

Division of Pretrial Detention and Services
Accommodations for Persons with Disabilities
 General Guidelines for DPDS Correctional Staff and Volunteers

Offering Accommodations

1. Staff and volunteers should not assume that an accommodation is needed. However, there are times (e.g. prior to detainee orientation or a visitor's first time in a DPDS facility) when it is appropriate to directly ask if the individual wants help and if the individual can state the type of help that they require. Such conversations should be discrete and not attract the attention of others.
2. Auxiliary or other accommodations may be offered, but not imposed. (*Auxiliary means a service/device to ensure that communications with individuals who have hearing, vision or speech impairments are as effective as communication with others.*)
3. At no time shall an incarcerated individual provide assistance or accommodations to a disabled individual (*i.e. a person who has a physical or mental impairment that substantially limits a major life activity.*)
4. Requests or accepted accommodations that cannot be provided, for whatever reason, shall be documented in a logbook, reported in a Matter of Record, and submitted to a correctional supervisor prior to the end of the shift.

Request for Accommodation and Response

1. An incarcerated individual or visitor requesting accommodations may make a formal request by completing an Individual Reasonable Accommodation Request Form - DPCS Form #200-07aR.
2. Informal requests may be made directly to any DPDS employee or volunteer with whom the requesting individual has direct contact with at the correctional facility. An employee or volunteer receiving an informal request shall adhere to the following guidelines:
 - a. The employee or volunteer shall take immediate action to comply with the request, if the request is reasonable and it is within his or her authority to do so (e.g. assist in the completion of a form or dialing a telephone.) Such action shall be taken in a discrete manner that is not obvious to others and shall be documented in a logbook and a Matter of Record.
 - b. If an informal request cannot be resolved due to a lack of authority, information or resources, or if it does not appear reasonable, the pending request shall be documented in a logbook and in a Matter of Record to be completed and submitted before the end of the shift.
 - c. At no time shall an incarcerated individual be directed to provide assistance or accommodations to a disabled individual.
3. An incarcerated individual may file an informal request for accommodation through the Help Request Process or file a formal request through the Detainee Grievance Process. In each case the incarcerated individual must identify the specific disability or disabilities and specific accommodation(s) sought.

For further information, refer to: DPDS.200.0002 -Accommodations for Persons with Disabilities and DPSCS.200.0007 - DPSCS.200.0007 - Americans with Disabilities Act (ADA) Title II Non-discrimination and Accommodations for Person with Disabilities