ACCOMMODATIONS PROCESS

Mercyhurst University values inclusion and is committed to the goal of providing equal opportunities for all. Mercyhurst abides by federal, state and local laws in admissions, employment and all services and programs provided. Mercyhurst University is committed to complying with its obligations under the Americans with Disabilities Act (ADA) Amendments Act of 2008 (ADAAA), Titles I and II of the ADA of 1990, and Sections 503 & 504 of the Rehabilitation Act of 1973, and the Fair Housing Act to ensure that a person with a disability is granted reasonable accommodations when such accommodations are necessary to afford that person equal opportunity to obtain a Mercyhurst education and use University facilities.

In order to receive accommodations through the University, the requesting individual is required to complete the Accommodation Request Form and provide supporting documentation to the ADA Committee. Processing of accommodation requests begins after both the request form and the appropriate documentation information is received. The requesting individual should submit documentation to the Director of Equal Opportunity Programs (DEOP) for review by the ADA Committee. The ADA Committee in conjunction with the DEOP will make a determination regarding whether a covered disability exists. In cases where a covered disability exists, the ADA Committee in conjunction with the DEOP will begin working with the requesting individual in an interactive process to provide a reasonable accommodation. Please note that the University cannot provide accommodations that are not requested.

Steps to Request a Reasonable Accommodation:

1. Complete the Accommodation Request Form (www.mercyhurst.edu/student-consumer-information)
2. Obtain supporting documentation from a medical or other qualified provider. Supporting documentation is required for any individual requesting accommodations. The documentation must be from a qualified medical provider (such as a doctor, psychologist, psychiatrist, etc.). The documentation should be on letterhead from the provider.
3. Turn in a copy of the above items via one of the options listed below:
   - Fax: 814-824-3053 - All documents must contain the individual’s name and be addressed: Attn: Alice Agnew
   - Email: ADA@mercyhurst.edu with the individual’s name in the subject line of the email (last, first)
   - In-Person Delivery: Old Main 300

The requesting individual is required to provide documentation that demonstrates credible assurance of a disability issue. The documentation should directly support the request for accommodations. The documentation must state the specific disability and recommendations to allow the requesting individual to participate fully and equally in the activity or program. The documentation is kept on file with the DEOP for verification purposes.

The documentation should include the appropriate official signature and contact information for the associated medical professional or facility for verification purposes. These documents must be legible and clear.

The University will carefully review information and documentation provided by the requesting individual, and analyze each person’s individual needs. The University will engage in an interactive process to determine what accommodation may be reasonable and appropriate under the circumstances. The University need not provide accommodations that would fundamentally alter the essential characteristics or nature of a program. Likewise, the University need not provide the exact
accommodation requested by the requesting individual. The University may provide alternate accommodations as long as they are reasonable and appropriate to make the University's programs, activities, services, and facilities accessible to that individual.

If the documentation provided does not meet the University's requirements it will not be accepted as the official documentation. The requesting individual will receive notice and will be asked to provide alternative supporting documentation. Individuals requesting additional accommodations after their initial approval may be asked to provide additional documentation.

**APPEAL PROCESS**

If the requesting individual is not satisfied with the determination of the ADA committee that individual can submit an appeal within 7 calendar days of the decision. Appeals should be submitted to Alice Agnew, Director of Equal Opportunity Programs at aagnew@mercyhurst.edu or Old Main 300. Appeals will be reviewed by an ADA appeals committee, comprised of relevant senior administrators.

**GRIEVANCE PROCEDURE**

Any employee or student who believes they have been denied the protections provided for in the Non Discrimination Notice by the University, should download and submit the grievance form to the Director of Equal Opportunity Programs. This form is available on Mercyhurst’s Student Consumer Information page. Should you not be able to complete this form online, a verbal complaint can be made to Alice Agnew, Director of Equal Opportunity Programs, in Old Main 300.