

Housing Accommodations

2019 - 2020



CENTER FOR ACCESSIBLE EDUCATION (CAE)

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Our mission

The mission of the Center for Accessible Education (CAE) is to create an accessible, inclusive, and supportive learning environment. Through a collaborative effort with faculty, staff, and students, the Center for Accessible Education facilitates academic accommodations, disability advocacy, and serves as an educational resource for the campus community.



UCLA Housing Accommodations

The University of California, Los Angeles ("UCLA" or the "University") recognizes the importance of providing reasonable accommodations and modifications in its housing policies, practices, and services, where necessary, for individuals with disabilities to be afforded equal access to the use and enjoyment of University-owned Housing. This handbook explains the specific requirements and guidelines which govern requests for reasonable accommodation(s) in University housing. UCLA reserves the right to amend this handbook at any time as circumstances require.

The Center for Accessible Education

The UCLA Center for Accessible Education (CAE) is responsible for the administration of UCLA's commitment to ensuring access and participation for all students with qualifying disabilities. The Housing Accommodations Board, through the CAE, is responsible for evaluating requests for a reasonable accommodation and/or modification in University-owned housing. In evaluating the request, the Housing Accommodation Board will consult with UCLA Housing, the CAE, and other need-to-know individuals, as necessary, to determine whether the requested accommodation is necessary and reasonable.

The Housing Accommodations Board

The CAE's Housing Accommodations Board evaluates housing accommodation requests, on a case-by-case basis, in accordance with California's Fair Employment and Housing Act (FEHA); The Federal Fair Housing Act (FHA), as amended by the Fair Housing Amendments Act of 1988; Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act (1990), and the ADA Amendments Act of 2008 (ADAAA), and other laws or regulations as appropriate.

University-owned Housing

Students with disabilities or other special housing needs can be accommodated in most, but not all, UCLA housing facilities. The Housing Assignment Office staff work closely with the CAE to coordinate the accommodation process. The CAE acts as a liaison and assists in identifying the most appropriate facility and room type to mitigate disability-related functional limitations.

QUICK TIP

Refer to page 15 to learn how to make an *Accommodation Request* for Housing.

What is Fair Housing?

The Federal Fair Housing Acts are designed to ensure that everyone is treated equally in the process of obtaining and maintaining housing. People with disabilities are afforded additional protections to ensure equal enjoyment of their residence. Housing providers are required to grant reasonable accommodations and reasonable modifications when necessary to afford students with disabilities equal access to the use and enjoyment of University-owned Housing.

What is an accommodation?

A reasonable accommodation is a change in the policies and procedures that govern the residence. This accommodation must be related to the person's disability, cannot cause an undue financial and administrative burden, and cannot be a fundamental alteration of the normal service provisions.

What is a modification?

A reasonable modification is a physical change to the interior of a resident's own unit or to the common use areas that allows the person full enjoyment of the housing. The modification must be related to the person's disability, cannot cause an undue financial burden, and cannot be a fundamental alteration of the normal service provisions.

Examples of an accommodation

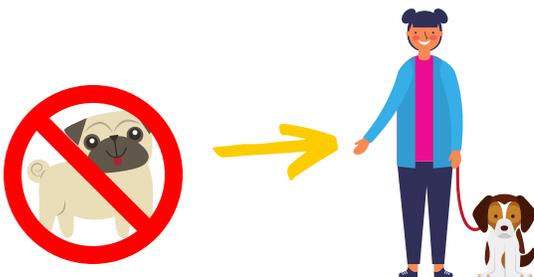
An example of a reasonable accommodation may consist of:

- ✓ Allowing a service animal or assistance animal.
- ✓ Change of room assignment.
- ✓ Allowing a live-in aide.

Examples of a modification

example of a reasonable modification may consist of:

- ✓ Installing grab bars.
- ✓ Installing or removing carpet.
- ✓ Removing furniture.



reasonable accommodation



reasonable modification



What is a disability

Fair Housing laws define a person with a disability as an: (a) individual with a physical or mental impairment that limits or substantially limits one or more major life activities; (b) individuals who are regarded as having such an impairment; and (c) individuals with a record of such an impairment.

Types of Disabilities

Disabilities include, but are not limited to: Mental/emotional disabilities, auto-immune deficiencies such as HIV, autism, cancer, and long-term medical conditions.



Major Life Activities

- Caring for oneself
- Seeing
- Hearing
- Eating
- Sleeping
- Walking
- Breathing
- Learning
- Communicating
- And beyond...

Determining a Housing Accommodation

If you are a student with a disability (as defined by Federal and State Housing Laws) and are seeking a reasonable accommodation within University housing, you will need to submit a request for a housing accommodation (refer to page 15). Requests for a housing accommodation can be made at any time. However, to ensure that the University has an opportunity to provide the requested accommodation for the desired quarter, housing applicants should submit their request as timely as possible.

The Housing Accommodations Board consists of medical professionals, disability specialists, and housing staff that will evaluate the following:



The student meets the definition of having a disability as defined by Federal and State Fair Housing laws (*the specific diagnosis need not be disclosed*), AND



The relationship between the functional limitations associated with the requester's disability and the need for the requested accommodation are necessary to afford an equal opportunity to the usage and enjoyment of University-owned Housing.

Am I eligible to request a Housing Accommodation?

The Housing Accommodations Board reviews requests for residents that are:

- *Guaranteed housing for the year that the accommodation is being requested for, OR*
- *Have received a UCLA housing offer.*



All students who are **not** guaranteed housing or do **not** have a Housing offer are still subject to the housing lottery process and are required to meet application deadlines set forth by the UCLA Housing office.

Determining Reasonableness

If the Board determines a requested accommodation is necessary and is not unreasonable, it will contact the individual, in writing, within seven (7) business days of its determination

An accommodation is unreasonable if it: (1) imposes an undue financial and/ or administrative burden; (2) fundamentally alters university housing policies; (3) poses direct threat to the health and safety of others or would a cause substantial property damage to the property of others including University property; and/ or (4) is otherwise unreasonable to the operation of the University.

- The Board may deny the requested accommodation if it is unreasonable. Housing Coordinator shall consult with Housing to determine if implementing the requested accommodation is reasonable.
- The Board reviews housing accommodations requests within 14 days. All requests and housing recommendations are reviewed and determined on a case-by-case basis.
- If the request cannot be fulfilled, an alternative may be offered.

Information that May Be Requested for Housing Accommodation Requests

The Board shall limit its requests to only the information necessary to verify whether the individual making the request has a disability and/or to evaluate if the reasonable accommodation is necessary to provide the individual an equal opportunity to use and enjoy University housing.

Obvious Disabilities

If the individual's disability and the necessity for the accommodation are obvious (e.g. an individual with a physical disability using a wheelchair needs an accessible room), the individual need only explain what type of accommodation they are requesting. No verification of disability (documentation) is required for these circumstances. The CAE reserves the right to make an in-person individualized assessment in order to determine that the disability is observable and the requested accommodation is logical and necessary. If the disability is obvious but the need for the accommodation is not obvious and/or logical, the CAE reserves the right to request documentation that establishes the nexus between the disability and the need for the requested accommodation.

Non-Obvious Disabilities

If the disability and need for the accommodation is not obvious, the University requires the individual to produce documentation from a reliable and appropriate third-party that will clearly provide the information necessary to verify whether the individual making the request has a disability and/or to evaluate if the reasonable accommodation is necessary to provide the individual an equal opportunity to use and enjoy University housing.

- A reliable third party is someone who is familiar with the individual's disability and the necessity for the requested accommodation. A reliable third-party includes, but is not limited to, a medical professional that has an established relationship with the student.
- If the third party produces documentation without sufficient information for the Board to determine the relationship between the disability limitations and the necessity of the requested accommodation, the Housing Coordinator will inform the individual in writing of the documentation's insufficiency and may request additional information, including speaking directly with the individual supplying the third-party verification, within seven (7) business days of the Board's assessment.
- The individual making the request for accommodation must cooperate with the Housing Coordinator in a timely manner by providing all information needed to determine whether the requested accommodation is necessary.

How should I provide the information?

Documentation is to be provided in writing by the appropriate medical/licensed third party professional who is in a position to produce the necessary information regarding the individual's disability. Documentation must include the professional's signature and licenser information. Documentation can be delivered to caehousing@saonet.ucla.edu, faxed to the CAE, or delivered in person at the CAE lobby. For more information on documentation requirements, refer to pages 8 and 9.

Documentation Requirements

The University of California, Los Angeles ("UCLA" or the "University") recognizes the importance of providing reasonable accommodations in its housing policies and practices, where necessary, for individuals with disabilities to use and enjoy University-owned Housing. The Housing Accommodations Board, operated through the Center for Accessible Education ("CAE"), is responsible for evaluating whether to grant or deny requests for reasonable accommodations within University-owned housing.

To help clarify documentation requirements for housing accommodation requests, Page 9 includes a sample support letter/guide that can be shared with a medical provider or other qualified professional. By providing a full and complete response, professionals can help expedite the processing of the accommodation request and reduce the Board's need to inquire for additional information. Ultimately, when the disability is not readily apparent, all documentation and/or support letters submitted for housing accommodation requests within University-owned housing should accomplish the following:



Clearly state that the requester meets the definition of having a disability as defined by Federal and State Fair Housing laws (the specific diagnosis need not be disclosed),

- The condition is a physical or mental impairment that limits or substantially limits a major life activity; or
- The individual has a recorded history of having an impairment that limits or substantially limits one or more major life activities; or
- The individual is regarded as having a disability.



Explain the relationship between the functional limitations associated with the requester's disability, the need for the requested accommodation as necessary, and how the accommodation will afford an equal opportunity to usage and enjoyment of University-owned Housing.

- Third party must present the justification (i.e., why and how) for any recommended accommodation and/or modification to University-owned housing rules, policies, practices, or services when such accommodations are necessary to afford such a person [with a disability] an equal opportunity to use and enjoy University-owned Housing.
- Words such as "necessary", "essential", or "prescribed" should be used to describe the requester's need for the recommended accommodation.

QUICK TIP

To show that a requested accommodation may be necessary, there must be an identifiable relationship, or **nexus**, between the requested accommodation and the resident's disability.

Support Letter Example

(Date)

(Patient's University ID Number)

Dear CAE Housing Accommodations Board,

(Name of patient) is my patient, and has been under my care since (date). I am familiar with (Patient Name)'s history and disability-related functional limitations. (Patient Name) meets the definition of disability within the Fair Housing laws. To enhance (Patient Name)'s ability to live independently in University-owned Housing and to have full use and equal enjoyment of their dwelling, I am prescribing/supporting as essential or necessary (insert accommodation need here):

- **Example:** The (Patient Name) has a disability that limits (please describe the limitations directly related to their disability) their use of upper extremities AND/OR limited bimanual capabilities such as grasping, carrying, pulling, pushing AND/OR lower extremities such as balance/stability AND/OR walking AND/OR limited range of motion. As a result, I am recommending a transfer to a first floor unit (please state the recommended adjustment and words such as "necessary", "essential", or "prescribed" should be used to describe the requestor's need for the recommended accommodation).

Specifically, (please provide information demonstrating how the accommodation is needed or necessary to alleviate one or more identified functional limitations, symptoms, and/or effects of an existing disability and how the disability will be exacerbated in the absence of the accommodation):

- **Example:** my client has increasing difficulty climbing stairs due to a disability and needs a first floor unit to ensure health and safety AND/OR reduce mobility limitations AND/OR potential injury AND/OR to have safe and increased access to laundry facilities AND/OR have safe egress options in event of emergency, etc.

Provided that there are no confidentiality concerns, I am available to answer questions you may have concerning my verification only of (Patient Name)'s request.

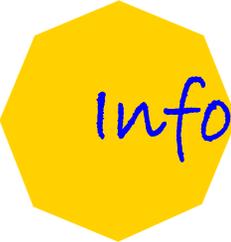
Sincerely,

(Signature)

(Name of Professional, and License Information)

RECOMMENDING AN ASSISTANCE ANIMAL?

Please review and provide the information necessary for an Assistance Animal recommendation located on page 11 and 12.



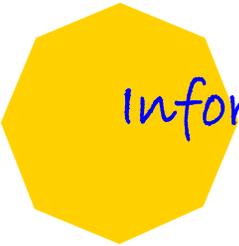
Information for the Medical Provider

The University of California, Los Angeles ("UCLA" or the "University") recognizes the importance of providing reasonable accommodations and modifications in its housing policies, practices, and services where necessary, for individuals with disabilities to be afforded equal access to the use and enjoyment of University-owned Housing. The CAE's Housing Accommodations Board evaluates housing accommodation requests, on a case-by-case matter, in accordance with California's Fair Employment and Housing Act (FEHA); The Federal Fair Housing Act (FHA), as amended by the Fair Housing Amendments Act of 1988; Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act (1990), and the ADA Amendments Act of 2008 (ADAAA), and other laws or regulations as appropriate.

Your Role as a Medical Professional or Therapeutic Provider

A resident with a disability may be asked to provide proof of a disability and/or verification of a disability-related need when requesting an accommodation or modification for equal access, use, and enjoyment of their University-owned housing assignment. Your role as a medical or therapeutic provider is to produce documentation that establishes:

1. The student meets the definition of having a disability as defined by Federal and State Fair Housing laws (*the specific diagnosis need not be disclosed*),
 - The condition is a physical or mental impairment that limits or substantially limits a major life activity; or
 - The individual has a recorded history of having an impairment that limits or substantially limits one or more major life activities; or
 - The individual is regarded as having a disability.
2. Explains the relationship between the functional limitations associated with the requester's disability and the **need** for the requested accommodation are necessary to afford an equal opportunity to usage and enjoyment of University-owned Housing.
 - Third party must present the justification (i.e., **why** and **how**) for any recommended accommodation and/or modification to University-owned housing rules, policies, practices, or services when such accommodations are necessary to afford such a person [with a disability] an equal opportunity to use and enjoy University-owned Housing.
 - Words such as "necessary", "essential", or "prescribed" should be used to describe the requestor's need for the recommended accommodation.



Information for the Medical Provider Producing Assistance Animals Support Letters

The University of California, Los Angeles ("UCLA" or the "University") recognizes the importance of providing reasonable accommodations and modifications in its housing policies, practices, and services where necessary, for individuals with disabilities to be afforded equal access to the use and enjoyment of University-owned Housing. The CAE's Housing Accommodations Board evaluates housing accommodation requests, on a case-by-case matter, in accordance with California's Fair Employment and Housing Act (FEHA); The Federal Fair Housing Act (FHA), as amended by the Fair Housing Amendments Act of 1988; Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act (1990), and the ADA Amendments Act of 2008 (ADAAA), and other laws or regulations as appropriate.

Medical Providers that Produce Assistance Animal Support Letters for a Fee

The Board completes a fact-based analysis of all produced documentation for any requested accommodation. The University, however, does not accept letters from the numerous online companies who (in exchange for a fee) purport to offer verification or certification of the need for an emotional support animal. To warrant approval of a request for an emotional support animal, the requester should be prepared to submit appropriate medical documentation that describes a therapeutic relationship between the requester and the clinician recommending the emotional support animal. Generally, mental health care professionals who have had no contact with a patient except for limited encounters specifically intended to produce an ESA letter are not considered reliable to confirm the professional-client relationship, as such limited encounters lack diagnostic rigor and the level of familiarity with the functional limitations arising from the diagnosis to support robust recommendations.

What is a Reasonable Therapeutic Relationship

The Housing Accommodation Board will base the reasonableness of the therapeutic relationship as described by California Board of Behavioral Sciences, the American Counseling Associations Code of Ethics C.2.a Boundaries of Competence and the Human-Animal Interactions in Counseling (herein referred to as HAIC) statement regarding Assistance Animals (valid through March 2024). Specifically, HAIC states that:

"...counselors abstain from writing letters for persons seeking counseling or assessment for the sole purpose of obtaining an ESA recommendation letter unless the counselor has specialized training and experience in working with the human-animal bond in counseling such as would be outlined in the ACA AAT-C Competencies, due to the potential risks involved for clients, the public, the counselor, and the animal."

The American Psychological Association

The American Psychological Associations Ethics Code Standard 9.01, Basis for Assessments, specifically requires that sufficient information about the patient, through direct observation or assessments, to substantiate the findings be provided from those with a forensic or specialty training, and personal statements from the patient are often insufficient to establish such a relationship to determine robust recommendations.

Providing Reasonable Assistance Animal Documentation from a Third Party

To warrant approval of a request for an assistance animal, the medical documentation must describe an established therapeutic relationship between the student and clinician. Likewise, **how** the animal mitigates the limitations of the disability for which the recommendation is being supported must be clearly described. If the Board determines the documentation is not sufficient and is obtained from a third party with the sole purpose of producing an assistance animal letter (in exchange for a fee), it is possible the request may be delayed and/or denied pending reliable third party verification.

Assistance Animal Support Letter - Required Information

(Date)
(Patient's University ID Number)

Dear CAE Housing Accommodations Board,

(Name of patient) is my patient, and has been under my care since (date). I am familiar with (Patient Name)'s history and disability-related functional limitations. (Patient Name) meets the definition of disability within the Fair Housing laws. To enhance (Patient Name)'s ability to live independently in University-owned Housing and to have full use and equal enjoyment of their dwelling, I am prescribing/supporting as essential or necessary (insert accommodation need here):

- **Required:** Describe how the animal works, provides assistance, performs tasks or services for the benefit of this individual with a disability, or provide emotional support that alleviates one or more of their identified symptoms or effects of the applicant's existing disability (e.g., provide information demonstrating how the accommodation is needed or necessary to alleviate one or more identified functional limitations, symptoms, and/or effects of an existing disability and how the disability will be exacerbated in the absence of the accommodation.)
- **Required:** Describe how your therapeutic or medical relationship with the applicant has informed the basis for the conclusion and recommendation for the necessity of an assistance animal within University Housing.
- **Required:** Describe any expertise and training you have with regard to therapeutic human/animal interaction.
- **Required:** Describe how much of an opportunity you have had in observing the interactions between the person and the animal in question as well as any observations of the animal's behavior around other commonly present animals or persons.

Provided that there are no confidentiality concerns, I am available to answer questions you may have concerning my verification only of (Patient Name)'s request.

Sincerely,

(Signature)
(Name of Professional, and License Information)

Service Animal in University-Owned Housing

UCLA recognizes the importance of “Service Animals” as defined by the Americans with Disabilities Act Amendments Act (ADAAA) and the broader category of “Assistance Animals” under the Fair Housing Act (refer to: Animals on University Property, policy 135). UCLA is committed to allowing individuals with disabilities the use of a Service Animal on campus to facilitate their full-participation and equal access to the University’s programs and activities. This section outlines the process for requesting a service animal reside with a resident in University-owned housing.

DEFINITIONS:
WHAT?
WHEN?



Service Animal

A Service Animal means any dog or miniature horse that is individually trained to do work or perform a task for an individual with a disability, including physical, sensory, or other disability. The work or tasks performed by the Service Animal must be directly related to the individual’s disability.

???



PROCEDURE:
HOW?
WHY?



Any resident with a service animal requesting to live in University housing must submit a:

1. A *Housing Accommodation Request Form*, and
2. Explanation of the disability related need for the animal such as the type of work and tasks the animal is trained to perform (*NOTE*: refer to **apparent** vs **not apparent** sections below).

Readily Apparent

When a person's disability is obvious (or otherwise known to the CAE through an individualized assessment) and if the need for the requested service animal is readily apparent, then the CAE may not request any additional information about the residents disability or the disability-related need for the service animal.



If the animal is a service animal trained to perform service tasks, then the resident’s Housing Accommodation Request must answer two questions (1) Is this a service animal that is required because of a disability? AND (2) What work or tasks has the animal been trained to perform?

Not Readily Apparent

When a disability is not obvious/readily apparent or if the requester's disability is not known to the CAE, and the need for the service animal is not readily apparent or known, the CAE may request information that is necessary to evaluate the disability-related need for the accommodation.

Submitting Documentation

The CAE may request reliable disability related information that (1) verifies that the person meets the Act's definition of disability (i.e., has a physical or mental impairment that limits one or more major life activities), (2) describes how the need for the requested accommodation mitigates one or more functional limitations, and (3) justifies the relationship between the residents disability and the need for the requested accommodation.

Assistance Animal in University-Owned Housing

UCLA is also committed to allowing Assistance Animals necessary to provide individuals with disabilities an equal opportunity to use and enjoy University housing. This section explains the specific requirements applicable to an individual's use of an Assistance Animal in University housing. This section applies solely to "Assistance Animals" which may be necessary in University housing. It does not apply to "service animals" as defined by the ADA. With the exception of a service animal, the animal should not be in residence unless/until the request is approved. The approval of a request is animal-specific and is not transferable to a different animal. Please note: that the University does not accept letters from the numerous online companies who (in exchange for a fee) purport to offer verification or certification of the need for an emotional support animal (refer to Page 11).

DEFINITIONS:
WHAT?
WHEN?



PROCEDURE:
HOW?
WHY?



Assistance Animal

Assistance Animals can be any animal and are not trained to perform specific tasks directly related to an individual's disability. Instead, assistance animals may provide necessary emotional support to an individual with a disability, but are not considered a Service Animal under the American's with Disabilities Act (ADA).



Housing Accommodation Request Form

If the animal is not a service animal (refer to UCLA Policy 135) but, instead, is an Assistance Animal (e.g. emotional, therapeutic, or support animal) then the resident may request a reasonable housing accommodation for an assistance animal by completing the Housing Accommodation Request Form.

Determination of an Assistance Animal as a Reasonable Accommodation

The question in determining if an Assistance Animal will be allowed in University housing is whether or not the Assistance Animal is necessary to afford the individual an equal opportunity to use and enjoy University housing and its presence in University housing is reasonable. Per UCLA Policy 135, even if the individual with a disability establishes necessity for an Assistance Animal and it is allowed in University housing, an Assistance Animal is not permitted in public areas of the University (e.g. dining facilities, academic buildings, athletic building, facilities, classrooms, labs, etc.).

Submitting Documentation

The resident must submit reliable third party disability related information which: (1) verifies that the person meets the Act's definition of disability (i.e., has a physical or mental impairment that limits one or more major life activities), (2) describes how the needed accommodation mitigates one or more functional limitations, and (3) justifies the relationship between the residents disability and the need for the requested Assistance Animal as a necessary accommodation for the equal use and enjoyment of the University housing assignment (refer to Pages 11 and 12).



Requesting a Housing Accommodation

Step 1: Submit a Request Form

An individual with a disability must complete the online “Housing Accommodation Request Form” (the “Request Form”) to request a reasonable accommodation (visit www.cae.ucla.edu/housing/accommodations). Copies of the Request Form are also available at the Center for Accessible Education. If the individual requires assistance in completing the Request Form because of their disability, the Housing Accommodations Coordinator will provide assistance in completing the form.

- **Incoming Resident:** The CAE will accept and consider requests for reasonable accommodation in University housing at any time. The individual making the request should complete the Request Form to the CAE as soon as practicably possible before moving into University housing. However, if the request for accommodation is made fewer than 60 days before the individual intends to move into University housing, the University cannot guarantee that it will be able to meet the individual’s accommodation needs during the first quarter or term of occupancy.
- **Current Resident:** If the need for the accommodation arises when an individual already resides in University housing, they are to complete the Request Form as soon as practicably possible. UCLA Housing cannot guarantee that it will be able to meet the accommodation needs during the quarter or term in which the request is received.

Step 2: Information that may be requested

The CAE shall limit its requests for information to only that which is necessary to verify whether the individual making the request has a disability and/or to evaluate if the reasonable accommodation is necessary to provide the individual an equal opportunity to use and enjoy University housing. To determine if you need to submit third party documentation, please refer to page 7.

- **Obvious disability:** If the individual's disability and the necessity for the accommodation are obvious (e.g. an individual with a physical disability using a wheelchair needs an accessible unit), the individual need only explain what type of accommodation they are requesting (refer to page 7). For residents with obvious disabilities, residents will meet in person with the Housing Accommodations Coordinator for an individualized assessment to establish the individual's disability and need of the requested accommodation.
- **Non obvious disability:** If the disability and necessity for the accommodation are not obvious, the CAE requires the individual produce reliable third party documentation to verify that the individual has a disability and that the requested accommodation is reasonably necessary to provide the individual an equal opportunity to use and enjoy university housing (refer to page 7).



Requesting a Housing Accommodation

Step 3: Determining Reasonableness

If the Board the request determines a requested accommodation is necessary and is not unreasonable, it will contact the individual, in writing, within seven (7) business days of its determination, and the Housing Coordinator shall provide the Housing Office with the Board's recommendation. All requests and housing recommendations are reviewed and determined on an individualized fact based assessment.

- **Unreasonable Accommodation:** The Board may deny the requested accommodation if the accommodation is to: (1) impose an undue financial and/or administrative burden to the University; (2) fundamentally alters university housing policies; (3) pose a direct threat to the health and safety of others or would cause substantial property damage to the property of others, including University property; and/or (4) is otherwise unreasonable to the operation of the University.
- **Incomplete Information:** If the third party produces documentation without sufficient information for the Board to determine whether an accommodation is necessary, the Housing Coordinator will inform the individual in writing of the documentations insufficiency and may request additional or clarifying information, including speaking directly with the individual supplying the third party verification, within seven (7) business days of receiving the verification.
- **Interactive Process:** The individual making the request for accommodation must cooperate with the Housing Coordinator and CAE in a timely manner in providing all information needed to determine whether the requested accommodation is reasonably necessary.

Step 4: Notification of Board Decision

Absent exceptional circumstances, within seven (7) working days of the Boards decision, the Housing Coordinator will contact the individual in writing. The decision may include, but is not limited to: (1) a Housing recommendation based on the approval of the requested housing accommodation(s), or (2) an alternative to the requested accommodation, or (3) denial of the requested accommodation. Residents are provided an opportunity to appeal an accommodation decision. For more information, refer to *Appealing a Housing Accommodation Decision* on page 17.

Appealing a Housing Accommodation Decision

Appealing a Denial of a Requested Accommodation

If the Board denies an accommodation request, the Coordinator will contact the individual, in writing, within seven (7) business days of its determination and engage in an interactive process with the individual to determine if there are alternative accommodations that might effectively meet the individual's disability-related needs.

If you wish to appeal the Board's decision, to expedite the process and to maintain accuracy, please email the CAE Housing inbox stating so at caehousing@saonet.ucla.edu to initiate the appeal process. Appeals may also be submitted by contacting the Coordinator by phone at 310-825-1501 or by visiting the CAE at A-255 Murphy Hall.

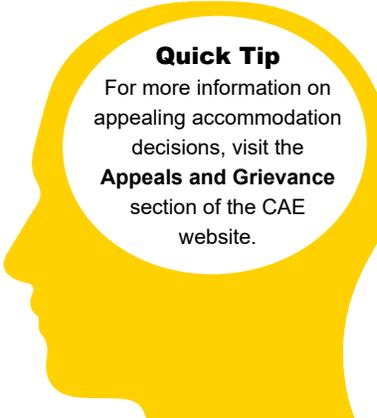
- Appeals will only be considered when new supporting documentation is provided in justification of the request, and/or
- When there is stated and explained belief that Board committed a procedural error in its initial review, and/or
- There is stated and explained believed that the decision made was arbitrary or capricious.

Declining an Alternative Accommodation

If the individual is unwilling to accept any alternative accommodation offered by the Board or there are no alternative accommodations available, the Coordinator will provide written notification to the individual of the denial, the reasons for the denial, and inform them of their right to appeal the decision and the procedures for that appeals process. The notification shall be in writing and made within seven (7) business days of the notification from the individual of their unwillingness to accept any of the alternative accommodations offered or the determination that there are no alternative accommodations available.

Housing Appeals Board

All appeals are reviewed by the Housing Appeals Board and may be in collaboration with the Housing Office, ADA/Section 504 Compliance Officer, and/or other departments when necessary. If the appeal is denied, the Director of the CAE shall provide written notification of the denial to the individual and a written explanation with the rationale and justification for the denial.



Quick Tip

For more information on appealing accommodation decisions, visit the **Appeals and Grievance** section of the CAE website.

HOUSING ACCOMMODATION CHECKLIST

I COMPLETED THE FOLLOWING...

- UCLA Housing eligibility requirements have been reviewed and a Housing offer has been confirmed.
- CAE Housing Accommodations Request Form is completely filled out with all the necessary information for the Board to review.
- All necessary documentation supporting the request for an accommodation(s) in University housing is submitted.
- Reviewed the Housing Accommodations Appeals Process.
- Reviewed the CAE Housing Accommodations Handbook in its entirety.

Comments, Notes, etc.:



FAQ'S

CAN A SERVICE OR ASSISTANCE ANIMAL BE REMOVED?

The University can exclude a service or assistance animal from University owned Housing when, for example, the animal's behavior constitutes a direct threat and its owner takes no effective action to control the animal's behavior so that the threat is mitigated or eliminated. For further examples and information, please refer to UCLA Policy 135.

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CAN I BE ASKED TO SUBMIT INFORMATION FOR THE NEED OF A SERVICE/ASSISTANCE ANIMAL?

The CAE may require additional information from a reliable third party professional that can produce proof of a connection between the need for the service or assistance animal and the disability if the disability and/or need for the animal is not readily apparent.

WHAT IF I DO NOT AGREE WITH THE BOARDS DECISION

Residents may file an Appeal to the Boards decision and can find the process outlined on page 17.

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I DON'T HAVE A HOUSING ASSIGNMENT, WHAT DO I DO?

The Board will assess any request by residents that have been offered or guaranteed University owned Housing. All students who are not guaranteed housing or do not have a Housing offer are still subject to the housing lottery process and are required to meet application deadlines set forth by the UCLA Housing office.

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THANK YOU