

Reasonable Accommodation Policy for Customers

Purpose

The Jefferson-Lewis Workforce Development Board is committed to providing equal access to services and facilities for persons with disabilities and ensuring the right of persons with disabilities to request and receive reasonable accommodation, without discrimination because of the disability. This policy sets forth the guidelines and procedures for accommodating customers of the Jefferson-Lewis One-Stop Career Centers in compliance with state and federal law. This policy should not be construed as providing rights or imposing obligations not provided under applicable laws.

This policy is based on the provisions of the Americans with Disabilities Act of 1990 as amended by the Americans with Disabilities Amendment Act; the Rehabilitation Act of 1973; Chapter 49.60 of the Revised Code of Washington; and Executive Order 96-04.

Scope

This policy applies to all non-employees who interact with the Jefferson-Lewis One-Stop Career Centers. This includes but is not limited to any person utilizing the One-Stop to search for employment; request assistance with employment and unemployment related issues; access the Resource Room for appropriate reasons, or attend workshops, groups or special events at the Career Center.

Definitions

1. Customer: Any individual who is not employed by or seeking employment with either One-Stop office, who conducts business with or uses the services of the Jefferson-Lewis One-Stop Centers.
2. Person with disability:
 - a. Under 42 USC 12102, a person with a physical or mental impairment that substantially limits one or more major life activities or
 - b. Under chapter 49.60 RCW, a person who has an abnormal condition that is medically cognizable or diagnosable; exists as a record or history; or is perceived to exist, whether or not it exists in fact.
3. Reasonable accommodation: Refers to provisions for assistance or other services that do not impose an undue hardship on the organization to include:
 - a. Making reasonable modifications in policies, practices, and procedures.
 - b. Providing at no charge, access to auxiliary aids and services including but not limited to: equipment, devices, materials in alternative formats, sign language interpreters, readers or notetakers.
4. Undue hardship: An action requiring significant difficulty or expense by the organization. In determining whether an accommodation would impose an undue hardship on a covered entity, factors to be considered include:
 - a. The nature and cost of the accommodation.

- b. The overall financial resources of the organization involved in the provision of the reasonable accommodation, the effect on expenses and resources, or the impact of such accommodation on the operation of the organization.

Policy

Persons with disabilities have the right to request and receive reasonable accommodation in accessing and participating in the organization's services. The Jefferson-Lewis One-Stop Career Centers are committed to providing those reasonable accommodations to the known physical, mental, or sensory limitations of an individual with a disability in order to enable a customer to access and participate in the services the organization offers in a manner equivalent to the ability of similarly situated non-disabled customers, unless doing so would impose an undue hardship on the organization.

Procedures

An individual with a disability must request a reasonable accommodation. If the accommodation can be provided without creating an undue hardship on the organization, he or she will be provided with the requested accommodation.

In the event the One-Stop Center cannot provide the accommodation requested, all reasonable attempts will be made to connect the customer with an organization that can provide the requested accommodation.

Should a customer feel that reasonable attempts to accommodate their individual needs were not met, the customer has the option to file a WIOA EO complaint and will be provided with the WIOA Equal Opportunity and Nondiscrimination Policy and Complaint Processing Procedures.

All customers are required to comply with the Jefferson-Lewis One-Stop Career Centers safety standards. Individuals who are currently using illegal drugs are excluded from coverage under this policy.