



## HomesUnited Ministries – Auxiliary Aids & Services Plan

### Policy Statement

HomesUnited Ministries is committed to ensuring equal access to programs, services, and activities for individuals with disabilities. In accordance with the Americans with Disabilities Act (ADA), Section 504 of the Rehabilitation Act, and Section 1557 of the Affordable Care Act, HomesUnited Ministries provides free auxiliary Aids and services to qualified individuals with disabilities to ensure effective communication and meaningful access.

### Scope Training & Implementation.

HomesUnited Ministries, Inc. will train staff on ADA requirements and auxiliary Aids awareness, inform employees of their rights under this plan, and monitor compliance as part of the agency's Continuous Quality Improvement (CQI) process. This plan applies to employees and job applicants; persons served and their companions; program activities, meetings, training, and services; and all HomesUnited Ministries, Inc. locations and programs.

### Auxiliary Aids and Services

Auxiliary Aids and services may include, but are not limited to:

- Qualified sign language interpreters
- Written materials in alternative formats (large print, electronic format)
- Readers for individuals with visual impairments
- Assistive listening devices
- TTY/TDD or relay services
- Reasonable modifications to policies, practices, and procedures.



## Requesting Auxiliary Aids or Services

Individuals who require auxiliary Aids or services may request assistance by contacting:

### ADA / Accessibility Coordinator

HomesUnited Ministries

Duane Mellor

3101 N Federal Highway Ste 600 Fort Lauderdale, Florida 33306

Email: [accessibility@homesunitedministries.org](mailto:accessibility@homesunitedministries.org)

## Determination Process

HomesUnited Ministries, Inc. will engage in an interactive process with the individual, assess the nature, length, complexity, and context of the communication, determine the most effective auxiliary aid or service, and provide the aid or service in a timely manner. No qualified individual will be denied services, employment, or participation due to the absence of auxiliary Aids or services. Requests should be made as early as possible to allow adequate time to arrange accommodations. HomesUnited Ministries will make every reasonable effort to provide requested Aids in a timely manner.

## Limitations

HomesUnited Ministries, Inc. is not required to provide auxiliary Aids or services that would result in a fundamental alteration of the program or service or an undue financial or administrative burden. If such a determination is made, an alternative effective communication method will be provided whenever possible.

## No Cost & No Retaliation

Auxiliary Aids and services are provided at no cost to the individual. HomesUnited Ministries prohibit retaliation or intimidation against any individual who requests an auxiliary aid, files a grievance, or participates in an investigation related to accessibility or discrimination.



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### Grievance Procedure

If an individual believes that HomesUnited Ministries has failed to provide appropriate auxiliary Aids or has discriminated based on disability, they may file a grievance by contacting the ADA/Accessibility Coordinator listed above. Grievances will be reviewed promptly and resolved in accordance with agency policy.

*Quality Assurance staff are responsible for implementing, enforcing, and reviewing this plan annually to ensure continued compliance and effectiveness.*