



# **DISABILITIES ACCOMMODATION PROCEDURE**

Regional Center for Border Health, Inc. / San Luis Walk-In Clinic, Inc. and its subsidiaries corporations are committed to ensuring that individuals have access to disabilities accommodations services. An individual may request a reasonable accommodation whenever he or she determines one is needed.

Regional Center for Border Health, Inc. / San Luis Walk-In Clinic, Inc.,(and its Subsidiaries corporations) provides appropriate and reasonable accommodations to individuals who have documented a disability. A documented disability is a disability that is supported by a written report from a professional who specializes in that disability. The documentation of the disability is vital. It is from this documentation that RCBH Human Resource Department decides which accommodation(s) is appropriate and reasonable for that particular person. The accommodations given at RCBH/SLWIC comply with federal disability law.

### **Disability Laws**

Regional Center for Border Health, Inc. /San Luis Walk-In Clinic, Inc., (and its Subsidiaries corporations) wants all individuals to obtain disability accommodation services when needed. Therefore, RCBH Human Resource Department offers accommodations, based on individuals' documentation of their disabilities. These accommodations provide equal access to the facility, clinic, or programs in accordance with Rehabilitation Act of 1973, Title V, Section 504 and Americans with Disabilities Act.

### **Rehabilitation Act of 1973, Section 504**

It is Regional Center for Border Health, Inc. / San Luis Walk-In Clinic, Inc., (and its Subsidiaries corporations) to fully comply with the reasonable accommodation requirements of Section 504 of the Rehabilitation Act of 1973; prohibits agencies which receive federal funding from discriminating against persons with disabilities. "No otherwise qualified handicapped individual in the United States, shall, solely by reason of his handicap, be excluded from the participation in, be denied the benefits of, or be subject to discrimination under any program or activity receiving Federal financial assistance."

RCBH/SLWIC.,(and its Subsidiaries corporations) provides reasonable accommodations when:

- An individual with a disability needs an accommodation to enable them to perform the essential functions of the job or to gain access to the workplace or classroom.
- An individual with a disability needs an accommodation to enjoy equal benefits and privileges of employment or learnings environment.

RCBH/SLWIC,(and its Subsidiaries corporations)will process requests for reasonable accommodation and, where appropriate, provide reasonable accommodations in prompt, fair, and efficient manner. RCBH/SLWIC, (and its Subsidiaries corporations) are also dedicated to improving the recruitment, promotion, and retention of qualified persons with disabilities by providing the information and resources necessary to support them and to accomplish RCBH/SLWIC, (and its Subsidiaries corporations) mission.

## **American with Disabilities Act (ADA)**

ADA prohibits discrimination against person with disabilities in private employment, public and private education, and state and local governments.

ADA was created to “assure equality of opportunity, full participation, independent living, and economic self-sufficiency.” (42 USC & 12101 (a) (8).

Under ADA a disability is defines as “a physical or mental impairment that substantially limits one or more of the major life activities of such individual, a record of such an impairment, or being regarded as having such an impairment.” (42 USC & 1201 (2)(A) – (C). Agencies are required to provide appropriate and reasonable accommodations to students who have documentation supporting the disability.

These laws require Regional Center for Border Health, Inc. / San Luis Walk-In Clinic, Inc., to provide equal access to its facility, clinics, and programs.

## **Who is eligible to request accommodations?**

Accommodations are provided at no cost to individuals who:

- Are employees / students of RCBH/SLWIC
- Request the accommodation(s) and
- Have documentation which supports the accommodation(s)

Documentation is a report written by a professional who specializes in the disability which the individual has. The report must support the disability and the accommodation(s) requested.

## **Procedure to request accommodations**

1. Contact Human Resource Department at (928) 315-7910 to make an appointment.
2. Bring the documentation when you meet with the Human Resource Representative.
3. The Human Resource Department will review the documentation. If additional information is needed, the Human Resource Department will contact the individual.
4. *The proper paperwork must be submitted to HR Department within fifteen (15) days before returning to work/class.* If the individual does not provide the proper information, they may not have their accommodation by the time they return to work/class.
5. Human Resource Department will send a letter to the individual indicating the accommodation(s) the individual is eligible to receive *The “Recommended Accommodation” form must be pick up at the HR Department.* This form will indicate what accommodation(s) the individual is eligible to receive. The individual must sign the form, director must sign the form, and then it must be return to the Human Resource Department.

1. The requested accommodation will be provided to the individual as soon as possible, generally within 30 calendar days following receipt of the request. If it is not possible to make the accommodation within 30 calendar days; if the accommodation cannot be provided timely or medical documentation not provided timely, the individual must be informed of the status of the request within 30 calendar days following receipt of the request.
2. If the accommodation which the individual request is not feasible, but another accommodation might be feasible, the director should engage in an interactive process which the individual to identify other accommodations that would also be effective. RCBH/SLWIC is not obligated to provide the individual with the accommodation of his/her choice but with one which is reasonable and effective.
3. RCBH/SLWIC does not provide personal care attendants. If an individual needs a personal attendant, the individual must find the attendant and pay for the attendant service.
4. If the individual reasonable accommodation request is denied, a letter, signed by the Human Resource Department will be provided to the individual within 30 days of the date the decision was made.
5. If the individual does not have the proper documentation; the individual must contact the specialist to mail the documentation to the following address:

Regional Center for Border Health, Inc.  
Human Resource Office  
950 E. Main St. Building A  
Somerton, AZ 85350  
(928) 315-7910

## **Chronic Medical Condition**

The following guidelines for the written report must support a disability of a chronic medical condition. The report, provided by an appropriate specialist, assists the Human Resource Department in collaborating with the individual to provide appropriate accommodations. The report is the basis on which the Human Resource Department determines which accommodation(s) the individual is eligible to receive.

Guidelines for the report of chronic medical condition:

- Report written by physician qualified to determine the diagnosis
- Diagnosis of chronic medical condition (ICD-9)
- Test(s) used to determine this diagnosis within the past twelve (12) months
- Results of the test(s)
- Date of test(s)
- Medication currently being used and its effects on the individual
- Why the individual needs an accommodation(s) and
- What specific accommodation(s) should be given and why.

The report must be:

- Typed on letterhead of the specialist office
- Signed by the specialist
- Include the specialist license number or certification number, and
- The date when the report was written.

If the report is incomplete or inadequate, the Human Resource Department will request more information to ensure the accommodation(s) is appropriate. Until the additional information arrives, the individual may go without accommodation(s).

Services for individuals with disabilities reserve the right to determine accommodations for individuals based on the documentation received.

# Traumatic Brain Injury

The following guidelines for the written report must support a disability of traumatic brain injury. The report, provided by an appropriate specialist, assists the Human Resource Department in collaborating with the individual to provide appropriate accommodations. The report is the basis on which the Human Resource Department determines which accommodation(s) the individual is eligible to receive.

Guidelines for the report of traumatic brain injury:

- Report written by neurologist or specialist qualified to diagnose traumatic brain injury
- Include the DSM-IV or ICD-9 diagnosis
- Test(s) used to arrive at the DSM-IV or ICD-9 diagnose
- List of functional limitations
- Medication currently being used and its effects on the individual
- Why the individual needs an accommodation(s) and
- What specific accommodation(s) should be given and why.

The report must be:

- Typed on letterhead of the specialist office
- Signed by the specialist
- Include the specialist license number or certification number, and
- The date when the report was written.

If the report is incomplete or inadequate, the Human Resource Department will request more information to ensure the accommodation(s) is appropriate. Until the additional information arrives, the individual may go without accommodation(s).

Services for individuals with disabilities reserve the right to determine accommodations for individuals based on the documentation received.

## **Hearing Impairments or Deafness**

The following guidelines for the written report must support a disability of hearing impairments or deafness. The report, provided by an appropriate specialist, assists the Human Resource Department in collaborating with the individual to provide appropriate accommodations. The report is the basis on which the Human Resource Department determines which accommodation(s) the individual is eligible to receive.

Guidelines for the report of hearing impairments or deafness:

- Report written by certified audiologist qualified to test hearing loss,
- Results of the test(s)
- How the individual lost their hearing
- If the loss is stable or progressive
- Has the hearing loss been mitigated by hearing aids, and
- What specific accommodation(s) should be given and why

The report must be:

- Typed on letterhead of the specialist office
- Signed by the specialist
- Include the specialist license number or certification number, and
- The date when the report was written.

If the report is incomplete or inadequate, the Human Resource Department will request more information to ensure the accommodation(s) is appropriate. Until the additional information arrives, the individual may go without accommodation(s).

Services for individuals with disabilities reserve the right to determine accommodations for individuals based on the documentation received.

# Vision Impairments

The following guidelines for the written report must support a disability of vision impairments. The report, provided by an appropriate specialist, assists the Human Resource Department in collaborating with the individual to provide appropriate accommodations. The report is the basis on which the Human Resource Department determines which accommodation(s) the individual is eligible to receive.

Guidelines for the report of vision impairments:

- Report written by ophthalmologist or specialist qualified to diagnosis a disability of a vision impairment.
- Include current examination(s) to determine level of loss
- Results of the examination(s)
- List of functional limitations
- Is the loss of vision stable or progressive?
- Has the loss been mitigated by eye glasses, surgery, etc. and
- What specific accommodation(s) should be given and why ( be specific; e.g. Individual needs large font text, size font 22).

The report must be:

- Typed on letterhead of the specialist office
- Signed by the specialist
- Include the specialist license number or certification number, and
- The date when the report was written.

If the report is incomplete or inadequate, the Human Resource Department will request more information to ensure the accommodation(s) is appropriate. Until the additional information arrives, the individual may go without accommodation(s).

Services for individuals with disabilities reserve the right to determine accommodations for individuals based on the documentation received.

# Mobility Impairments

The following guidelines for the written report must support a disability of mobility impairments. The report, provided by an appropriate specialist, assists the Human Resource Department in collaborating with the individual to provide appropriate accommodations. The report is the basis on which the Human Resource Department determines which accommodation(s) the individual is eligible to receive.

Guidelines for the report of mobility impairments:

- Report written by a physician, qualified to diagnosis a mobility impairment condition.
- Include current test(s) used to determine the diagnosis
- Results of the test(s)
- List of functional limitations
- Medication currently being used and its effects on the individual
- Why the individual needs accommodations(s), and
- What specific accommodation(s) should be given and why.

The report must be:

- Typed on letterhead of the specialist office
- Signed by the specialist
- Include the specialist license number or certification number, and
- The date when the report was written.

If the report is incomplete or inadequate, the Human Resource Department will request more information to ensure the accommodation(s) is appropriate. Until the additional information arrives, the individual may go without accommodation(s).

Services for individuals with disabilities reserve the right to determine accommodations for individuals based on the documentation received.

# Autism

The following guidelines for the written report must support a disability of autism. The report, provided by an appropriate specialist, assists the Human Resource Department in collaborating with the individual to provide appropriate accommodations. The report is the basis on which the Human Resource Department determines which accommodation(s) the individual is eligible to receive.

Guidelines for the report of autism:

- Report written by a psychiatrist or specialist qualified to diagnosis autism.
- Include DSM-IV diagnosis
- Summary of cognitive and achievement measures
- Clear information of deficit area
  - A. Visual spatial abilities
  - B. Memory
  - C. Fine motor dexterity
  - D. Verbal and nonverbal reasoning
  - E. Auditory and visual perception
- Social-emotional status
- Tests used to determine social-emotional status
- Currently prescribed or on-going treatment or care
- Currently medication(s) being used and its effects on the individual and
- What specific accommodation(s) should be given and why.

The report must be:

- Typed on letterhead of the specialist office
- Signed by the specialist
- Include the specialist license number or certification number, and
- The date when the report was written.

If the report is incomplete or inadequate, the Human Resource Department will request more information to ensure the accommodation(s) is appropriate. Until the additional information arrives, the individual may go without accommodation(s).

Services for individuals with disabilities reserve the right to determine accommodations for individuals based on the documentation received.

# Learning Disabilities

The following guidelines for the written report must support a disability of Learning Disabilities. The report, provided by an appropriate specialist, assists the Human Resource Department in collaborating with the individual to provide appropriate accommodations. The report is the basis on which the Human Resource Department determines which accommodation(s) the individual is eligible to receive.

Guidelines for the report of Learning Disabilities:

- Report written by a licensed psychologist
- Include statement of the diagnosis
- Aptitude and achievement assessments
- Results of the aptitude and achievements assessments
- All subtest scores
- List of functional limitations
- Medication(s) currently being used and its effects on the individual and
- Why the individual needs accommodations(s), and
- What specific accommodation(s) should be given and why.

The report must be:

- Typed on letterhead of the specialist office
- Signed by the specialist
- Include the specialist license number or certification number, and
- The date when the report was written.

If the report is incomplete or inadequate, the Human Resource Department will request more information to ensure the accommodation(s) is appropriate. Until the additional information arrives, the individual may go without accommodation(s).

Services for individuals with disabilities reserve the right to determine accommodations for individuals based on the documentation received.

## **Attention Deficit/Attention Deficit Hyperactive Disorder (ADD/ADHD)**

The following guidelines for the written report must support a disability of Attention Deficit/Attention Deficit Hyperactive Disorder (ADD/ADHD) . The report, provided by an appropriate specialist, assists the Human Resource Department in collaborating with the individual to provide appropriate accommodations. The report is the basis on which the Human Resource Department determines which accommodation(s) the individual is eligible to receive.

Guidelines for the report of Attention Deficit/Attention Deficit Hyperactive Disorder (ADD/ADHD):

- Report written by a specialist of ADD or ADHD
- Include history of attention problems
- Tests used to diagnosis ADD or ADHD
- Current results of the tests used for diagnosis
- DSM-IV diagnosis
- Currently medication(s) being used and its effects on the individual
- List of functional limitations
- Why the individual needs accommodations(s), and
- What specific accommodation(s) should be given and why.

The report must be:

- Typed on letterhead of the specialist office
- Signed by the specialist
- Include the specialist license number or certification number, and
- The date when the report was written.

If the report is incomplete or inadequate, the Human Resource Department will request more information to ensure the accommodation(s) is appropriate. Until the additional information arrives, the individual may go without accommodation(s).

Services for individuals with disabilities reserve the right to determine accommodations for individuals based on the documentation received.

## Alcoholism

The following guidelines for the written report must support a disability of Alcoholism. The report, provided by an appropriate specialist, assists the Human Resource Department in collaborating with the individual to provide appropriate accommodations. The report is the basis on which the Human Resource Department determines which accommodation(s) the individual is eligible to receive.

Guidelines for the report of Alcoholism:

- Report written by a specialist qualified to treat and provide documentation for people who have been diagnosed with alcoholism
- Statement of successful completion of recovery program
- Include a clear statement of the disability
- DSM-IV diagnosis
- Assessments used to determine diagnosis
- Summary of qualitative and quantitative information which supports the diagnosis
- Impact of functional limitations in the context of learning, and
- What specific accommodation(s) should be given and why.

The report must be:

- Typed on letterhead of the specialist office
- Signed by the specialist
- Include the specialist license number or certification number, and
- The date when the report was written.

**Individuals who are diagnosed with a disability of alcoholism must still comply with RCBH/SLWIC no alcohol policy.**

If the report is incomplete or inadequate, the Human Resource Department will request more information to ensure the accommodation(s) is appropriate. Until the additional information arrives, the individual may go without accommodation(s).

Services for individuals with disabilities reserve the right to determine accommodations for individuals based on the documentation received.

## **Rehabilitation Drug Addiction**

The following guidelines for the written report must support a disability of Rehabilitation Drug Addiction. The report, provided by an appropriate specialist, assists the Human Resource Department in collaborating with the individual to provide appropriate accommodations. The report is the basis on which the Human Resource Department determines which accommodation(s) the individual is eligible to receive.

Guidelines for the report of Rehabilitation Drug Addiction:

- Report written by a specialist qualified to treat and provide documentation for people who have been diagnosed with alcoholism
- Statement of successful completion of recovery program
- DSM-IV diagnosis
- Assessments procedures used to determine diagnosis
- Current qualitative and quantitative information which supports the diagnosis
- List of functional limitations
- What specific accommodation(s) should be given and why.

The report must be:

- Typed on letterhead of the specialist office
- Signed by the specialist
- Include the specialist license number or certification number, and
- The date when the report was written.

If the report is incomplete or inadequate, the Human Resource Department will request more information to ensure the accommodation(s) is appropriate. Until the additional information arrives, the individual may go without accommodation(s).

Services for individuals with disabilities reserve the right to determine accommodations for individuals based on the documentation received.

## Temporary Disabilities

The following guidelines for the written report must support a disability of Temporary Disabilities. The report, provided by an appropriate specialist, assists the Human Resource Department in collaborating with the individual to provide appropriate accommodations. The report is the basis on which the Human Resource Department determines which accommodation(s) the individual is eligible to receive.

Guidelines for the report of Temporary Disabilities:

- Report written by a specialist qualified to diagnosis the temporary disability.
- List of functional limitations
- Approximate time for needing the accommodation
- Why the individual needs accommodations(s), and
- What specific accommodation(s) should be given and why.

The report must be:

- Typed on letterhead of the specialist office
- Signed by the specialist
- Include the specialist license number or certification number, and
- The date when the report was written.

If the report is incomplete or inadequate, the Human Resource Department will request more information to ensure the accommodation(s) is appropriate. Until the additional information arrives, the individual may go without accommodation(s).

Services for individuals with disabilities reserve the right to determine accommodations for individuals based on the documentation received.

## Temporary Accommodations

If an individual with a disability does not have the appropriate documentation supporting the disability, the student may receive accommodations only if the individual provides the Human Resource Department with some documentation about the disability. **Depending on the partial documentation, the Human Resource Department may provide the individual with an accommodation for the first six (6) weeks.** If the individual does not bring the required documentation before the end of the six (6) weeks, the individual will not receive any accommodations. The current accommodation(s) will be removed. If the appropriate documentation is brought to Human Resource Department, appropriate and reasonable accommodations(s) will be given after review of the documentation.

Partial documentation must state what the disability is, what tests/evaluations were performed to determine the disability, how to accommodate the individual for that disability, and the name and professional information of specialist who provided the information.

The information must be:

- Typed on letterhead of the specialist office
- Signed by the specialist
- Include the specialist license number or certification number, and
- The date when the report was written.

Services for individuals with disabilities reserve the right to determine accommodations for individuals based on the documentation received.

**REQUEST FOR REASONABLE ACCOMMODATIONS FORM**

**PRIVACY ACT STATEMENT**

**Read this statement before submitting your request**

Regional Center for Border Health, Inc. / San Luis Walk-In Clinic, Inc., is authorized to collect the information on this form. Disclosure of this information is voluntary; however, failure to fully complete the form may make it impossible for RCBH/SLWIC to process the request. The information provided by you will be used to facilitate the processing of your request. RCBH/CHC will not make any disclosure of this information to agencies or individuals outside the agency, unless required by law or with your written consent.

1. To (Immediate Supervisor) \_\_\_\_\_

Date of Request \_\_\_\_\_

**Disabled Employee / Student**

2. Name: \_\_\_\_\_ SSN: \_\_\_\_\_

Phone: \_\_\_\_\_

Position Title: \_\_\_\_\_

Location:           RCBH

SLWIC

CHC

3. Disabling Condition: \_\_\_\_\_

4. Accommodation Requested: \_\_\_\_\_

5. Justification: (Briefly describe why you need the accommodation you are requesting)

\_\_\_\_\_  
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Signature: \_\_\_\_\_

6. Requested Received By (Name of Supervisor)

Date Received

\_\_\_\_\_

\_\_\_\_\_

**7. Action By Immediate Supervisor**

The immediate supervisor will either approve or deny the request. If the request is denied, this form will be submitted to the next high supervisor before a final decision is given to the requester.

Approved

Recommend Approval

Denied

Recommend Denied

Comments: (Explain the reason for denial or recommend action to the next higher supervisor.)

\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**8. Action by Human Resource Department**

Approved

Denied

Comments: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_ Title: Human Resource Director Date: \_\_\_\_\_

Signature: \_\_\_\_\_ Title: President & CEO Date: \_\_\_\_\_

Date Accommodation provided: \_\_\_\_\_