

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 Disability 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 ADA Coordinator [see contact information below], participation in development of accommodation strategies, and compliance with work rules and conduct standards, as examples. The ADA 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 ADA Coordinator.

Upon receipt of the request in any format, the ADA 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. A permanent record will be needed, but a university staff member can document the request on the form if the requestor does not complete it. Documentation of the disabling condition is required for all conditions not readily observable. Documentation of the functional limitations in employment is required for all conditions. The appropriate format normally is the university's [medical certification form](#). Supplemental information may be requested from the requestor, as well.

The ADA 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.

The University's [Request for Reasonable Accommodation](#) form should be completed by the department in each case where an accommodation is granted. In situations where the department requires further information before responding, the ADA Coordinator should be consulted. This step will be documented along with the final resolution. Situations in which the department plans to decline a request related to employment should be discussed with the ADA Coordinator.

All Requests for Reasonable Accommodation should be transmitted to the ADA Coordinator by the department after appropriate action has been taken if consultation was not needed. They will be maintained in a confidential medical file [it is not appropriate to maintain them in an employee's departmental file].

Further information

The ADA Coordinator is designated by the university president.

Janet Park Balanoff
Director, Equal Opportunity and Affirmative Action Programs
Millican Hall (Administration) 330
University of Central Florida
Orlando, FL 32816-0030
(407) 823-2348
eeo@ucf.edu
web address: <http://www.eeo.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 ADA 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 ADA 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 [Request for Reasonable Accommodation](#) form should be completed by the department in each case where an accommodation is granted. In situations where the

department requires further information before responding, the ADA 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 ADA Coordinator when time permits.

All Requests for Reasonable Accommodation should be transmitted to the ADA Coordinator by the department after appropriate action has been taken if consultation was not needed. They will be maintained in a confidential medical file [it is not appropriate to maintain them in an employee's departmental file].

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