



Quick Reference for Employees
What to Expect when Requesting a Reasonable Accommodation

Steps	Action to take	Timeframe
Step 1: Notification	Notify your Supervisor or the ADA/504 Coordinator <i>Note: The initial notification can start with an oral request.</i>	As soon as you know that an accommodation is needed.
Step 2: Submit Paperwork Note: If you aren't sure who the ADA/504 Coordinator is Call MOD at 617-727-7440.	The requestor needs to complete the online Request for Reasonable Accommodation Form . An employee may request a PDF version of the RA Reasonable Accommodation Form 592A . Employees requesting the reasonable accommodation should expect to engage in an interactive process with the ADA/504 Coordinator. Please note the ADA/504 Coordinator may ask for additional information.	Request will usually be processed within 20 working days , unless a situation requires an earlier accommodation to meet vital health or safety needs.
Step 3: Approval Process	When the request has been approved, the agency ADA/504 Coordinator sends out an approval letter via Service Now.	The response to a request for reasonable accommodation will usually be done within 20 working days .
Step 4: Denial of Reasonable Accommodation	When the request has been denied, the agency ADA/504 Coordinator sends out a Decision to Deny letter via Service Now. NOTE: The employee will also receive an appeal link within the denial letter, which is used to appeal the denial.	The response to a request for reasonable accommodation will usually be done within 20 working days .

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Step 5: Appeal Process	Employee may appeal a denial to the Secretariat ADA/504 Coordinator. If dissatisfied with the Secretariat ADA/504 Coordinator's decision, the employee may appeal to the Office of Diversity and Equal Opportunity. If the appeal of the reasonable accommodation continues to be denied, notify the employee of his/her right to file a charge of discrimination with the Massachusetts Commission Against Discrimination or other anti-discrimination enforcement entities.	The employee shall receive a written response within 20 working days at level.
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