
Reasonable Accommodations Procedures

In accordance with Title II of the Americans with Disabilities Act (ADA), Michigan State Police Emergency Management and Homeland Security Division (MSP/EMHSD) will not discriminate against individuals on the basis of disability in their programs, services, or activities.

Employment:

The MSP/EMHSD does not discriminate on the basis of disability in hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission (EEOC) under Title I of the ADA.

Michigan Civil Service Rules and Regulations govern employment-related complaints, including those related to disability discrimination, for SOM employees. Civil Service Rules have the force and effect of law. Regulations implement the rules issued by the Michigan Civil Service Commission.

All provisions that apply to reasonable accommodation for persons with disabilities that apply for employment also apply to providing department services to residents and visitors of Michigan. Therefore, division members shall ensure that those who require an accommodation to access MSP/EMHSD services are provided reasonable accommodations when needed.

Effective Communication:

The MSP/EMHSD will, upon request, provide auxiliary aids or alternative formats to qualified persons with disabilities for the purpose of effective communication. This can include but is not limited to providing sign language interpreters, procuring documents in Braille, or modifying color contrast. Determinations on auxiliary aids, services, and alternative formats for an individual are made on a case-by-case basis. These services are provided through state-approved contractual services.

The [Michigan Relay Service](#) is available as a resource for people with hearing or speech disabilities to communicate by phone. Users may reach these services by dialing 7-1-1.

Reasonable Modifications to Policies and Procedures:

The MSP/EMHSD will make reasonable modifications to policies or procedures for qualified persons with disabilities in their programs, services, and activities. Examples could include, but are not limited to, providing an exception to a no-food policy for someone with diabetes, allowing more time on an exam, or assisting someone who is blind with filling out an application. Determinations on reasonable modifications for an individual are made on a case-by-case basis.

Notice on Surcharges

The MSP/EMHSD will not place a surcharge on an individual or group of individuals with a disability to cover the cost of providing auxiliary aids, alternative formats, or reasonable modifications.

Exceptions

The ADA does not require the MSP/EMHSD to take any action that would fundamentally alter the nature of programs, services, or activities, or that would impose an undue financial or administrative burden. In addition, requests may be denied if the request would result in a direct threat to the health or safety of the requestor or others. Case-specific considerations, such as the timeliness of a request, may also result in requested accommodations being delayed or denied.

Request Assistance

Where possible, requests for auxiliary aids or services, alternative formats or reasonable modifications should be sent to the designated contact, or organizer for the program, service, or activity an individual is attempting to access.

Where a designated contact or organizer is unknown, requests for reasonable accommodations from MSP/EMHSD may be made by calling 517-284-3745 or by using the form on our website at: [MSP - Contact Us \(michigan.gov\)](https://www.michigan.gov/msp).

If a designated contact is not provided, individuals requesting reasonable accommodations may also contact the [MSP ADA Coordinator](#) directly. Requests that are not related to grievances or modifications involving persons with disabilities do not fall within the jurisdiction of the MSP ADA Coordinator.

Information on how to request reasonable accommodations from MSP/EMHSD is explained in the Notice of Reasonable Accommodations FAQ and will be maintained on the MSP/EMHSD website.

Accommodation Procedures

The ADA requires reasonable accommodations be made based on available medical information and the individual's work assignment or the program, service, or activity they would like to access. These procedures do not expand or diminish MSP/EMHSD's obligations or an individual's rights as currently provided in state and federal law.

- Requests for reasonable accommodations from MSP personnel or applicants for employment must follow the procedures outlined in MSP Official Order 24.
- When a request for a reasonable accommodation is received from a member of the public, MSP/EMHSD will consult with the individual to ensure an appropriate understanding of what is being requested and/or how best to accommodate them.
- When a request for an accommodation is received, the organizer for the program, service, or activity the individual is attempting to access will initially assess the request. If the accommodation can be easily met by the organizer, without costs or administrative burden, the organizer will provide the accommodation and report it to the MSP/EMHSD Administrative Section.
- The organizer of the program, service, or activity for which an accommodation has been requested must either agree to provide the accommodation or submit the request to the MSP/EMHSD Administration Section within three days of receipt.

- The Administrative Section will evaluate the request based the suitability of the accommodation and its cost effectiveness. Other factors that may also be used to make a determination include the impact on the program and the availability of equipment or resources.
- If a particular accommodation imposes an undue hardship, MSP/EMHSD will consider whether an alternative accommodation is available.
- If a requested accommodation cannot be provided in a timely manner, options for an interim accommodation will be assessed and offered, as appropriate.
- The Administration Section will either agree to provide the accommodation or refer the request to the ADA Coordinator within 10 days of receipt. The individual making the request will be notified that the request has been moved to the department level.
- A reasonable accommodation request may be denied, or an alternative accommodation may be offered, if the request will cause undue hardship. An undue hardship includes any accommodation that would be unduly costly, extensive, substantial, or disruptive, or that would fundamentally alter the nature or operation of MSP/EMHSD's programs, services, or activities.
- A denial or modification of a reasonable accommodation request will be provided in writing. The letter will either explain the accommodation that will be provided, or for denials, the reason the request was denied.

Examples of Reasonable Accommodations to Access MSP/EMHSD Services

Reasonable accommodations for individuals with mobility disabilities.

Individuals have different mobility needs and, as such, accommodations will vary greatly. Some examples of reasonable accommodations include, but are not limited to:

- Permitting the use of a service animal;
- Meeting with a person at a location that is accessible, such as outside the work site or at their home;
- Removing barriers to access, such as opening doors or meeting individuals in a place with no stairs.

Reasonable accommodations for individuals with mental disabilities.

Individuals with mental disabilities have diverse needs based on their level of cognitive impairment. Members shall treat all individuals they encounter with dignity and respect. Some examples of reasonable accommodations include, but are not limited to:

- Permitting the use of a service animal;
- Using simple words and phrases consistent with the individual's level of cognitive understanding;
- Provide the individual with enough time to compose their thoughts and respond to questions without rushing them or finishing their answers for them.

Reasonable accommodations for individuals with sight disabilities.

Individuals with sight disabilities have diverse needs based on the level of disability and amount of time they have had the disability. For example, someone who has been completely blind for the lifetime may be more adapted to interacting with their environment than someone who has recently lost their sight. Some examples of reasonable accommodations include, but are not limited to:

- Permitting the use of a service animal;
- Providing translated materials in braille;
- Providing clear, verbal directions to the individual considering their inability to visually perceive their environment.

Reasonable accommodations for individuals who are deaf or hard of hearing.

To ensure effective communication with a person who is deaf or hard of hearing, various communication aids shall be used, including, but not limited to:

- The use of a note pad and pen or pencil to exchange written notes;
- Use of an assistive listening device;
- Using non-verbal cues, e.g., hand gestures, head nods or shakes to communicate yes and no, or using the deaf or hard of hearing visor card;
- Use of a qualified oral or sign language interpreter.

The type of aid that is required for effective communication depends on the individual's usual method of communication, and the nature, importance, and duration of the communication at issue.

Record Keeping and Tracking

It is important to maintain records of the reasonable accommodation process, including the request(s), steps taken to review the request(s), the decision on the request(s), and the dates of all steps. The MSP/EMHSD Administration Section will maintain an electronic record keeping system to monitor the following:

- The number and type of requests for reasonable accommodations received annually;
- The number of such requests that were denied and the reason(s) for the denial;
- The number and type of alternate accommodations, if any, that were provided; and
- A summary of circumstances regarding any denials based upon the determination of fundamental alteration or undue burden to recipients.

No personally identifiable information (PII) will be maintained in this record keeping system.