

Reasonable Accommodations Procedures for Individuals with Disabilities

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I. ACF Policy on Reasonable Accommodation

ACF's policy is to fully comply with the reasonable accommodation requirements of the Rehabilitation Act of 1973, as amended. Under the law, federal agencies must provide reasonable accommodation to qualified employees or applicants with disabilities, unless to do so would cause undue hardship. ACF is committed to providing reasonable accommodations to its employees and applicants for employment in order to assure that individuals with disabilities enjoy full access to equal employment opportunity at ACF. ACF provides reasonable accommodations:

- When an applicant with a disability needs an accommodation in order to be considered for a job;
- When an employee with a disability needs an accommodation to enable him or her to perform the essential functions of the job or to gain access to the workplace; and
- When an employee with a disability needs an accommodation to enjoy equal benefits and privileges of employment.

ACF will process requests for reasonable accommodation, and where appropriate provide reasonable accommodations, in a prompt, fair and efficient manner.

In order to implement this policy, ACF has a centralized fund to pay for reasonable accommodations. In addition, ACF has designated a Reasonable Accommodations Coordinator from the Office of Diversity Management and Equal Employment Opportunity (ODME). ODME has direct administrative responsibility for the program nation-wide. Supervisors and managers in ACF may take steps, as appropriate, beyond those required by reasonable accommodation procedures.



Definition of Key Terms

- **Reasonable Accommodation:** Any change in the work environment or in the way things are customarily done that would enable a qualified individual with a disability to enjoy equal employment opportunities.

Reasonable accommodations may be:

1. Modifications or adjustments to a job application process that enable a qualified applicant with a disability to be considered for the position such qualified applicant desires; or
 2. Modifications or adjustments to the work environment, or to the manner or circumstances under which the position held or desired is customarily performed, that enable a qualified individual with a disability to perform the essential functions of that position; or
 3. Modifications or adjustments that enable a covered entity's employee with a disability to enjoy equal benefits and privileges of employment as are enjoyed by its other similarly situated employees without disabilities.
- **Decision Maker:** The person who decides whether to grant or deny the request for accommodation.
 - **Individual with a Disability:** A person who has a physical or mental impairment that substantially limits one or more major life activities; has record of such impairment; or is regarded as having such impairment.
 - **“Physical and/or mental impairment”** refers to:
 - Any physiological disorder or condition, cosmetic disfigurement, or anatomical loss affecting one or more body systems, such as neurological, musculoskeletal, special sense organs, respiratory (including speech organs),



- cardiovascular, reproductive, digestive, genitourinary, immune, circulatory, hemic, lymphatic, skin, and endocrine; or
- Any mental or psychological disorder, such as an intellectual disability (formerly termed “mental retardation”), organic brain syndrome, emotional or mental illness, and specific learning disabilities.
 - **“Major life activities”** include but are not limited to:
 - Caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, sitting, reaching, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, interacting with others, and working; and
 - The operation of a major bodily function, including functions of the immune system, special sense organs and skin; normal cell growth; and digestive, genitourinary, bowel, bladder, neurological, brain, respiratory, circulatory, cardiovascular, endocrine, hemic, lymphatic, musculoskeletal, and reproductive functions. The operation of a major bodily function includes the operation of an individual organ within a body system.
 - **“Record of impairment”** means that an individual has a history of, or has been classified as having, a mental or physical impairment that substantially limits one or more major life activities.
 - **“Is regarded as having impairment”** means that individuals, including supervisors, managers and/or employees, believe that the individual has a disability, whether the individual actually has a disability or not.
 - **Qualified Individual with a Disability:** An individual with a disability is considered “qualified” if the individual can perform the essential functions of the position held or desired with or without reasonable accommodation. ACF is required, absent undue hardship, to provide reasonable accommodation to an



otherwise qualified individual with a substantially limiting impairment or a “record of” such an impairment. However, ACF is not required to provide an accommodation to an individual who meets the definition of disability solely under the “regarded as” prong.

- **Essential Functions:** Those job duties that are so fundamental to the position that the individual holds or desires that s/he 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 it. 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.
- **Reassignment:** A reassignment is 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, s/he will be reassigned to the job and will not have to compete for it.
- **Undue Hardship:** If a specific type of reasonable accommodation causes significant difficulty or expense, then ACF does not have to provide that particular accommodation. 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.



The only statutory limitation on an employer's obligation to provide "reasonable accommodation" is that no such change or modification is required if it would cause "undue hardship" to the employer. "Undue hardship" means significant difficulty or expense and focuses on the resources and circumstances of the particular employer in relationship to the cost or difficulty of providing a specific accommodation. Undue hardship refers not only to financial difficulty, but to reasonable accommodations that are unduly extensive, substantial, or disruptive, or those that would fundamentally alter the nature or operation of the business. An employer must assess on a case-by-case basis whether a particular reasonable accommodation would cause undue hardship. The ADA's "undue hardship" standard is different from that applied by courts under Title VII of the Civil Rights Act of 1964 for religious accommodation.

II. Requests for Reasonable Accommodation

A request for reasonable accommodation is 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. **The reasonable accommodation process begins as soon as the request for accommodation is made.**

A 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 whenever s/he chooses, even if s/he has not previously disclosed the existence of a disability. Any ACF employee or applicant may consult the Reasonable Accommodations Coordinator for further information or assistance in connection with requesting or processing a request for reasonable accommodation. The ACF Reasonable Accommodations Coordinator may be contacted at (202) 401-5500.

Requestors:



- An **employee** may request a reasonable accommodation orally or in writing from his/her supervisor. Requests for reasonable accommodation do not need to be in writing. Individuals may request accommodations in conversation or may use any other mode of communication. An employer may choose to write a memorandum or letter confirming the individual's request. Alternatively, an employer may ask the individual to fill out a form or submit the request in written form, but the employer cannot ignore the initial request. An employer also may request reasonable documentation that the individual has an ADA disability and needs a reasonable accommodation.
- A **job applicant** can request reasonable accommodation orally or in writing from the Human Resources Management (HR) Specialists, individual hiring managers, selective placement coordinators, or other HHS-ACF employees with whom s/he has contact in connection with the application process. The Program Support Center (PSC) is responsible for training staff that is involved in the application process to recognize requests for reasonable accommodation and to handle them appropriately.
- A **family member, health professional, or other representative** may request an accommodation on behalf of an ACF employee or applicant. The request should go to the same person to whom the employee or applicant would make the request. The agency should confirm with the individual that they do want a reasonable accommodation.

III. Written Requests for Record Keeping Purposes

To enable ACF to keep accurate records regarding requests for accommodation, employees seeking a reasonable accommodation should follow up an oral request either by completing the attached "Confirmation of Request for Reasonable Accommodation" form or otherwise confirming their request in writing (including by e-mail) to their immediate supervisor. If an individual with a disability requires



assistance with this requirement, the Reasonable Accommodations Coordinator will provide that assistance.

While the written confirmation should be made as soon as possible following the request, it is not a requirement for the request itself. ACF will begin processing the request as soon as it is made, whether or not the confirmation has been provided.

A written confirmation is not required when an individual needs a reasonable accommodation on a repeated basis (e.g., the assistance of sign language interpreters or readers). The written form is required only for the first request; however, 5-business day notice must be given each time the accommodation is needed.

IV. Determining the Decision Maker

The person who decides whether to grant or deny the request for accommodation will be referred to as the "decision maker." For an applicant, the decision maker is the Program Support Center (PSC) Personnel Officer or his/her designee. For employees, the decision maker is the immediate supervisor. In addition, the Reasonable Accommodations Coordinator will be available, as needed, to provide assistance to employees and decision makers in processing requests.

V. The Interactive Process

When the type of accommodation needed cannot be immediately determined, it is important for the individual and the decision maker to talk to each other about the request, including exploring together options or alternatives for meeting the employee's accommodation needs. While the decision maker has the primary responsibility for identifying possible accommodations, the employee requesting the accommodation, should also participate to the extent possible in helping to identify an effective accommodation. Communication is a priority throughout the entire process. Resources which are available to help both the decision maker and the



individual requesting the accommodation to identify possible accommodations are listed in Appendix A. The Reasonable Accommodations Coordinator is also available to provide assistance.

- When a request for accommodation is made by a third party, the decision maker should, if possible, confirm with the applicant or employee with a disability that s/he, in fact, wants a reasonable accommodation before proceeding. It may not be possible to confirm the request if the employee has, for example, been hospitalized in an acute condition. In this situation, ACF will process the third party's request and will consult directly with the individual needing the accommodation as soon as it is practicable.
- On-going communication is particularly important where the specific limitation, problem, or barrier is unclear; where an effective accommodation is not obvious; or where the parties are considering different possible reasonable accommodations. In those cases where the disability, the need for accommodation, and the type of accommodation which should be provided are clear, extensive discussions are not necessary. Even so, the decision maker and requesting individual should talk to each other to make sure that there is a full exchange of relevant information.
- The decision maker or any other ACF official who receives information in connection with a request for reasonable accommodation may share information connected with that request with other agency officials only when the agency official(s) need to know the information in order to make determinations on a reasonable accommodation request. (See Section VII for specific rules governing the confidentiality of medical information.) For example, the Office of Information Services (OIS) will typically be consulted in connection with requests for adaptive equipment for computers. However, OIS has no need to know any information about the medical condition of the person seeking the accommodation. It only



needs to know his or her functional limitations insofar as these limitations affect technology needs.

- There are specific considerations in the interactive process when responding to a request for reassignment. Reassignments will only be made to positions having no greater promotion potential, if any, than the position from which the individual is vacating.
- Reassignment will only be considered if no 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 immediate supervisor will work with both the Program Support Center (PSC) Personnel Officer and the individual requesting the accommodation to identify: (1) all vacant positions within the agency for which the employee may be qualified, with or without reasonable accommodation; and (2) all positions which the PSC has reason to believe will become vacant over the next 60 business days and for which the employee may be qualified. The agency 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, ACF will consider vacant lower level positions for which the individual is qualified.
- Reassignment may be made to a vacant position outside of the employee's commuting area if the employee is willing to relocate. As with other transfers not required by management, ACF will not pay for the employee's relocation costs.



VI. Requests for Medical Information

ACF 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 decision maker. In these cases, ACF will not seek any further medical information. However, when a disability and/or need for reasonable accommodation is not obvious or otherwise already known to the decision maker, the individual must provide reasonable documentation about the disability and his or her functional limitations.

- Medical information provided must be sufficient to substantiate that the individual has a Rehabilitation Act disability and needs the reasonable accommodation requested. ACF's requests for additional medical information will follow the requirements set forth in the Equal Employment Opportunity Commission'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).
- Once the medical documentation is received, the ODME staff person, in consultation with the Federal Occupation Health (FOH) Service, Medical Employability Program medical consultants will evaluate and contact the medical provider to provide recommendations within 30 days of receipt of the request to the ACF ODME staff person.
- If the medical documentation provided is insufficient to determine whether an accommodation is appropriate, the decision maker (in consultation with the ODME staff person) may ask for further information. The decision maker will explain to the individual seeking the accommodation in specific terms, why the information which has been provided is insufficient, what additional information is needed, and why it is necessary for a determination of the reasonable accommodation request.



- 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, the individual may be examined by a physician chosen by ACF.

The failure to provide appropriate documentation or to cooperate in ACF's efforts to obtain such documentation may result in a denial of the reasonable accommodation.

VII. Confidentiality Requirements for Medical Information

Under the Rehabilitation Act, medical information obtained in connection with the reasonable accommodation process must be kept confidential. This means that all medical information, including information about functional limitations and reasonable accommodation needs, that ACF obtains in connection with a request for reasonable accommodation must be kept in files separate from the individual's personnel file. It also means that any ACF employee who obtains or receives such information is strictly bound by these confidentiality requirements.

- The Reasonable Accommodations Coordinator will maintain custody of all records obtained or created during the processing of a request for reasonable accommodation, including medical records, and will respond to all requests for disclosure of the records. All records will be maintained in accordance with the Privacy Act and the requirements of 29 C.F.R. Part 1611 and EEOC Order 150.003.
- This information may be disclosed only as follows:
 - Supervisors and managers who need to know 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 strictly necessary.
 - First aid and safety personnel may be informed, when appropriate, if the disability might require emergency treatment;



- Government officials may be given information necessary to investigate the agency's compliance with the Rehabilitation Act; and
- The information may in certain circumstances be disclosed 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.

VIII. Time Frames for Processing Requests and Providing Reasonable Accommodation

ACF will process requests for reasonable accommodation and provide accommodations, where they are appropriate, in as short a time frame as reasonably possible. ACF recognizes, however, that the time necessary to process a request will depend on the nature of the accommodation requested and whether it is necessary to obtain supporting information.

- If a request for an accommodation can be processed by the requesting employee's supervisor, the request shall be processed in no more than 15 business days from the date the supervisor receives the request, and sooner, if possible. Failure to respond promptly to a request may result in violation of the Rehabilitation Act.
- If the decision maker believes that it is necessary to obtain medical information to determine whether the requesting individual has a disability and/or to identify the functional limitations, the decision maker will consult the Reasonable Accommodations Coordinator as soon as possible after his or her receipt of the request for accommodation, but before the expiration of the 15-day period. ACF recognizes that the need for documentation may not become apparent until after the interactive process has begun.



- If the decision maker requests additional medical information, the 15-day period is frozen. The 15-day time period resumes as soon as the additional documentation is received.
- If the additional medical documentation is provided, the decision shall be made and the accommodation, if granted, will be provided within 15 business days from the date the decision maker receives the relevant information.
- Expedited processing: In certain circumstances, a request for reasonable accommodation requires an expedited review and decision in a timeframe that is shorter than 15 business days, such as:
 - 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.
 - 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.
- Extenuating Circumstances: These are factors that could not reasonably have been anticipated or avoided in advance of the request for accommodation. When extenuating circumstances are present, the time for processing a request for reasonable accommodation and providing the accommodation will be extended as reasonably necessary. It is ACF's policy that extensions based on extenuating circumstances should be limited to situations where they are strictly necessary. All ACF staff is expected to act as quickly as reasonably possible in processing requests and providing accommodations.



Where extenuating circumstances are present, the decision maker must notify the individual 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 which has been approved, the decision maker must investigate whether temporary measures can be taken to assist the employee. This could include providing a less effective form of accommodation. In addition, the decision maker may provide measures that are not reasonable accommodations within the meaning of the law if: (1) they do not interfere with the operations of the Agency; 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 disability. During the delay, the supervisor might arrange for other employees to act as readers. 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 ACF has not yet determined that the individual is entitled to an accommodation, ACF may also provide an accommodation on a temporary basis. In such a case, the decision maker will notify the individual in writing that the accommodation is being provided on a temporary basis pending a decision on the accommodation request.

ACF decision makers 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.



IX. Granting a Reasonable Accommodation Request

As soon as the decision maker 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 decision maker must inform the individual of the projected time frame for providing the accommodation. These notices are provided in writing.

X. Denial of Reasonable Accommodation Request

As soon as the decision maker determines that a request for reasonable accommodation will be denied, s/he must notify the requestor in writing. The explanation for the denial should be written in plain language, clearly stating the specific reasons for the denial. Where the decision maker 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 decision maker believes that the chosen accommodation will be effective. Reasons for the denial of a request for reasonable accommodation may include the following (keeping in mind that the actual notice to the individual must include specific reasons for the denial, for example, why the accommodation would not be effective or why it would result in undue hardship):

- The requested accommodation would not be effective.
- Providing the requested accommodation would result in undue hardship. Before reaching this determination, the decision maker must consult with the ODME Staff Person to explore whether other effective accommodations exist which would not impose undue hardship and therefore can be provided. A determination of undue hardship means that the ACF finds that a specific accommodation would result in significant difficulty or expense, or would fundamentally alter the nature of ACF's operations. When evaluating budgetary



or administrative concerns to determine if undue hardship exists, ACF will follow the standards enunciated in the "Enforcement Guidance on Reasonable Accommodation and Undue Hardship Under the Americans with Disabilities Act."

- Medical documentation is inadequate to establish that the individual has a disability and/or needs a reasonable accommodation.
- The requested accommodation would require the removal of an essential function.
- The requested accommodation would require the lowering of a performance or production standard.

The written notice of denial also informs the individual that s/he has the right to file an EEO complaint and may have rights to pursue other administrative avenues of redress. The notice also explains ACF's procedures available for informal dispute resolution.

XI. Informal Dispute Resolution

Individuals with disabilities who have been denied a reasonable accommodation are encouraged to pursue reconsideration through the Alternate Dispute Resolution (ADR) process.

Pursuing the ADR process, does not affect the time limits for initiating statutory and collective bargaining claims. An individual's participation in the ADR process does not satisfy the requirements for bringing a claim under EEO or any other administrative avenues of redress.

XII. Information Tracking and Reporting

The decision will provide written notification to the Reasonable Accommodations Coordinator within 10 business days of the decision. The decision maker should



attach any documentation received in connection with the request. The decision must not receive or maintain records. All records will be maintained in accordance with the Privacy Act and the requirements of 29 C.F.R. 1611 of the EEOC Order 150.003.

- The Disability Program Manager will maintain these records for the employee's tenure with ACF or five years, whichever is longer.
- The Disability Program Manager will prepare annually a report to be made available to all employees.
- The Disability Program Manager's annual report will contain the following information presented in the aggregate:
 - The number of reasonable accommodations, by type, that have been requested in the application process and whether those requests have been granted or denied;
 - The jobs (occupational series, grade level, and agency component) for which reasonable accommodations have been requested;
 - The types of reasonable accommodations that have been requested for each of those jobs;
 - 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;
 - 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;
 - The reasons for denial of requests for reasonable accommodation;



- The amount of time taken to process each request for reasonable accommodation; and
- The sources of technical assistance that have been consulted in trying to identify possible reasonable accommodations.
- In addition, the report will provide a qualitative assessment of ACF's reasonable accommodation program, including any recommendations for improvement of ACF's reasonable accommodation policies and procedures.

XIII. Relation of Procedures to Statutory and Collective Bargaining Claims

This policy is in addition to statutory and collective bargaining protections for persons with disabilities and the remedies they provide for the denial of requests for reasonable accommodation. The requirements governing the initiation of statutory and collective bargaining claims, including time frames for filing such claims remain unchanged.

An individual who chooses to pursue statutory or collective bargaining remedies for denial of reasonable accommodation must:

- For an EEO complaint: contact an EEO counselor at the ODME Office within 45 days from the date of receipt of the written notice of denial.
- For a collective bargaining claim, file a written grievance in accordance with the provisions of the Collective Bargaining Agreement; or
- Initiate an appeal to the Merit Systems Protection Board within 30 days of an appealable adverse action as defined in 5 C.F.R. 1201.3.

If a member of the ODME staff has had any involvement in the processing of the request for reasonable accommodation, that staff member shall recuse him or



herself from any involvement in the processing of an EEO counseling contact or complaint in connection with that request.

Inquiries

Questions or inquiries regarding these procedures should be directed to the Reasonable Accommodations Coordinator at (202) 401-5500.

Distribution

These Procedures shall be distributed to all employees upon issuance, and posted on the ACF websites. Copies also will be available in the ODME office and the PSC Personnel Office. These Procedures will be provided in alternative formats, when requested by any ACF employee.



APPENDIX A: Selected Reasonable Accommodation Resources

U.S. Equal Employment Opportunity Commission

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

The EEOC's 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.

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

- 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);
- Enforcement Guidance: Workers' Compensation and the ADA at 15-20, 8 FEP Manual (BNA) 405:7391, 7398-7401 (1996);
- Enforcement Guidance: The Americans with Disabilities Act and Psychiatric Disabilities at 19-28, 8 FEP Manual (BNA) 405:7461, 7470-76 (1997);



- 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
- 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).

Finally, the EEOC has a poster that employers and labor unions may use to fulfill the ADA's posting requirement.

All of the above-listed documents, with the exception of the ADA Technical Assistance Manual and Resource Directory and the poster, are available 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:

- 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),
- Centers where individuals can try out devices and equipment,
- Assistance in obtaining funding for and repairing devices, and
- Equipment exchange and recycling programs.



APPENDIX B

1. (HHS FORM 557) CONFIRMATION OF REQUESTS FOR REASONABLE ACCOMMODATION
2. AUTHORIZATION FOR DISCLOSURE OF INFORMATION
3. MEDICAL EMPLOYABILITY CASE TRANSMITTAL FORM