Reasonable Accommodations

Commonwealth Executive Department Employees

Under the American's with Disability Act, you have the right to request a reasonable accommodation.

What is a reasonable accommodation?

A reasonable accommodation is any modification or adjustment to a job or the work environment that will enable an applicant or employee with a disability to participate in the application process or to perform the essential job functions. Examples of reasonable accommodations include, but are not limited to making job facilities accessible to and equally usable by a person with a disability; modifying work schedules; modifying when and how an essential job function is performed; providing readers or providing interpreters for deaf; re-assigning non-essential job functions and obtaining, maintaining, or modifying adaptive job equipment or devices.

What is the Process for Requesting a Reasonable Accommodation?

Request for Reasonable Accommodation

- An employee may begin the process of requesting a reasonable accommodation by an online request, a verbal request to an agency representative in the case of an applicant, or otherwise an immediate supervisor/manager (hereinafter "manager"), or the agency ADA/504 Coordinator (hereinafter "Coordinator").
- The Agency representative or manager shall immediately refer the request to the agency Coordinator and direct the employee to submit an online request.
- The coordinator is responsible for managing the request and will be the primary contact for the applicant or employee during the process.
- When a disability is not obvious, the coordinator may request that the applicant or employee provide medical verification that a disability-based limitation exists, and that the disability necessitates the reasonable accommodation requested.
- The coordinator will engage the employee in an interactive process and make a good faith effort to reach a mutually agreeable accommodation.
- If consultation with the employee in need of the accommodation does not reveal potential appropriate accommodations, then the employer, as part of this process, may consider technical assistance in determining how to accommodate the individual.
- The coordinator may consult with appropriate individuals in developing a response to the request for a reasonable accommodation.
- Self-Identification is not required to request or receive a reasonable accommodation.

Reasonable Accommodation Timeline

- The agency Coordinator shall make a good faith effort to respond to the request for reasonable accommodation in writing within 20 working days of the request.
- In some complex cases, a fair adjudication may take longer. In such cases the requestor should be kept apprised of the progress of the resolution of the request every 30 days.
- In the case of extenuating circumstances, such as interview deadlines, the decision on a reasonable accommodation request shall be made with sufficient promptness to agree with the required timelines.

Reasonable Accommodation Approval Process – Agency Level

- The coordinator shall use Service Now to notify the employee of an accommodation approval.
- The agency coordinator shall inform only those personnel within the agency who have a need to know of an accommodation, and those personnel shall be given only as much information as is needed for them to perform their duties.

Reasonable Accommodation Denial Process – Agency Level

- If a request for reasonable accommodation is to be wholly or partially denied, the requestor shall be notified of that decision in writing through Service Now with a Reasonable Accommodation Decision letter.
- Requestor shall be notified of rights to appeal the denial to Secretariat ADA Coordinator, or Office of Diversity and Equal Opportunity (ODEO) in your Decision letter.
- Appeal request shall be in writing within 10 working days of the Decision letter.
- The requestor shall also be notified of their right to consult with and to be represented by an advocate or attorney their choice. They may also request additional information about reasonable accommodations from the Massachusetts Office on Disability ("MOD"). Employees have the option to file a complaint of discrimination with the Massachusetts Commission Against Discrimination ("MCAD") or the Equal Employment Opportunity Commission ("EEOC").

Please visit mass.gov/reasonableaccommodations to gain more information on reasonable accommodations.
Forgot the name of your agency Coordinator? Visit the directory.

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