to handle accommodation requests for your event.

Accommodation Request is Made
- Acknowledge request for accommodations within 24 hours
- Clarify what the accommodation is with the requester

Determine if the Accommodation is Reasonable
- If the individual is a visitor or guest, contact:
  o ADA Coordinator
- If the individual is staff, contact:
  o Employee Disability Resources Office
- If the individual is a student, contact:
  o McBurney Disability Resource Center

Confirm the Accommodation
- Follow up with the requester to:
  o Confirm accommodation can be provided
  o Seek further information as needed
  o Discuss other accommodations as advised by campus disability authority

Secure the Approved Accommodation
- If the accommodation is sign language interpreting, real time (live) captioning, or media captioning, see this “Guide for Obtaining Sign Language Interpreting, Captioning or Closed/Media Captioning” document
- Contact the following campus resources for assistance as needed:
  o ADA Coordinator
  o Employee Disability Resources
  o McBurney Disability Resource Center
  o Facilities Planning & Management
  o Center for Digital Accessibility and User Experience
- Under most circumstances, accommodation costs are covered by the program hosting the event

Day of Event
- Inform volunteers about any accommodations that have been approved
- Inform volunteers if there will be a service provider at the event – sign language interpreter or captioner
- If a guest shows up who didn’t make a request – don’t panic. Check in with them and see what they need to have equal access. Consider sending event transcript, for example, after event so they are included to the greatest extent possible

Questions?
- Contact the campus ADA Coordinator – ada_coordinator@wisc.edu or (608) 265-6018