

Reasonable Accommodation Procedures for Individuals with Disabilities

Procedures for Providing

Reasonable Accommodation for Individuals with Disabilities

TABLE OF CONTENTS

1. Introduction	3
2. Purpose	4
3. Scope	4
4. Definitions	4-5
5. Requesting Reasonable Accommodation	5-6
6. Written Confirmations	6
7. Determining Who Will Handle the Request	6-7
8. Interactive Process	7
9. Reassignment as an Accommodation	7-8
10. Confidentiality Requirements Regarding Medical Information Obtained in the Reasonable Accommodation Process	8-10
11. Timeframes for Processing Requests and Providing Reasonable Accommodation	10-11
12. Expedited Processing of Requests	12
13. Granting or Denying a Reasonable Accommodation Request	12-13
14. Appeals Process	13
15. Information Tracking and Reporting	14
APPENDICES	
A. Sample Reasonable Accommodation Request Form	15
B. Selected Reasonable Accommodation Resources	16-17

INTRODUCTION

The Federal Law Enforcement Center recognizes that all its employees need the tools necessary to be productive, and that making reasonable accommodation is simply a way of providing the tools needed to accomplish its mission.

This manual sets forth the procedures to be used, if necessary, when considering the provision of reasonable accommodation to employees and applicants with disabilities. In the majority of situations, providing a reasonable accommodation is simple, quick and inexpensive. The procedures set forth in this manual shall be used for record keeping purposes to document reasonable accommodation requests, grant or deny requests. The procedures shall also be used to request documentation in cases when the disability and/or the need for accommodation are not obvious.

Requests for accommodation must be considered on a case-by-case basis, and, in the majority of cases, can be resolved between employee and supervisor. It is imperative for the employee with a disability to be involved and consulted regarding specific accommodation needed and other aspects of reasonable accommodation through an interactive process.

Although some accommodations (e.g., equipment, hardware, software) may cost money, many, others (e.g., alternative work schedules, leave modifying policy or procedures, relocating an office) to name a few, cost little or nothing to implement. Therefore, using “monetary cost” as a basis for an undue hardship claim is not easily defensible.

These reasonable accommodation procedures will help make The Federal Law Enforcement Training Center the “Model Employer”.

2. Purpose: The purpose of this manual is to promulgate policies and procedures regarding providing reasonable accommodation to employees and applicants for the Federal Law Enforcement Training Center (FLETC). This manual establishes FLETC's policy for processing requests for reasonable accommodation and where appropriate, for providing reasonable accommodation to employees and applicants with disabilities, as required by Executive Order 13164, Requiring Federal Agencies to Establish Procedures to Facilitate the Provision of Reasonable Accommodation; and the Rehabilitation Act of 1973, as amended.

3. SCOPE: The provisions of this manual apply to all FLETC sites, including all FLETC employees and individuals (applicants) seeking employment with the FLETC.

4. Definitions

a. Deciding Official – An individual who has authority to determine whether a requested accommodation will be provided.

b. Disability – An impairment that substantially limits one or more of the major life activities.

c. Essential Function – Those job duties that are so fundamental to the position that a person cannot do the job without performing them. A function can be “essential” if, among other things: the position exists specifically to perform that function; there are a limited number of other employees who could perform the function; or the function is specialized and the individual is hired based on his/her ability to perform them. Determination of the essential functions of a position must be done on a case-by-case basis so that it reflects the job as actually performed, and not simply the components of a generic position description

d. Extenuating Circumstances – Factors that could not reasonably have been anticipated or avoided in advance of the request for accommodation. Limited situations in which unforeseen or unavoidable events prevent prompt processing and delivery of an accommodation. For example, processing a request for reasonable accommodation or providing an accommodation may not be delayed because a particular staff member is unavailable.

e. Individual with a Disability – A person who has a physical or mental impairment that substantially limits one or more of that person's major life activities, has a record of impairment, or is regarded as having such an impairment.

f. Major Life Activity – Basic activities that the average person in the general population can perform with little or no difficulty, such as caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working.

g. Qualified Individual with a Disability – An individual with a disability who satisfies the requisite skill, experience, education and other job-related requirements of the employment position such individual holds or desires, and who, with or without reasonable accommodation, can perform the essential functions of such position.

h. Reasonable Accommodation - An adjustment or alteration that enables a qualified person with a disability to apply for a job, perform job duties, or enjoy benefits and privileges of employment. There are three categories of reasonable accommodations:

- (1) modifications or adjustments to a job application process to permit an individual with a disability to be considered for a job (such as providing application forms in alternative formats like large print or Braille);
- (2) modifications or adjustments to enable a qualified individual with a disability to perform the essential functions of the job (such as providing sign language interpreters); and
- (3) modifications or adjustments that enable employees with disabilities to enjoy equal benefits and privileges of employment (such as removing physical barriers).

i. Reassignment - . A form of reasonable accommodation that, absent undue hardship, is provided to employees (not applicants) who, because of a disability, can no longer perform the essential functions of their job, with or without reasonable accommodation. Reassignments are made only to vacant positions and to employees who are qualified for the new position. If the employee is qualified for the position, he/she will be noncompetitively reassigned to the job.

j. Receiving Official - The official designated to officially receive a request for reasonable accommodation from an employee or applicant (or an individual acting on his/her behalf), determine who will handle the request (the Deciding Official), and monitor the request until it is closed out. Within FLETC, the EEO Officer will be the Receiving Official.

k. Request for Reasonable Accommodation - A statement that an individual needs an adjustment or change at work, in the application process, or in a benefit or privilege of employment for a reason related to a medical condition.

l. Requester - A qualified employee or applicant with a disability, or an individual acting on his/her behalf, who requests reasonable accommodation.

m. Undue Hardship - Significant difficulty or expense when considered in light of factors such as the agency's size, financial resources, and the nature and structure of the position. Determination of undue hardship is always made on a case-by-case basis, considering factors that include the nature and cost of the reasonable accommodation needed and the impact of the reasonable accommodation on the operations of the agency.

5. Requesting Reasonable Accommodation

An employee may make a request for accommodation to his/her Supervisor, the EEO Officer, or the Human Resources Officer who will be responsible for forwarding the request to the Deciding Official, and monitor the request through closure.

- (1) Requests for accommodation may be made either orally or in writing, by memo, handwritten note or e-mail. In some cases, employees may be asked to follow up an oral request with a written confirmation. A sample request form is provided in Appendix A.
- (2) The request does not have to use any special words, such as “reasonable accommodation,” “disability,” or “Rehabilitation Act.” An individual with a disability may request a reasonable accommodation even if he/she has not previously disclosed the existence of a disability.
- (3) The employee may make the request for accommodation to his/her supervisor, the EEO Officer; or the Human Resources Office. Outside applicants may request accommodation from the EEO Officer, the FLETC Human Resources Office, or the Human Resources staff person with whom the applicant has contact in connection with the application process.
- (4) A family member, friend, health professional, or other representative may request a reasonable accommodation on behalf of an employee or applicant with a disability. The request shall be made to one of the same persons to whom the employee or applicant would make the request. To the extent possible, an individual with a disability should be contacted to confirm that he/she in fact wants a reasonable accommodation. The individual may refuse to accept an accommodation that is not needed.

6. Written Confirmations

Within 5 days of receipt of a request, a written confirmation will be sent to the requestor. Confirmations will be made by memorandum, e-mail or FAX. A sample written confirmation is provided as Appendix B.

The confirmation merely verifies receipt of the request, not the decision on the accommodation. A written confirmation is not required each time an individual needs a reasonable accommodation on a recurring basis (e.g., the assistance of sign language interpreters or readers). The written form is required only for the first request although appropriate notice must be given each time the accommodation is needed. The agency will not wait for the written confirmation to be submitted before processing a request.

7. Determining Who Will Handle the Request

Deciding Officials have the principal responsibility for identifying possible accommodations and for determining whether an accommodation will be provided. In those cases where the disability, the need for accommodation, and the type of accommodation that should be provided are clear, extensive discussions are not necessary. Even so, the Deciding Official and requesting individual should talk to each other to make sure that there is a full exchange of relevant information.

Depending on whether the request is initiated by an employee or an applicant, or the type of accommodation being requested, the following could apply:

- (1) requests for accommodation from applicants will be handled by the Branch Chief, Staffing, Human Resources Division, who is responsible for the

recruitment and/or selection process;

(2) requests for accommodation from employees will normally be handled by the requesting employee's immediate supervisor;

(3) the EEO Officer will coordinate between the appropriate divisions the handling of a request for accommodation if it involves the removal of an architectural barrier, accessible parking, or materials in alternative formats;

(4) the Division Chief, Assistant Director, or his/her designee will handle a request where the accommodation involves a personnel action, provision of adaptive equipment, a reader or sign language interpreter, etc.

In addition, the Persons with Disabilities Program Manager will be available, as needed, to provide assistance to employees and decisions makers in processing requests.

The EEO Officer will be responsible for monitoring the process to ensure that prescribed time frames are being met and for identifying back-up coverage to continue receiving, processing, and providing reasonable accommodations when Deciding Officials are unavailable.

All Decision Makers will ensure designated back-ups are identified in order to continue receiving, processing, and providing reasonable accommodation when the Decision Maker is unavailable. The time frames will not be suspended or extended because of the unavailability of the Deciding Official.

8. The Interactive Process

Communication is a priority throughout the entire process. The FLETC Decision Maker will have the principal responsibility for identifying possible accommodations, including consulting appropriate resources for assistance. The employee requesting the accommodation should also participate in helping to identify an effective accommodation. Resources which are available to help both the Decision Maker and the individual requesting the accommodation to identify possible accommodations are listed in Appendix C. The EEO Officer and the Persons with Disabilities Program Manager are also available to provide assistance.

9. Reassignment as an Accommodation

Reassignment will only be considered as a reasonable accommodation if a determination is made that no other reasonable accommodations are available to enable the individual to perform his or her current job, or if the only effective accommodation would cause undue hardship.

In considering whether there are positions available for reassignment, the Deciding Official will work with the Human Resource Office and other appropriate FLETC management staff, as well as with the individual requesting the accommodation to identify:

- (1) all vacant positions for which the employee may be qualified, with or

without reasonable accommodation; and

(2) all positions which may become vacant over the next 60 business days and for which the employee may be qualified.

FLETC will first focus on positions, which are equivalent to the employee's current job in terms of pay, status, and other relevant factors. If there is no vacant equivalent position, FLETC will consider vacant lower level positions for which the individual is qualified.

10. Confidentiality Requirements Regarding Medical Information Obtained in the Reasonable Accommodation Process.

FLETC is entitled to know that an employee or applicant has a covered disability that requires a reasonable accommodation. In some cases the disability and need for accommodation will be obvious or otherwise already known to the Deciding Official. In these cases, further medical information will not be sought. However, when a disability and/or need for reasonable accommodation is not obvious or otherwise already known to the Deciding Official, FLETC may require that the individual provide documentation about the disability and his or her functional limitations.

If the Deciding Official believes that medical information is necessary in order to evaluate a request for reasonable accommodation, he/she will consult with Legal Counsel, the Human Resources/Labor Relations Officer, and the EEO Officer to make a determination as to whether medical documentation is necessary and, if so, the Labor Relations Officer will request the necessary medical information. If it is not necessary, the request for accommodation will be returned promptly to the Deciding Official to complete the processing.

If a determination is made to seek medical information, information will be requested sufficient to substantiate that the individual has a Rehabilitation Act disability and needs the reasonable accommodation requested. Documentation unrelated to the disability claimed will not be requested. Requests for medical information will follow the requirements set forth in EEOC's *Enforcement Guidance: Disability-Related Inquiries and Medical Examinations of Employees Under the Americans with Disabilities Act* (available on EEOC's internet site at www.eeoc.gov).

The Labor Relations Officer will seek information or documentation about the disability and/or functional limitations from the individual, and/or ask the individual to obtain such information from an appropriate professional, such as a doctor, social worker, or rehabilitation counselor. In order to get the most helpful possible information, all requests for information should describe the nature of the job, the essential functions the individual is expected to perform, and any other relevant information. The EEO Officer will work with the Deciding Official, Human Resources Office, FLETC's Legal Counsel, etc. in seeking appropriate information.

Once the medical documentation is received, the Labor Relations Officer will coordinate the evaluation of the documentation, with the Deciding Official, Human Resources Office staff, FLETC's Legal Counsel, a physician (at the FLETC's expense) or any other official designated by FLETC, if necessary. If the information provided by the health professional (or the information volunteered by the individual requesting the

accommodation) is insufficient to enable a determination be made, the Labor Relations Officer may ask for further information. When this is necessary, the Labor Relations Officer will explain to the individual seeking the accommodation, in specific terms, why the information provided is insufficient, what additional information is needed, and why it is necessary for a determination of the reasonable accommodation request. The individual may then ask the health care or other appropriate professional to provide the missing information.

Alternatively, the Labor Relations Officer and the individual requesting the accommodation may agree that the individual will sign a limited release, and that the FLETC may thereafter submit a list of specific questions to the individual's health care professional or may otherwise contact the individual's doctor.

If, after a reasonable period of time, there is still not sufficient information to demonstrate that the individual has a disability and needs a reasonable accommodation, it may be requested that the individual be examined by a physician chosen by the FLETC. This expense will be paid by the FLETC.

The Labor Relations Officer will let the Deciding Official know whether the documentation demonstrates that a reasonable accommodation is appropriate and provide, if necessary, any additional relevant information about the individual's functional limitations.

In some cases, the individual requesting the accommodation will supply medical information directly to the Deciding Official without being asked. In these cases, the Deciding Official will consider such documentation and if additional information is needed, the Deciding Official will work with the Labor Relations Officer or his/her designee as set forth in this section.

Failure by the individual to provide appropriate documentation or to cooperate in the efforts to obtain such documentation can result in a denial of the request for reasonable accommodation.

All medical information, including information about functional limitations and reasonable accommodation needs, obtained in connection with a request for reasonable accommodation must be kept **confidential**. The information shall be kept in files separate from the individual's personnel file. In addition, employees who obtain or receive such information are strictly bound by these confidentiality requirements. The information may be disclosed **only** to the following individuals:

- (1) Supervisors and managers **who need to know** (including the Deciding Official who requested that the medical information be obtained) may be told about necessary restrictions on the work or duties of the employee and about the necessary accommodation(s), but medical information should only be disclosed if absolutely necessary.
- (2) First aid and safety personnel, when appropriate, if the disability might require emergency treatment.
- (3) Government officials when the information is necessary to investigate Department or FLETC compliance with the Rehabilitation Act.
- (4) In certain circumstances, to workers' compensation offices or

insurance carriers.

Whenever medical information is disclosed, the individual disclosing the information must inform the recipients of the information about the confidentiality requirements that attach to it.

11. Time Frames for Processing Requests and Providing Reasonable Accommodations.

a. Requests Not Involving Extenuating Circumstances

If the request does not require that supporting medical information be obtained, the request shall be processed and the accommodation, if granted, shall be provided as soon as possible but no more than **20 business days** from the date of the oral or written request is received by the Deciding Official.

If the request requires that supporting medical information be obtained to determine whether the requesting individual has a disability and/or to identify the functional limitations, the following will apply:

(1) The Deciding Official will make such request to the Labor Relations Officer after his/her receipt of the request for accommodation.

(2) If it is determined that medical information is not needed, the 20-day time period resumes as soon as the Labor Relations Officer notifies the Deciding Official that he/she can continue processing the request.

(3) If the designated FLETC official determines that medical documentation is needed, the decision shall be made and the accommodation, if granted, shall be provided within 20 business days from the date the relevant information is given to the Deciding Official.

(4) Examples of accommodations that can easily be provided within the time frame include:

(4a) An employee with diabetes who sits in an open area asks for four breaks a day to test his/her blood sugar levels so that he/she may do these tests in private.

(4b) An employee, who takes anti-depressants that make it hard for him/her to get up in time to get to the office at 9:00 a.m., requests that he/she be allowed to start work at 10:00 a.m. and still put in an 8-hour day.

(4c) A supervisor distributes detailed agendas at the beginning of each staff meeting. An employee with a learning disability asks that the agenda be distributed ahead of time because the disability makes it difficult to read and he/she needs more time to prepare.

b. Request Involving Extenuating Circumstances

When extenuating circumstances are present, the time for processing a request for reasonable accommodation and providing the accommodation will be extended as reasonably necessary. Extensions will be rare. The following are

examples of extenuating circumstances:

- (1) The purchase of equipment may take longer than 20 business days because of requirements under the Federal Acquisition Regulation and EEOC Order 360.001, Acquisition Policies and Procedures.
- (2) Equipment must be back-ordered, the vendor cannot promptly supply the needed goods or services and another vendor is not immediately available.
- (3) The employee with a disability needs to try working with equipment on a trial basis to ensure that it is effective before the FLETC buys the equipment.
- (4) New staff needs to be hired or contracted for, or an accommodation involves the removal of architectural barriers.
- (5) There is an outstanding initial or follow-up request for medical information, or medical information is being evaluated.

Where extenuating circumstances are present, the Deciding Official must notify the individual, in writing, of the reason for the delay, and the approximate date on which a decision, or provision of the reasonable accommodation, is expected. Any further developments or changes should also be communicated promptly to the individual. If there is a delay in providing an accommodation that has been approved, the Deciding Official must decide whether temporary measures can be taken to assist the employee. This could include providing the requested accommodation on a temporary basis or providing a less effective form of accommodation. In addition, the Deciding Official may provide measures that are not reasonable accommodations within the meaning of the law (e.g., temporary removal of an essential function) if:

- (1) they do not unreasonably interfere with the FLETC's operations; and
- (2) the employee is clearly informed that they are being provided only on a temporary, interim basis.

For example, there may be a delay in receiving adaptive equipment for an employee with a vision impairment. During the delay, the supervisor might arrange for a contract employee to act as a reader. This temporary measure may not be as effective as the adaptive equipment, but it will allow the employee to perform as much of the job as possible until the equipment arrives.

If a delay is attributable to the need to obtain or evaluate medical documentation and it has not yet determined that the individual is entitled to an accommodation, the FLETC may also provide an accommodation on a temporary basis. In such a case, the Deciding Official will notify the individual in writing that the accommodation is being provided on a temporary basis pending a decision on the accommodation request. Deciding Officials who approve such temporary measures are responsible for assuring that they do not take the place of a permanent accommodation and that

all necessary steps to secure the permanent accommodation are being taken.

12. Expedited Processing

In certain circumstances, a request for reasonable accommodation requires an expedited review and decision in a time frame that is shorter than the 20 business days discussed previously. This includes where a reasonable accommodation is needed:

a. To enable an applicant to apply for a job. Depending on the timetable for receiving applications, conducting interviews, taking tests, and making hiring decisions, there may be a need to expedite a request for reasonable accommodation in order to ensure that an applicant with a disability has an equal opportunity to apply for a job. The applicant is responsible for making timely notice of the requested accommodation to the Human Resources Office, when such an accommodation is needed.

b. To enable an employee to attend a meeting scheduled to occur shortly. For example, an employee may need a sign language interpreter for a meeting scheduled to take place in 5 days.

13. Granting or Denying a Reasonable Accommodation Request

a. Granting a Reasonable Accommodation Request. As soon as the Deciding Official determines that a reasonable accommodation will be provided, that decision should be immediately communicated to the individual. If the accommodation cannot be provided immediately, the Deciding Official must inform the individual of the projected time frame for providing the accommodation. This notice does not need to be in writing, however, the EEO Officer must be notified (via email, telephone, etc.) in order to maintain the required information for reporting purposes.

b. Denial of Reasonable Accommodation Request. As soon as the Deciding Official determines that a request for reasonable accommodation will be denied, he/she must issue a written decision to the individual who requested the accommodation, with a copy to the FLETC EEO Officer and FLETC Legal Counsel Office. The explanation for the denial should be written in plain language, clearly stating the specific reasons for the denial.

Where the Deciding Official has denied a specific requested accommodation, but offered to make a different one in its place which was not agreed to during the interactive process, the denial notice should explain both the reasons for the denial of the requested accommodation and the reasons that the Deciding Official believes the chosen accommodation will be effective.

Denial of a request for reasonable accommodation must include specific reasons for the denial, for example, why the accommodation would not be effective or why it would result in undue hardship, and may include the following:

- (1) Providing the requested accommodation would result in undue hardship. Before reaching this determination, the Deciding Official must have explored whether other effective accommodations exist which would not impose undue hardship and therefore can be provided.

(1a) A determination of undue hardship means that the FLETC finds that a specific accommodation would result in significant difficulty or expense, or would fundamentally alter the nature of the FLETC's operations. When evaluating budgetary or administrative concerns to determine if undue hardship exists, the FLETC will follow the standards outlined in the regulations and in the EEOC's *"Enforcement Guidance on Reasonable Accommodation and Undue Hardship Under the Americans with Disabilities Act."*

(2) Medical documentation is inadequate to establish that the individual has a disability and/or needs a reasonable accommodation.

(3) The requested accommodation would require the removal of an essential function.

(45) The requested accommodation would require the lowering of a performance or production standard.

The written notice of denial must also inform the individual that he/she has the right to file an EEO complaint and may have rights to pursue Merit Systems Protection Board and administrative or negotiated grievance procedures. The notice must also explain the FLETC procedures available for alternative dispute resolution (ADR).

14. Appeals Process

If an individual wishes reconsideration, he/she should first ask the Deciding Official to reconsider the decision. The individual may present additional information in support of his/her request. The Deciding Official will respond to the request for reconsideration within **five business days**.

If the Deciding Official does not reverse the decision, the individual may appeal the decision. The appeal shall be decided by the Assistant Director (or his/her designee) of the Directorate of the Deciding Official. A response to the appeal will be issued to the individual within **ten business days**.

In some cases, the Assistant Director may determine that the reconsideration process would be aided by Alternative Dispute Resolution. The FLETC ADR procedures, including time limits for statutory claims, will apply.

Executive Order 13164 does not create new rights for applicants or employees; nor does it limit an individual's rights under the Rehabilitation Act. The policies and requirements described in this handbook are in addition to statutory protections for persons with disabilities and the remedies they provide for the denial of requests for reasonable accommodation. Requirements governing the initiation of statutory claims, including time frames for filing such claims, remain unchanged. An individual who chooses to pursue statutory remedies for denial of reasonable accommodation must comply with the following:

- (1) EEO Complaint.** Contact an EEO counselor within 45 days from the date of receipt of the written notice of denial;
- (2) Collective Bargaining Claim.** File a grievance in accordance with the provisions of the controlling Collective Bargaining Agreement;
- (3) Administrative Claim.** File a grievance in accordance with the provisions of the administrative grievance procedures; or
- (4) MSPB Appeal.** Initiate an appeal within 30 days of an appealable adverse action as defined in 5 C.F.R. 1201.3.

15. Information Tracking and Reporting

The FLETC EEO Officer will prepare and submit to the Office of Equal Opportunity Program annually, a report containing the following information:

- (1) the number of reasonable accommodations, by type, that have been requested in the application process and whether those requests have been granted or denied;
- (2) the jobs (occupational series, grade level, and Division component) for which reasonable accommodations have been requested;
- (3) the types of reasonable accommodations that have been requested for each of those jobs;
- (4) the number of reasonable accommodations, by type, for each job that have been approved, and the number of accommodations, by type, that have been denied;
- (5) the number of requests for reasonable accommodations, by type, that relate to the benefits or privileges of employment, and whether those requests have been granted or denied;
- (6) the reasons for denial of requests for reasonable accommodation;
- (7) the amount of time taken to process each request for reasonable accommodation; and
- (8) the sources of technical assistance that have been consulted in trying to identify possible reasonable accommodations.
- (9) In addition, the report shall provide a qualitative assessment of the FLETC's reasonable accommodation program, including any recommendations for improvement of the FLETC's reasonable accommodation policies and procedures.

The FLETC EEO office will maintain all records related to accommodation requests for three (3) years or the duration of the employee's tenure with the agency whichever is longer.

APPENDIX A: SAMPLE REASONABLE ACCOMMODATION REQUEST FORM

Request for Reasonable Accommodation

Applicant/Employee Name	Office Location and Address
Occupational Series and Grade (e.g., GS-301-11)	Office Telephone Number

Briefly describe the medical condition requiring accommodation.

Briefly describe the specific accommodation being requested. (If additional space is needed, attach a separate sheet.)

Appendix B: Reasonable Accommodation Resources

U.S. Equal Employment Opportunity Commission

1-800-669-3362 (Voice) 1-800-800-3302 (TT)

The EEOC Publication Center has many free documents on the Title I employment provisions of the ADA, including both the statute, 42 U.S.C. 12101 et seq. (1994), and the regulations, 29 C.F.R. 1630 (1997). In addition, the EEOC has published a great deal of basic information about reasonable accommodation and undue hardship. The two main sources of interpretive information are:

- (1) the Interpretive Guidance accompanying the Title I regulations (also known as the “Appendix” to the regulations), 29 C.F.R. pt. 1630 app. 1630.2(o), (p), 1630.9 (1997), and
- (2) A Technical Assistance Manual on the Employment Provisions (Title I) of the Americans with Disabilities Act III, 8 FEP Manual (BNA) 405:6981, 6998-7018 (1992). The Manual includes a 200-page Resource Directory, including federal and state agencies, and disability organizations that can provide assistance in identifying and locating reasonable accommodations.

EEOC also has discussed issues involving reasonable accommodation in the following guidance and documents:

- (1) Enforcement Guidance: Pre-employment Disability-Related Questions and Medical Examinations at 5, 6-8, 20, 21-22, 8 FEP Manual (BNA) 405:7191, 7192-94, 7201 (1995);
- (2) Enforcement Guidance: Workers’ Compensation and the ADA at 15-20, 8 FEP Manual (BNA) 405:7391, 7398-7401 (1996);
- (3) Enforcement Guidance: The Americans with Disabilities Act and Psychiatric Disabilities at 19-28, 8 FEP Manual (BNA) 405:7461, 7470-76 (1997);
- (4) Fact Sheet on the Family and Medical Leave Act, the Americans with Disabilities Act, and Title VII of the Civil Rights Act of 1964 at 6-9, 8 FEP Manual (BNA) 405:7371, 7374-76 (1996); and
- (5) Enforcement Guidance: Disability-Related Inquiries and Medical Examinations of Employees Under the Americans with Disabilities Act at 20, 22, 23, 24-5, 8 FEP Manual (BNA) 405:7701, 7711, 7712-14, 7715-16 (2000).

All of the above-listed documents, with the exception of the ADA Technical Assistance Manual and Resource Directory, are also available through the Internet at

<http://www.eeoc.gov>.

Job Accommodation Network (JAN)

1-800-232-9675 (Voice/TT)

<http://janweb.icdi.wvu.edu/>.

A service of the President's Committee on Employment of People with Disabilities. JAN can provide information, free-of-charge, about many types of reasonable accommodations.

ADA Disability and Business Technical Assistance Centers (DBTACs)

1-800-949-4232 (Voice/TT)

The DBTACs consist of 10 federally funded regional centers that provide information, training, and technical assistance on the ADA. Each center works with local business, disability, governmental, rehabilitation, and other professional networks to provide current ADA information and assistance, and places special emphasis on meeting the needs of small businesses. The DBTACs can make referrals to local sources of expertise in reasonable accommodations.

Registry of Interpreters for the Deaf

(301) 608-0050 (Voice/TT)

The Registry offers information on locating and using interpreters and transliteration services.

RESNA Technical Assistance Project

(703) 524-6686 (Voice) (703) 524-6639 (TT)

<http://www.resna.org/>

RESNA, the Rehabilitation Engineering and Assistive Technology Society of North America, can refer individuals to projects in all 50 states and the six territories offering technical assistance on technology-related services for individuals with disabilities.

Services may include:

- (1) information and referral centers to help determine what devices may assist a person with a disability (including access to large data bases containing information on thousands of commercially available assistive technology products);
- (2) centers where individuals can try out devices and equipment;
- (3) assistance in obtaining funding for and repairing devices; and
- (4) equipment exchange and recycling programs.