

Division of Community Nutrition

<i>Subject:</i> Program Accessibility		<i>Policy:</i> ADM 08.0
<i>Reference:</i> CFR §246.4	<i>Effective:</i> April 1, 2017	<i>Supersedes:</i> August 13, 2013

I. Policy:

Local agency and SWO personnel shall ensure that reasonable accommodations are provided for services to all potential eligible applicants. This includes non English speaking, employed, disabled, rurally located, and those who have transportation problems. Applicants who have various custodial issues shall be offered caretaker or proxy if they have the proper documentation. All policies must be reviewed with participants and applicants in the appropriate language.

II. Procedure(s):

- A. Reasonable accommodations shall include helping to arrange transportation, giving referrals, extending clinic hours (alternate hours), and providing flexibility in scheduling appointments. Local agency personnel shall administer the accommodations within the context of Virginia WIC policy and procedures.
 - 1) All potential eligible applicants who have disabilities shall be offered assistance through resources such as the Virginia Relay Center, the [Virginia Department for the Deaf and Hard of Hearing](#), and the contracted translation and interpretation service through VDH.