

## **PROTOCOL FOR DEPARTMENT PROVIDING REASONABLE ACCOMMODATION:**

- 1) Employment of faculty and staff
- 2) Members of the Public

The University of Central Florida provides reasonable accommodation in its programs offerings, employment, and academic settings in accordance with the Americans with Disabilities Act. Separate guidelines exist for responding to the accommodation needs of students; please visit the website of [Student Accessibility Services](#).

Section I of these guidelines pertains to faculty, Administrative & Professional, and USPS support staff members, and applicants for such positions, requesting employment accommodation. Section II pertains to members of the public. These guidelines are designed to inform members of the campus community and the general public regarding accommodation in non-employment, non-academic settings.

Since no accommodation can be granted retroactively, potential requestors are courteously encouraged to contact the university as early as possible so that planning time allows for the best possible outcome.

### **Section I. Accommodation in employment of faculty and staff**

#### **Eligibility**

Any individual who is applying for employment or employed by the University of Central Florida may request accommodation in employment. Individuals are deemed eligible for accommodation if they document one or more conditions that meet the definitions within the Americans with Disabilities Act Amendments Act as well as other parameters within university practice. Those practices include timely interactions with the Reasonable Accommodation Coordinator [see contact information below], participation in development of accommodation strategies, and compliance with work rules and conduct standards, as examples. The Reasonable Accommodation Coordinator is likely to be involved in all situations where long-term considerations are involved, such as employment selection or accommodation decisions.

#### **Arrangements**

Individuals with disabilities may identify a need for accommodation in employment prior to or during interview, at the time of employment, or at any time during their employment. Departments may make accommodations within departmental resources at their own initiative. In many cases, however, accommodation within employment will be approved by the Reasonable Accommodation Coordinator.

Upon receipt of the request in any format, the Reasonable Accommodation Coordinator will arrange for appropriate documentation. In most cases, that means a specific discussion of strategies with the requestor. The employing department is not included in those discussions

until the requestor is deemed eligible for an accommodation and has outlined some strategies for accommodation. At that time, interaction with the department continues until agreement is reached.

The scope of accommodations is established by the functional limitations of the requestor and the duties of the position, so no definitive list is published. Requestors are encouraged to identify strategies that would make them effective in employment and communicate those in accommodation discussions.

### **Format for Requests for Reasonable Accommodation**

Requests for reasonable accommodation may be made in any format appropriate to the requestor's needs. Departments are the final decision-makers with respect to approving or denying employee's reasonable accommodation requests. However, where medical documentation is required or where the department or employee needs additional information or guidance, the Reasonable Accommodation Coordinator should be consulted.

Departments should complete the University's [Report of Reasonable Accommodation](#) form for every accommodation it grants without the involvement of the Reasonable Accommodation Coordinator and send it and the accommodation request (if written) to oie@ucf.edu so that OIE can maintain a record of the accommodation. These documents will be maintained in a confidential file [it is not appropriate to maintain them in an employee's departmental file]. A department must consult with the Reasonable Accommodation Coordinator before it denies any accommodation request. The Reasonable Accommodation Coordinator can provide technical assistance to the department in more complex situations. These may include times where there are issues related to performance appraisals, attendance and leave, or discipline, as examples.

In situations where medical documentation is required or the department or requesting employee requires further information before responding to an accommodation request, the Reasonable Accommodation Coordinator should be consulted. Requesters should complete this [Reasonable Accommodation Request Form](#) and submit it to oie@ucf.edu. Documentation of the disabling condition and the need for an accommodation is generally required unless the condition and the need for the requested accommodation is obvious. The second half of the Reasonable Accommodation Request Form may be used to provide this documentation. Supplemental information may be requested from the requestor, as well. The Reasonable Accommodation Coordinator will determine (1) whether the employee has a "disability" as defined by the Americans with Disabilities Act and (2) whether the documentation supports the accommodation request. The Reasonable Accommodation Coordinator will then lead an Interactive Process with the employee and the department to identify potential accommodations. The Reasonable Accommodation Coordinator will advise the department, but the department will make the final determination as to whether to grant the accommodation. The Reasonable Accommodation Coordinator will maintain a record of the process in a confidential file the contents of which will be shared within the university only on a "need to know" basis.

## **Further information**

The Reasonable Accommodation Coordinator is designated by the university president.

Nancy F. Myers  
Director, Office of Institutional Equity  
University of Central Florida  
12701 Scholarship Drive, Suite 101  
Orlando, FL 32816-0030  
(407) 823-1336  
[nie@ucf.edu](mailto:nie@ucf.edu)  
web address: <http://www.oie.ucf.edu>

## **Section II. Accommodation for members of the public**

### **Eligibility**

Any member of the public may request accommodation for any program that UCF offers to the public. If on-site ticket purchase or attendance without reservations is possible, then access as planned by the sponsoring department should be available. To ensure consideration of specific accommodation requests, visitors are encouraged to contact the sponsoring department no later than 72 hours in advance.

### **Arrangements**

Events should be planned to create a welcoming atmosphere for participants with disabilities. The University is required to provide reasonable accommodations in facilities, transmission of information, and acceptance of audience participation. Access as planned by the sponsoring department may be discussed by prospective visitors with a disability and additional or alternative strategies agreed on to make the program accessible.

Facilities are planned to be physically accessible with wheelchair access to all parts of the room where activities are available, including the stage/podium if in general use. An auditorium should have one or more assistive listening devices available. A checkout system with a security hold may be implemented.

Program attendees who use wheelchairs should be able to purchase seats with similar ticket prices (if a range is available) and sight lines as other attendees. Reserved seating near the accessible area should be available for their guests and friends to provide the same experience as other individuals who attend with guests and friends.

Individuals with visual impairments may bring assistive animals into any public building. Event programs or handouts should be made available in an alternate format (Braille; tape recorder; large-print program; individual available to serve as reader, for instance).

Sign language interpreters may be requested for any public function of the University. It is customary for the university to pre-schedule interpreters at a major event such as Commencement. Pre-planned events normally include a notice that arrangements for an interpreter should be requested in advance. If no on-site registration or on-the-spot admission is available, the event publicity may state "If no advance arrangements are requested, the services will not be provided."

## **Communication**

### **... with individuals with hearing impairments**

The University's TDD number is for use with a Telecommunications Device for the Deaf **only**: (407) 823-2116.

Calls made directly to university departments by individuals using the Florida Relay Service (FRS) will be conducted as regular university business. If there is no TDD number listed for the department, individuals with hearing impairments should call the Florida Relay Service and provide the department's phone number.

Instructions and notes:

To reach the FRS via TDD, dial 1-800-955-8771.

To reach the FRS on a voice line, dial 711.

- To make a call through the FRS, callers with hearing impairments need a regular telephone and a TDD. Callers who are not hearing impaired but wish to contact a individual via TDD need a telephone.
- The FRS service is available 24 hours a day, 365 days a year.
- All FRS users should have their numbers ready when they call FRS.
- Each call is answered by a communication assistant who will serve as a liaison between the caller and recipient. Each spoken word is typed into the TDD by the communications assistant. Each TDD response is relayed to the communications assistant who speaks to the hearing individual.
- There is no charge for this service, except on long distance calls, which may be offered at discount rates.
- FRS should not handle TDD-to-TDD calls. Direct TDD calls should be made without FRS assistance.

### **... with individuals with manual dexterity impairments**

Individuals with manual dexterity disabilities may request assistance in page turning, if written materials are provided; with movements requiring small muscle control, such as use of the copying machines available to the public; or with other services available to members of the campus community and the general public.

## **Format for Requests for Reasonable Accommodation**

Requests for reasonable accommodation may be made in any format appropriate to the requestor's needs. A permanent record will be needed for long-term strategies or those involving a cost. A university staff member can document the request on the form if the requestor does not complete it. Documentation or proof of disability is not required in most public access situations.

The Reasonable Accommodation Coordinator can provide technical assistance to the department in more complex situations. These may include times where there is a question regarding the requestor's eligibility for reasonable accommodation, or where a significant cost is involved. The Reasonable Accommodation Coordinator is likely to be involved in all situations where long-term considerations are involved, such as employment selection or accommodation decisions.

The University's [Report of Reasonable Accommodation](#) form should be completed by the department in each case where it grants an accommodation. In situations where the department requires further information before responding, the Reasonable Accommodation Coordinator should be consulted. This step will be documented along with the final resolution. Situations in which the department plans to decline a request should be discussed with the Reasonable Accommodation Coordinator when time permits.

All Requests for Reasonable Accommodation should be transmitted to the Reasonable Accommodation Coordinator by the department after appropriate action has been taken if consultation was not needed. They will be maintained in a confidential medical file.

### **Further information**

The Reasonable Accommodation Coordinator is designated by the university president.

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UCF OIE 07/10, 2/14, 8/16, 5/17