

Reasonable Accommodations in Shelter



Requesting Accommodations

If you need help accessing shelter for the following reasons, please ask our staff for assistance!

- Vision, speech, or hearing disabilities
- Physical disabilities
- Mental health conditions or intellectual disabilities
- Other disabilities

Accommodations Offered

- Help reading forms
- Help to complete forms
- Accessible transportation between shelters
- ASL interpretation
- Braille or large print paperwork
- Service animals
- Emotional support animals
- Flexible appointment scheduling
- Assistance with referrals
- Refrigerating medications
- Access to a plug for disability-related equipment
- Allowing entry for home care attendants
- Bottom bunk
- Wheelchair accessible unit
- And more!

If your reasonable accommodation request is denied, you can ask for the OHS Compliance Team to review your request.



Scan this QR code or visit <https://tinyurl.com/36c4dr4z> to appeal a denial of a reasonable accommodation.

If you feel you have experienced illegal public accommodation discrimination (the inability to access public places) you may contact the following agencies:

- U.S. Department of Justice (DOJ) - File a complaint by calling **(800) 514-0301**, or emailing ada.complaint@usdoj.gov.
- Philadelphia Commission on Human Relations - File a complaint by calling **(215) 686-4670**, or by emailing pchr@phila.gov.
- Pennsylvania Human Relations Commission - File a complaint by calling the PHRC at **(717) 787-4410**, or by emailing phrc@pa.gov.

****Time limits for filing a charge with these agencies generally will not be extended while you attempt to resolve a dispute through an internal grievance procedure.***