

Reasonable Accommodations at a Glance

All City agencies are required to provide reasonable accommodations to eligible individuals unless doing so would cause an undue hardship for the agency. Reasonable accommodations allow individuals to enjoy the rights and privileges of employment and perform the essential functions of their job.

1

Making the Request

Individuals are entitled to reasonable accommodations for disability, pregnancy and related medical conditions, religious observances, and their status as a victim of domestic violence, sex offenses, or stalking.

Requests for accommodations should be made to the agency EEO officer.

Refer Requests to the EEO Officer

Upon becoming aware of a need or request for an accommodation, managers and supervisors must refer the information to the EEO Office immediately and inform the employee to submit their request to the EEO Office.

2

The Cooperative Dialogue

The cooperative dialogue is an ongoing, good faith communication between the agency and an individual to understand and assess accommodation needs. It also explores ways to meet those needs that do not cause an undue hardship for the agency.

The EEO Office must initiate the cooperative dialogue **within 10 days** from notice of an accommodation need or request.

Documentation should be provided to support accommodation needs, if warranted.

3

Determination

The EEO Office must issue a written notice of any decision granting or denying an accommodation and all appeal rights **within 15 days** from the conclusion of the cooperative dialogue. In certain time-sensitive circumstances, expedited processing or a temporary accommodation may be necessary.

At least 10 business days before an accommodation will expire, the EEO Office must remind the individual in writing of the end date of the accommodation. Any request for an extension or modification should be submitted to the EEO Office **at least five business days** before the expiration of the original accommodation.

4

Right to Appeal

Individuals may appeal the denial of an accommodation request, to the agency head **within 10 days** from when the EEO Office issues the decision.

Appeal

The agency head or designee must issue a written determination on the appeal **within 15 business days** of receipt of an appeal.