

Reasonable Accommodation (RA) Job Aid

RA Streamline, Executive Department Employees



Step by Step

Reasonable Accommodation (RA) – Executive Department Employees



Section Title

Visit Mass.gov webpage to access RA Online Form

Image or Screenshot

Reasonable Accommodation

Step 1: Visit Online Form

Overview of the Reasonable Accommodation Process

[What to expect -RA Guide](#)

Note: A PDF version of a Reasonable Accommodation Request Form can also be submitted

Request for Reasonable Accommodation

The Commonwealth's Executive Departments value diversity. We will provide reasonable accommodations to qualified employees and applicants with disabilities in all aspects of state employment, consistent with the Americans with Disabilities Act of 1990 and state law unless doing so would create an undue hardship.

The purpose of providing reasonable accommodation is to enable a person with a disability to perform the essential functions of the job. Therefore, information is necessary to determine:

RA Menu Navigation

Image or Screenshot

Step 2: Complete the online form

Note: An employee ID is not required to complete the form.

Requester Information

*Name

Employee ID

*Job title

*Secretariat

Accommodation Types

Image or Screenshot

Step 3: Review the examples of accommodations that can be requested. Please be sure to type out your requested accommodation(s) and any limitations that require your need for the accommodation.

Type of Accommodation Requested

The following are examples of accommodations that can be requested but are not limited to:

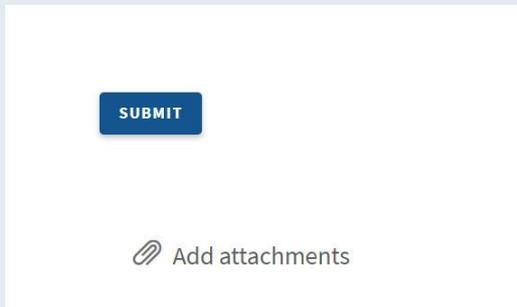
- Modification of Job Duties
 - Job modification/tasks
 - Flexible time to allow for transportation and/or medical schedules
 - Reassignment of job tasks
- Physical Changes
 - Installing a ramp or modifying a restroom
 - Modifying the layout of a workspace
- Accessible and Assistive Technologies
 - Ensuring computer software is accessible
 - Providing screen reader software
 - Using a tablet to communicate with employees who are deaf
- Accessible Communication
 - Providing sign language interpreters or closed captioning at meetings and events
 - Making materials in Braille or large print

Uploading documents & Submission

Image or Screenshot

Step 4: Review your requestor information and attach any relevant documents. Then click the “submit” button.

Note: To upload a document click the add attachment button and select the appropriate file.

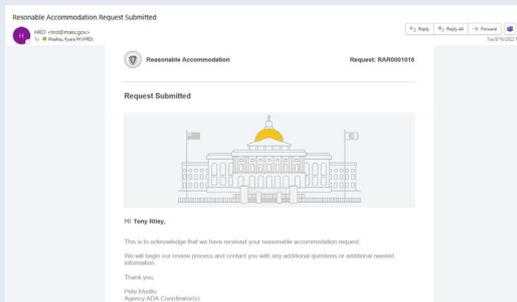


Acknowledgment Email

Image or Screenshot

Step 5: Upon submission you will receive an email from your ADA Coordinator acknowledging receipt.

Note: Your ADA Coordinator will reach out to you to begin the interactive process

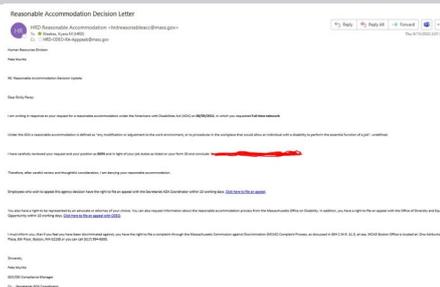


Decision

Image or Screenshot

A decision letter will be sent to the email address you provided.

Note: Decision letters have detailed information regarding your RA, please be sure to read it carefully.



Initiate an Appeal

Image or Screenshot

Step 1: If you wish to appeal an RA denial you click the “appeal” link within your decision letter.

Note: An agency or secretariat appeal is initiated the same way. To initiate an appeal, you will need to click on the link within your decision letter.

Employees who wish to appeal this agency decision have the right to file an appeal with the Secretariat ADA Coordinator within 10 working days. [Click here to file an appeal.](#)

Submitting an Appeal

Image or Screenshot

Step 2: Explain in detail the reasoning for an appeal. Upload any additional documents that support the appeal. Read and check off the acknowledgment statement. Click the submit button.

Note: An email receipt acknowledgement will be sent after submitting an appeal.

Reason for appeal

Acknowledgement

I request that review the decision recently rendered by to my request for Reasonable Accommodations.

Acknowledge

The Commonwealth's policy is to process all formal reasonable accommodation requests within twenty (20) working days of the date the request is received, except in situations when the employee may need an earlier accommodation to meet vital health or safety needs.