

Policy: Accommodations Request (ADA)

Policy: Participants may request accommodation(s) by emailing our team at careerpathways@namisd.org at least 60 days prior to the start of training. We understand that some accommodation needs may arise unexpectedly or may not be known in advance. If you become aware of a need for accommodation after the 60-day window, please reach out to us as soon as possible. While we cannot guarantee all late requests can be fulfilled, we will make every reasonable effort to accommodate them. Participants that submit late requests that cannot be accommodated can continue in training as is or join the following training cohort.

How is Outcome Communicated to our Participants and Timeframe?

At times, our team may need to reach out via email or phone to gather more details to support requests with extra attention and care before an outcome is communicated. If a participant is contacted by phone for more information, our team will document the call in the email thread of the initial Accommodation Request. Whenever possible, our approval and accommodation is provided immediately, and communicated immediately; in these instances our response is provided via email. Our instructors are empowered to make these decisions and provide accommodation, without needing to consult with the Training Coordinator. In instances when an immediate response is not possible, our team will respond via email within three business days.

Types of Accommodations Offered:

Our team will approve and support all reasonable accommodation requests. Examples, of accommodation requests may include, but are not limited to: having their interpreter attend class to interpret for them; requesting class materials further in advance of class for review; requesting additional time to complete homework.

Indeed, to best support our participants, our program has certain processes in place to ensure the learning environment addresses common challenges. For example, we have closed captioning available during all classes, and we have this feature turned on during all classes; this means participants in need of closed captioning can simply click the closed captioning button during class without needing to request an accommodation from our team. Additionally, our trainers facilitate the class using distraction free backgrounds and are in a distraction free environment.



San Diego and
Imperial Counties

Appeals Process: In the rare instances where an accommodation request is not approved, participants can appeal the request by writing to IngridAlvarezRon@namisd.org and requesting to appeal their accommodation request. Our Training Coordinator will review appeals, consult with their Director and respond within 5 business days.

Documentation/Data: We will document and maintain records of all reasonable accommodation(s) requested, provided, not approved, and appeals, if applicable.