

WASHINGTON UNIVERSITY SCHOOL OF LAW LOW INCOME TAXPAYER CLINIC REASONABLE ACCOMMODATION POLICY

I. Purpose and Commitment

The Low Income Taxpayer Clinic ("the Clinic") at Washington University School of Law is committed to ensuring that all individuals—regardless of disability status—have equal access to our free legal services, including representation in tax disputes before the Internal Revenue Service and the United States Tax Court, tax education, and outreach activities.

We recognize that disability takes many forms (physical, sensory, cognitive, communicative, and psychiatric) and that barriers to access may be subtle or non-obvious. This policy reflects our commitment to engaging in an individualized, good-faith dialogue with any person who requires an accommodation to benefit from our services.

II. Types of Accommodations We Provide

The Clinic will provide reasonable accommodations tailored to the needs of each individual. While accommodations are determined on a case-by-case basis, the following are examples of the types of accommodations we can provide:

A. Physical Access (Mobility Impairments)

- Client meetings will be scheduled in physically accessible locations within the law school building, including ground-floor conference rooms or rooms accessible by elevator.
- Telephonic/video consultations may be arranged for clients who are unable to travel due to a disability.
- Accessible parking will be identified and communicated to clients upon request.

B. Communication Barriers (Deaf, Hard of Hearing, Speech Disabilities)

- Qualified sign language interpreters will be arranged at no cost to the client for in-person or video appointments.
- Video remote interpreting technology may be used when an in-person interpreter is not immediately available.
- Real-time captioning services will be provided upon request for consultations, hearings, or presentations.
- Written communication (email, chat, or written notes during a meeting) will be offered as an alternative to verbal communication when appropriate.

C. Visual Impairments

- Documents, correspondence, and educational materials will be provided in large print upon request.
- Braille versions of key documents, brochures, and business cards will be arranged upon request, with grant funds used to cover production costs where applicable.
- All electronic documents will be provided in accessible, screen-reader-compatible formats (e.g., tagged PDF or Word documents).
- Staff will offer to read documents aloud to clients who have difficulty reading printed materials.

D. Cognitive, Learning, and Intellectual Disabilities

- Clinic staff and students will communicate information using plain language, shorter sentences, and concrete examples when requested.
- Written summaries of verbal instructions will be provided upon request.
- Additional time will be allowed for consultations, interviews, and document review.
- Clients may bring a support person, family member, or advocate to appointments.

E. Mental Health and Psychiatric Disabilities

- More frequent, shorter appointments may be arranged in lieu of a single lengthy session.
- A quiet, low-stimulation meeting space may be arranged upon request.

F. Chronic Illness and Other Non-Apparent Disabilities

We recognize that many disabilities are not visible and that individuals may experience fluctuating needs. Accommodations for chronic illness or other non-apparent conditions may include:

- Flexible scheduling and rescheduling policies
- Breaks during longer appointments
- Telephone or video consultations as a substitute for in-person meetings
- Extended time frames for document submission

III. Notification of Right to Accommodation

The Clinic will notify individuals of their right to request a reasonable accommodation through the following channels:

- Website: The Clinic's website will include an accessibility statement and instructions for requesting accommodations.
- Public presentations and workshops: At the start of each community presentation, a Clinic representative will verbally announce: "If anyone requires an accommodation to participate fully today or in the future, please speak with us before or after the session or contact us at [contact information]."
- Confirmation communications: Appointment confirmation emails and letters will remind clients that accommodations are available and invite them to make a request before their appointment.

IV. How to Request an Accommodation

An individual may request a reasonable accommodation at any point, including at intake, prior to a scheduled appointment, or on an ongoing basis during the course of representation. Requests may be made:

- In person, by speaking with any Clinic staff member
- By telephone at 314-935-7238
- By email at sanarkiewicz@wustl.edu
- In writing, by submitting a completed intake form noting the accommodation need

Individuals are not required to use any particular form or magic words to request an accommodation. The Clinic will treat any communication indicating that an individual needs assistance related to a disability as a request for accommodation.

Individuals are not required to disclose a specific medical diagnosis. However, sufficient information about the functional limitation and the type of accommodation needed will help the Clinic identify an effective solution.

V. How the Clinic Will Address Requests

Upon receiving a request for accommodation, the Clinic will:

- Acknowledge receipt of the request promptly.
- Engage in an interactive dialogue with the individual to understand their needs and identify effective accommodation options. This dialogue is collaborative. The Clinic may ask clarifying questions to better understand the functional limitation and identify the most appropriate solution.
- Implement the agreed-upon accommodation as promptly as reasonably practicable. For accommodations requiring advance scheduling (e.g., interpreter services), the Clinic will work with the individual to schedule appointments with sufficient lead time.

- If the specific accommodation requested cannot be provided (e.g., due to undue hardship or fundamental alteration of services), the Clinic will explain the basis for that determination and work in good faith to identify a suitable alternative accommodation.
- Document the accommodation request and the Clinic's response in the client's file.