

Important Time Frames

Within three days of knowledge of a need or a request, managers/supervisors must refer the information to the EEO Office, barring extenuating circumstances.

Within 10 days' notice of an accommodation need or request, the EEO Office must initiate the cooperative dialogue.

Within 30 days of conclusion of the cooperative dialogue, or as soon as possible, the EEO Office must issue a written decision notifying the individual whether the accommodation requested is granted, denied, or a different accommodation is being offered.

Expedited processing or a temporary accommodation while assessing the need or awaiting documentation may be necessary in certain time-sensitive circumstances (e.g., when the accommodation is needed for imminent medical treatment or to avoid imminent emotional and/or bodily harm).

The Appeal Process

Within 30 days of receipt of the decision, the individual may appeal to the agency head (or their designee) a decision denying their request for a reasonable accommodation or denying the specific accommodation requested. An individual may also appeal when the agency has not made a decision regarding their reasonable accommodation request.

Within 15 business days of receiving an appeal, the agency head (or their designee) must review the appeal and issue a notice of the decision to the individual.

Resources

Reasonable Accommodations at a Glance

<https://www1.nyc.gov/site/dcas/agencies/equity-and-inclusion.page>

New York City Commission on Human Rights

<https://nyc.gov/cchr>

Mayor's Office for People with Disabilities

<http://nyc.gov/mopd>

Job Accommodation Network (JAN):

<http://www.askjan.org>

jan@askjan.org

New York State Division of Human Rights

<https://dhr.ny.gov>

U.S. Equal Employment Opportunity Commission (EEOC)

<https://www.eeoc.gov>

info@eeoc.gov

nyc.gov/dcas

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CITY OF NEW YORK REASONABLE ACCOMMODATION PROCESS



Reasonable Accommodation Process

Every New York City government agency must provide applicants, employees, interns, and consultants with a reasonable accommodation that allows them to perform the essential functions of their job and enjoy equal employment opportunities. Reasonable accommodations are for the requestor's condition only (under the bases cited below). Consult Human Resources for options to address needs about caring for another.

The bases for which an individual can request a reasonable accommodation are:

- Disability.
- Religion.
- Status as a victim of domestic violence, sex offenses, or stalking.
- Pregnancy, childbirth, or related medical conditions (including lactation needs).

An accommodation can be a change to a workplace environment (such as facilities or equipment), a rule or practice (such as rules concerning when work is performed, when breaks are taken, or how job tasks are to be done), or to an individual's job or operation to enable qualified individuals to perform the essential functions of a job or to enjoy the benefits and privileges of employment.

NYC DCAS
Citywide Administrative Services

Protected Bases, Defined

Disability: Any physical, medical, mental or psychological impairment, or a history or record of such impairment. Both temporary or short-term injuries, as well as chronic conditions, may qualify as disabilities even if the impairments, when treated, permit the individual to perform physical activities without limitation, and/or the conditions do not substantially limit the individual's major life activities.

Religion: A sincerely held religious belief or practice of an individual's creed or religion, including all aspects of religious observance, practice and belief. A belief system that does not include a traditional concept of God, may be a religion. However, an individual's assertion that the strength of the belief the individual holds has reached the level of traditional religious views does not automatically mean that the belief is religious. Strongly held beliefs that are based on scientific evidence or that are philosophical and personal may not be religious beliefs for purposes of assessing a reasonable accommodation request, even though they may inform critical life choices.

Status as a Victim of Domestic Violence, Sex Offense, or Stalking:

- Victim of domestic violence - a person who has been subjected to acts or threats of violence, not including acts of self-defense.
- Victim of sex offenses or stalking - a person who has been subjected to acts that would constitute violations of New York Penal Law.

Pregnancy, Childbirth, or Related Medical Conditions (including lactation needs): This includes pregnancy, childbirth (whether or not it results in a live birth), or related medical conditions, (including the state of seeking to become pregnant; any medical condition that is related to or caused by pregnancy or childbirth, including, but not limited to, infertility, gestational diabetes, pregnancy-induced hypertension, preeclampsia, post-partum depression, miscarriage, recovery from childbirth, miscarriage, and termination of pregnancy), access to lactation facilities, and related breaks to express/pump breast milk.

Based on Religion:

- Flexible arrival and departure times.
- Allowing leave usage or voluntary changes of shifts or assignments.
- Time and/or place to pray.
- Accommodation relating to appearance and dress.
- Modified workplace practices, policies, and/or procedures.

Based on Status as a Victim of Domestic Violence, Sex Offenses, or Stalking:

- Leave, including to attend court appointments.
- Modified or flexible work schedules.
- Confidentiality of addresses and phone numbers.
- Transfers to another location, unit, division, and/or workstation.
- Assisting in the enforcement of protective orders, such as posting photograph of abuser with reception or security.

Based on Pregnancy, Childbirth, or Related Medical Conditions (including lactation needs):

- Bathroom breaks.
- Changes to work environment.
- Time off for prenatal appointments.
- Light duty/temporary transfer.
- Extending or advancing leave if employee has no balances.
- Periodic rest for those who stand for long periods of time.
- Assistance with manual labor.

Lactation Room Requirements: Agencies are required to provide an individual with lactation needs a reasonable time to express breast milk and a sanitary place, other than a restroom, that can be used to express breast milk. The location must be shielded from view, free from intrusion, and include, at minimum, an electrical outlet, a chair, a surface on which to place a breast pump and other personal items, and nearby access to running water. An agency must provide the individual with a refrigerator to store breast milk in the workplace.

Types of Accommodations

Each reasonable accommodation request requires an individualized assessment, including of the specific qualifying need and what is the most reasonable accommodation for the employee to be able to perform the essential functions of the job. Below are some examples of the types of accommodations that might be available based on the specific needs in the request:

Based on Disability:

- Job restructuring.
- Modifying work schedules.
- Providing or modifying equipment or devices.
- Making existing facilities readily accessible to and usable by individuals with disabilities.
- Extending leave for additional recuperation time and/or temporary transfer.
- Adjustments or modifications of examinations, training materials, or policies.
- Providing a sign language interpreter for the hearing impaired or reader for the visually impaired.
- Reassignment, which is an accommodation of last resort.

Requesting a Reasonable Accommodation

An individual need not use the words "reasonable accommodation" or "accommodation." If an individual raises an issue that implicates the potential need for an accommodation, or if a supervisor or manager perceives that an accommodation may be helpful to permit the employee to perform the essential functions of their position, they must immediately refer the employee to the EEO Office to initiate the cooperative dialogue. (In most agencies the EEO Office carries out this function but in a few the review of reasonable accommodation requests is designated to a different office.)

What is the Cooperative Dialogue Process?

The process by which the EEO officer and an individual requesting a reasonable accommodation engage, in good faith, in a written or oral dialogue concerning the person's accommodation needs; potential accommodations; the difficulties that the potential accommodations may pose for the agency; and alternative accommodations. The objective of a cooperative dialogue is to determine the appropriate reasonable accommodation.