



REASONABLE ACCOMMODATION POLICY FOR OWNERS, RENTERS AND GUESTS OF SEA COLONY

Sea Colony is committed to granting reasonable accommodations to its rules, policies, practices, or services when such accommodations may be necessary to afford owners, renters, and their guests with disabilities the equal opportunity to use and enjoy their dwellings, as required by federal, state and local law. A reasonable accommodation may include a change or exception to a rule or policy that is needed because of a person's disability, or it may be a physical change to a unit or common area. It is Sea Colony's general policy to provide reasonable accommodations to individuals with disabilities whenever an individual has a disability and there is a disability-related need for the requested accommodation. A disability-related need for a requested accommodation exists when there is an identifiable relationship, or nexus, between the requested accommodation and the individual's disability.

Sea Colony accepts reasonable accommodation requests from persons with disabilities and those acting on their behalf. Reasonable Accommodation Request forms are available in the Sea Colony Beach Shoppe, at 33548 Market Place, Bethany Beach, Delaware 19930, and can also be found at www.seacolony.com. Completed forms can be mailed to the Sea Colony Beach Shoppe (at the aforementioned address), marked "Attention: Retail Supervisor," or emailed to Melinda.Joachimowski@resortquest.com. Mailed forms will be forwarded to Lindie Joachimowski for processing. If you require assistance in completing the form, or wish to make the request orally, please telephone (302) 541-5988. Sea Colony will keep a record of all requests. Please note that reasonable accommodation requests relating to assistance animals can take up to 10 business days to process, so please plan accordingly.

We will make a prompt decision on the received request. If the request is of a time-sensitive nature, please let us know and we will reasonably endeavor to expedite the decision-making process. In the event we need additional information to make a determination, we will promptly advise you of the information needed. It is Sea Colony's policy to seek only the information needed to determine whether a reasonable accommodation should be granted under federal, state or local law. We will not ask about the nature or extent of your disabilities.

If we grant the request, you will receive a letter so indicating. If we deny the request, we will provide you with a letter stating all of the reasons for our denial.



ASSISTANCE ANIMALS POLICY

This policy applies to owners, renters and guests with disabilities seeking to bring an assistance animal into Sea Colony.

One common type of reasonable accommodation is allowing a person with a disability to keep an assistance animal. An assistance animal is any animal that works, provides assistance, performs tasks for the benefit of a person with a disability, or provides emotional support that alleviates one or more identified symptoms or effects of a person's disability. Sea Colony is committed to ensuring that individuals with disabilities may keep such animals in Sea Colony to the extent required by federal, state and local law.

An animal that is trained to do work or perform tasks for an individual with a disability is known as a service animal. When it is apparent that an animal is trained to do work or perform tasks for the benefit of an owner with a disability, such as a dog that guides an individual with a visual impairment, Sea Colony will not inquire about the owner's disability or the animal's training.

In the case of an owner, renter, or guest who requests a reasonable accommodation for an **assistance animal that does work or performs tasks for the benefit of a person with a disability**, Sea Colony will require that the owner of the animal provide a statement from a health or social service professional¹:

- i. Indicating that the person has a disability; and
- ii. Providing a description of the specific work or tasks that the animal has been trained to perform for the person with a disability that ameliorates one or more symptoms or effects of the disability.

In the case of an owner, renter, or guest who requests a reasonable accommodation for an **assistance animal that provides emotional support or other assistance that ameliorates one or more symptoms or effects of the resident's disability**, Sea Colony will require that the owner of the animal provide a statement from a health or social service professional:

- i. Indicating that the applicant has a disability;
- ii. Stating that the animal provides emotional support or other assistance that ameliorates one or more symptoms or effects of the disability; and
- iii. Providing a description of how the animal ameliorates one or more symptoms or effects of the disability.

¹ "Health or social service professional" means a person who provides medical care, therapy or counseling to persons with disabilities, including, but not limited to, medical doctors, physician assistants, psychiatrists, psychologists, or social workers.

If an assistance animal both provides emotional support or other assistance that ameliorates one or more effects of a disability *and* does work or performs tasks for the benefit of a person with a physical disability, Sea Colony will require compliance with either of the two preceding paragraphs, but not both.



GUIDELINES REGARDING ASSISTANCE ANIMALS

- A. Sea Colony will consider reasonable accommodation requests consistent with the enclosed policy regarding disabilities that meet the definition set forth in the federal Fair Housing Act and the Delaware Fair Housing Act. The policy can also be found on the Sea Colony website, at www.seacolony.com. Under these statutes, a person with a disability is defined as one who (1) has a physical or mental impairment which substantially limits one or more of such person's major life activities; (2) has a record of having such an impairment; or (3) is regarded as having such an impairment, but such term does not include current, illegal use of a controlled substance as defined in § 102 of the Controlled Substances Act (21 U.S.C. 802) or Title 16 of Chapter 47, Uniform Controlled Substances Act.
- B. Sea Colony will review and respond promptly to all reasonable accommodation requests.
- C. All information received by Sea Colony regarding an individual's disability, including physical, mental, psychological, and/or psychiatric conditions, shall be kept confidential unless the individual authorizes the release of the information or Sea Colony is required to produce the information in response to a court order, on notice to the affected individual(s).
- D. If an owner, renter, or guest has a disability and a disability-related need for a reasonable accommodation under federal, state or local law, Sea Colony will grant such accommodation, including a request to keep a service or assistance animal, provided that a Reasonable Accommodation Request Form has been completed fully, truthfully, and accurately.
- E. Sea Colony will not retaliate against any person because that individual has requested or received a reasonable accommodation. Sea Colony will not discourage any individual from making a reasonable accommodation request, including a request to keep a service or assistance animal. While it is Sea Colony's policy to not allow renters and guests to bring pets into Sea Colony, service and assistance animals are not pets. Renters and guests must request an exception to Sea Colony's pet policy in order to keep a service or assistance animal at Sea Colony.
- F. Sea Colony may deny a request or require the removal of a particular assistance or service animal from the premises (1) if the animal poses a direct threat (a significant risk of substantial harm) to the health or safety of other individuals that cannot be eliminated or reduced to an acceptable level by another reasonable accommodation, considering the health and safety of the other individual(s) and the need for an accommodation, or (2) if the animal would cause substantial physical damage to the property of others that cannot be reduced or eliminated by another reasonable accommodation. Sea Colony will base such determinations upon consideration of the behavior of the particular animal at issue, and not on speculation or fear about the types of harm or damage an animal may cause.

- G. Assistance and service animals are permitted anywhere their owners have a right to go, but when assistance animals are in Sea Colony's common or public areas, they must be kept on a leash or in a carrier or cage, unless those devices prevent service animals from performing a disability-related task. Service and assistance animals are prohibited from swimming in any bodies of water designed for human use. Additionally, owners of service or assistance animals remain subject to the provisions of their rental agreements, with the exception that they are allowed to occupy the premises with their service or assistance animals. Similarly, owners of service or assistance animals shall comply with all state and local animal laws, including those requiring animal owners to clean up animal waste, except when such laws are preempted by the Fair Housing Act or Section 504 of the Rehabilitation Act or the owner is entitled to a reasonable accommodation.
- H. Sea Colony may take action against the owner of a service or assistance animal for noise or damage caused by the animal to the same extent that it takes such action against owners, renters and guests who have caused similar noise or damage.



APPLICATION FOR REASONABLE ACCOMMODATION

PLEASE COMPLETE THIS FORM IF YOU HAVE A DISABILITY AND WOULD LIKE TO REQUEST AN ACCOMMODATION.

NAME: _____

ADDRESS: _____

TELEPHONE #: _____ EMAIL: _____

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1. Please describe the reasonable accommodation you are requesting:

 2. Please explain why this reasonable accommodation is needed. You need not provide detailed information about the nature or severity of the disability, but we need information showing that the reasonable accommodation requested is needed because of your disability.

 3. If you are requesting permission to have a service or assistance animal in your unit, please complete the following:
 - (a) Type of animal: _____
 - (b) Is the animal required because of a disability? ____ Yes ____ No
 - (c) Does the animal perform work or do tasks for you because of your disability?
____ Yes ____ No

IF THE ANIMAL PERFORMS WORK OR TASKS FOR YOU, PLEASE PROVIDE THE FOLLOWING:

- (1) A statement from a health or social service professional indicating that (a) you have a disability (*i.e.*, you have a physical or mental impairment that substantially limits one or more major life activities); and (b) a description of the work or tasks

that the animal has been trained to perform to ameliorate one or more symptoms or effects of your disability. Please use the attached form or provide all of the information and signatures required by the attached form in a separate document.

- (2) Please submit a photograph of the animal.

IF THE ANIMAL DOES NOT PERFORM WORK OR DO TASKS FOR YOU, BUT PROVIDES EMOTIONAL SUPPORT OR OTHER ASSISTANCE THAT AMELIORATES ONE OR MORE SYMPTOMS OR EFFECTS OF YOUR DISABILITY, PLEASE PROVIDE THE FOLLOWING:

- (1) A statement from a health or social service professional indicating: (a) that you have a disability; (b) the animal provides emotional support or other assistance that ameliorates one or more symptoms or effects of your disability; and (c) how the animal ameliorates the symptoms or effect(s) of your disability. Please use the attached form or provide all of the information and signatures required by the attached form in a separate document.
- (2) Please submit a photograph of the animal.
4. If the assistance animal is a dog or a cat, please provide current and up-to-date copies of the rabies tag or certificate that is required by Delaware law. If you have not selected an animal at the time you complete this application, we may approve the application with the condition that, if you select a dog or a cat, you must submit copies of the rabies tag or certificate that is required by Delaware law, before the selected animal moves in.
5. If you are requesting a different modification or accommodation, please describe it here:

I give Sea Colony consent to contact my health care provider for the sole purpose of verifying that the health care provider statement is authentic and was completed by said provider.

Applicant Signature

Date: _____

SERVICE AND ASSISTANCE ANIMAL REQUESTS – HEALTH CARE
PROFESSIONAL FORM

APPLICANT NAME: _____

APPLICANT ADDRESS: _____

APPLICANT TELEPHONE #: _____

APPLICANT EMAIL: _____

I, _____ (applicant name)
intend to request that Sea Colony permit me to keep a service or assistance animal as a
reasonable accommodation for my disability. In connection with that application, I am
requesting that you complete this form regarding my disability and need for this animal.

Applicant Signature

Date: _____

The below is to be completed by a health care professional

HEALTH CARE PROFESSIONAL NAME: _____

HEALTH CARE PROFESSIONAL ADDRESS: _____

HEALTH CARE PROFESSIONAL TELEPHONE #: _____

HEALTH CARE PROFESSIONAL EMAIL: _____

1. Does the individual identified above have a disability, which is defined as a mental or physical impairment that substantially limits one or more major life activities?

2. Does the assistance animal perform work or tasks for the benefit of the individual with a disability?

3. If you answered “yes” to question 2, what work or tasks has the animal been trained to perform? If you answered “no” to question 2, write NA below.
4. If you answered “no” to question 2, does the assistance animal provide emotional support or other assistance to alleviate one or more of the symptoms or effects of the disability?
5. If you answered “yes” to question 4, describe how the animal ameliorates one or more of the symptoms or effects of the disability.
6. If you would like to submit additional supporting materials, please attach them to this form.

Health Care Professional Signature

Date: _____