
HOUSING AUTHORITY OF THE CITY OF SEATTLE
MANUAL OF OPERATIONS

SUBJECT: Admissions Office Accessibility for Persons with Disabilities

SCOPE: This Section shall apply to all applicants of public housing programs administered by the Seattle Housing Authority, (SHA) except those subject to partnership agreements, regulatory agreements and/or financial agreements that have been incorporated into a management plan approved by HUD and/or SHA. The policies set forth in those documents shall apply to those units and programs.

POLICY: The Seattle Housing Authority's Admissions Office shall seek to identify and eliminate policies, practices or procedures which may create barriers for applicants with disabilities. In accordance with Title II of the Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973, the Housing Authority will make any reasonable physical and/or procedural changes to accommodate persons with disabilities.

IMPLEMENTING POLICY: To allow applicants with disabilities to have the opportunity to indicate any special needs, SHA's public housing "Pre-application for Housing Assistance" shall ask applicants to specify whether any member of the household needs a unit with accessible features or a reasonable accommodation during the application process. This information shall be retained as part of the applicant's waiting list record.

Information about SHA's reasonable accommodation policies shall be made available to applicants, residents and members of the public. The reasonable accommodation policies shall include the contact information for SHA's Section 504/ADA Coordinator, including a TDD/TTY number or number for the Washington Relay Service. Reasonable accommodations may include but are not limited to any of the following:

A. Individuals with Visual Impairments

1. Read written material to the client
2. Provide assistance completing forms
3. Provide large print materials (as available, upon request)
4. Provide material on cassette tape (as available, upon request)
5. Provide alternative format such as Braille (as available, upon request)
6. Suggest referrals to appropriate agencies for additional assistance

B. Individuals with Hearing Impairments

1. Speak clearly and slowly
2. Communicate by writing
3. Schedule a qualified sign language interpreter
4. Use the TDD or Washington State Relay Service
5. Provide an interactive video system with instructions (as available)
6. Provide alternative format (as available, upon request)
7. Suggest referrals to appropriate agencies for additional assistance

C. Physical Access.

1. Provide clipboards
2. Provide assistance completing forms
3. Increase accessibility and facilitate mobility (i.e. moving chairs, etc.)
4. Offer lower counters for individuals who use wheelchairs (as available)
5. Suggest referrals to appropriate agencies for additional assistance

D. Individuals with Learning/Psychiatric Disabilities

1. Provide assistance completing forms
2. Explain program information
3. Suggest referrals to appropriate agencies for additional assistance
4. Offer alternative format (as available, upon request)