CITY OF CAMBRIDGE • EXECUTIVE DEPARTMENT

Robert W. Healy, City Manager *Richard C. Rossi, Deputy City Manager*

MEMORANDUM

To: City of Cambridge Employees

From: Robert W. Healy
City Manager

Date: July 26, 2010

Re: Americans with Disabilities Act (ADA) Policy and Procedures

Attached you will find a copy of the City's policy and procedures for compliance with the Americans with Disabilities Act of 1990 (ADA). This policy is a reissue and revision of a series of ADA policy memos issued out of my office over a number of years.

Among the strengths of the City of Cambridge is the diversity of its population and of its workforce. Inclusion of people with disabilities is a vital component of that diversity. The City is committed to ensuring that qualified job applicants and employees with disabilities have equal opportunity in all aspects of municipal employment.

This ADA policy makes clear the City's commitment to inclusion of people with disabilities in all dimensions of Cambridge community life. It also sets forth the City's consistent efforts to uphold the nondiscrimination principles contained in the ADA, as well as in other federal, state, and local disability rights laws.

I urge you to read through this policy carefully, and to retain it for your records. Compliance with the ADA is an ongoing obligation. In particular, Department Heads and Supervisors need to be aware of potential disability discrimination situations so they can act quickly to correct any possible problems. All employees, both with and without disabilities, must feel free to come forward with complaints and concerns.

Michael Muehe, Executive Director of the Commission for Persons with Disabilities, is the ADA Coordinator for the City. He was appointed by me in 1994, and will continue to coordinate the City's overall ADA compliance efforts. Feel free to contact him at 617-349-6297 (voice), 617-492-0235 (TTY) or mmuehe@cambridgema.gov (e-mail) with any questions, concerns or complaints.

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City of Cambridge
Americans with Disabilities Act Policy
(Revised and reissued 7/26/2010)

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I. Overview

This document describes the City's policy and procedures for compliance with the Americans with Disabilities Act (ADA), a Federal law enacted in 1990.

Because the City of Cambridge is an employer, its employment activities are covered under Title I of the ADA. In addition, Title II of the ADA covers state and local governments, including the City, and this includes its departments, divisions, agencies, and programs. For example, activities of City departments, City-sponsored public meetings and hearings, City Council meetings, etc. are covered under Title II of the ADA.

This document reflects the state of the law as of the date of its publication. It is intended to be used solely as a guideline and its applicability to specific programs or employment within the City of Cambridge may vary. This document is not intended to create additional rights or remedies than those rights and remedies that the ADA is intended to address.

II. ADA Definition of Disability

In order to understand who is covered under the ADA, one first must understand how the ADA defines "disability." The ADA has a three-part definition; under the ADA, an individual with a disability is someone who either:

1. Has a physical or mental **impairment** that **substantially limits** one or more **major life activities**; or
2. Has a **record** of such an impairment; or
3. Is **regarded** by others as having such an impairment.

Each of these parts will be explained in the following paragraphs.

1. Physical or Mental Impairment That Substantially Limits One or More Major Life Activities

An "impairment" under the ADA is a physiological or mental disorder.

A "physical impairment" is defined as:

> "[a]ny physiological disorder, or condition, cosmetic disfigurement, or anatomical loss affecting one or more of the following body systems: neurological, musculoskeletal, special sense organs, respiratory (including speech organs), cardiovascular, reproductive, digestive, genito-urinary, hemic and lymphatic, skin, and endocrine."

A "mental impairment" is defined as:

> "[a]ny mental or psychological disorder, such as an intellectual disability (formerly termed mental retardation),organic brain syndrome, emotional or mental illness, and specific learning disabilities."

Simple physical characteristics, therefore, such as eye or hair color, left handedness, or height or weight within a normal range, are not impairments. A physical condition that is not the result of a physiological disorder, such as pregnancy, or a predisposition to a certain disease would not be an impairment. Similarly, personality traits such as poor judgment, quick temper or irresponsible behavior, are not themselves impairments. Environmental, cultural, or economic disadvantages, such as lack of education or a prison record also are not impairments.

To be a disability covered under the ADA, an impairment must substantially limit one or more "major life activities." These are basic activities, including major bodily functions that most

people in the general population can perform with little or no difficulty.

Examples include, but are not limited to:

- **walking**
- **seeing**
- **speaking**
- **hearing**
- **breathing**
- **learning**
- **performing manual tasks**
- **working**
- **caring for oneself**

Under the ADA, the determination of whether an individual's impairment significantly limits a major life activity should be made without regard to any "mitigating measures," e.g. assistive device or medication that s/he may use. In other words, an individual is considered to have a disability even if medications, assistive devices, or other mitigating measures reduce or eliminate the affected impairment below that of a substantial limitation of a major life activity.
The second and third parts of the ADA definition of disability include people who may or may not actually have such an impairment, but who may be subject to discrimination because they have a record of or are regarded as having such an impairment.

2. Record of a Substantially Limiting Impairment

People who have a history of an impairment that substantially limits one or more major life activities may fall within the protections afforded under the ADA, whether or not they currently are substantially limited. For example, people with a history of cancer, heart disease, or other debilitating illness, whose illnesses are either cured, controlled or in remission, are covered under the ADA, as are people with a history of mental illness. People who may have been misclassified or misdiagnosed as having a disability are also covered under the ADA. For example, a person who may at one time have been erroneously classified as having mental retardation or having a learning disability is covered. These individuals have a record of disability.

3. Regarded as Having a Substantially Limiting Impairment

People who are not substantially limited in a major life activity are covered under the ADA if they are subject to discriminatory treatment because they are perceived to have such a limitation. Such protection is necessary because society's myths and fears about disability and disease are at least as restricting as the physical limitations that flow from actual impairments. For example, a person with a prominent facial disfigurement, or a person rumored to be infected with HIV (even though he or she does not have such infection), may be subject to discriminatory treatment, even though he or she is not substantially limited. The legislative history of the ADA indicates that Congress intended this part of the definition to protect people from a range of discriminatory actions based on "myths, fears and stereotypes" about disability, which occur even when a person does not have a substantially limiting impairment.

Current Illegal Drug Use Is Excluded Under the ADA

A person who currently uses drugs illegally is not protected by the ADA as an "individual with a disability" when an employer acts on the basis of such use. However, former drug addicts who have been successfully rehabilitated may be protected by the ADA.

Discrimination Based on a Relationship or Association with a Person with a Disability Is Prohibited under the ADA

Finally, discrimination against any individual, based on the individual's relationship or association with a person with a disability, is also prohibited under the ADA. For example, it would be illegal for an employer not to hire a job applicant who has a partner, child, or parent with a disability, based on a fear of absenteeism.

III. General Nondiscrimination

Under the ADA, neither the City nor any of its Departments may refuse to allow a person with a disability to participate in any service, program, or activity solely because the person has a disability. The City must provide a reasonable accommodation to a person with a disability who meets essential eligibility requirements of the service, program or activity unless the provision of such accommodation would fundamentally alter the nature of the services, program or activity or would be an undue hardship. Generally, the City must provide all programs and services in an integrated (mixed) setting (rather than creating special programs just for people with disabilities). Separate or different measures may under limited circumstances be appropriate to ensure equal opportunity. All City-sponsored public meetings and hearings must be held only in locations that are accessible to people with disabilities, including people who use wheelchairs.

Reasonable Modifications in Policies and Procedures

Additionally, the City must make reasonable modifications to policies, practices, and procedures that create barriers to equal access for individuals with disabilities, unless such modifications would fundamentally alter the nature of the program or services or cause an undue hardship.
The City adheres to the principle that eligible individuals with disabilities must be provided an equally effective opportunity to participate in or benefit from the City's programs and services subject to the requirements discussed above. The ADA provides for equality of opportunity, but does not guarantee equality of results. The City may not impose eligibility criteria for participation in its programs, services, or activities that either screen out or tend to screen out persons with disabilities, unless it can show that such requirements are necessary for the provision of the service, program, or activity. For example, a City recreational program could not impose a blanket requirement that all wheelchair users bring an attendant in order to participate in the program.

Safety Issues and Surcharges

The City may impose legitimate safety requirements necessary for the safe operation of its services, programs, or activities. However, the City must ensure that its safety requirements are based on real risks, not on speculation, stereotypes, or generalizations about individuals with disabilities.

Although compliance may result in some additional cost, the City will not place a surcharge on particular individuals with disabilities or groups of individuals with disabilities to cover these expenses. For example, a City program could not charge extra for a participant who is deaf, in order to cover the cost of sign language interpreters.

Contracts, Licenses, and Certifications

The City will not discriminate on the basis of disability in contracting for the purchase of goods and services. City contracts should contain civil rights and nondiscrimination language that includes disability as a protected category. See Section VII, ADA Public Notification, below for sample boilerplate language. The City will not discriminate on the basis of disability in its licensing, certification, and regulatory activities. A person is a "qualified individual with a disability" with respect to licensing or certification, if he or she can meet the essential eligibility requirements for receiving the license or certification.

IV. Employment and Reasonable Accommodations

"Reasonable accommodation" is a key nondiscrimination requirement of the ADA because of the special nature of discrimination faced by people with disabilities. A reasonable accommodation is any modification or adjustment in the work environment which enables a qualified person with a disability to do the following: (1) to apply for a job; (2) to perform essential job functions; or (3) to enjoy the benefits and privileges of the facilities provided by the employer.

Many people with disabilities can perform jobs without any need for accommodations. But many others are excluded from jobs that they are qualified to perform because of unnecessary rules/policies or barriers in the workplace and the work environment. The ADA recognizes that such barriers may discriminate against qualified people with disabilities just as much as overt exclusionary practices. For this reason, the ADA requires reasonable accommodation as a means of overcoming unnecessary barriers that prevent or restrict employment opportunities for otherwise "qualified individuals with disabilities." A "qualified individual with a disability" is an individual with a disability who meets the skill, experience, education, and other job related requirements of a position held or desired, and who, with or without reasonable accommodation, can perform the essential functions of a job.

Under the ADA, when an individual with a disability is qualified to perform the essential functions of a job except for functions that cannot be performed because of disability related limitations and existing job barriers, the City must try to find a reasonable accommodation that would enable this person to perform these functions, unless doing so would create an undue hardship or would fundamentally alter the nature of the job. In accordance with the employment provisions of the ADA, subject to the above, the City will provide reasonable accommodations to qualified municipal job applicants and to qualified employees with disabilities.

Examples of common types of reasonable accommodation that the City may be required to provide, unless doing so would create an undue burden or would fundamentally alter the nature of the job, include:

- modified work schedules or reallocation of non-essential tasks;
- obtaining or modifying equipment or devices;
- modifying examinations, training materials or policies;
- providing qualified readers and interpreters;
- reassignment to a vacant position;
- permitting use of accrued paid leave or unpaid leave for necessary treatment;
- providing reserved parking for a person with a mobility impairment;
- allowing an employee to provide equipment or devices that an employer is not required to provide.

A reasonable accommodation must be an effective accommodation. It must provide an opportunity for a qualified person with a disability to achieve the same level of performance or to enjoy benefits or privileges equal to those of an average similarly situated nondisabled person. However, the accommodation does not have to ensure equal results or provide exactly the same benefits or privileges.

A reasonable accommodation need not be the best accommodation available, as long as it is effective for the purpose; that is, it gives the qualified person with a disability an equal opportunity to be considered for a job, to perform the essential functions of the job, or to enjoy equal benefits and privileges of the job.

The City is not required to provide an accommodation that is primarily for personal use. Reasonable accommodation(s) apply to modifications that specifically assist a qualified individual in performing the duties of a particular job. Equipment or devices that assist a person in daily activities on and off the job are considered personal items that the City is not required to provide. However, in some cases, equipment that otherwise would be considered "personal" may be required as an accommodation if it is specifically designed or required to meet job related rather than personal needs. For example, it may be a reasonable accommodation to provide an employee who has a visual impairment with eyeglasses that are specifically needed to use a computer monitor.

Reasonable accommodations need only be provided to qualified individuals who identify themselves as having a disability and usually, if they have requested a reasonable accommodation. The City is not required to provide an accommodation if unaware of the need. However, the City is responsible for notifying job applicants and employees of its obligation to provide accommodations for otherwise qualified individuals with disabilities. See Section VII, ADA Public Notification, below.

Undue Hardship and Fundamental Alteration of the Program

The City is not required to make an accommodation if it would impose an undue hardship on municipal operations. An undue hardship is an action that requires "significant difficulty or expense" when considered in relation to certain factors including the size of the employer, the resources available, and the nature of the operations. Whether or not a particular accommodation will impose an undue hardship on the City must always be determined on a case by case basis.

The City is not required to modify its policies, practices or procedures if it can demonstrate that such modifications would fundamentally alter the nature of the goods, services, facilities, privileges, advantages or accommodations involved.

> **Before a Department Head, manager, or supervisor denies any request for reasonable accommodation, or concludes that a particular accommodation would result in an undue hardship or fundamental alteration of the program, he or she should consult with the City's ADA Coordinator.**

If it is determined that a particular accommodation would impose an undue hardship or fundamental alteration of the program, the Department Head and the ADA Coordinator still must consider whether there are alternative accommodation(s) that would not impose such hardship or fundamental alteration of the program. If the cost of an alternate accommodation would still impose an undue hardship on the City, the employee/applicant should be given the option of providing the accommodation him or herself or paying that portion of the cost which would constitute an undue hardship, if applicable.

Process for Providing Reasonable Accommodations

1. The qualified employee or job applicant has the responsibility to inform his/her Department Head, the Director of Personnel, or the City ADA Coordinator that some adjustment or change is requested either to participate in the application process or to perform essential functions of a job. In all such cases, the employee/applicant should be provided with a copy of the City's ADA Policy.

2. If an accommodation is requested, documentation of disability and/or functional limitation(s) may be required to support the request. Requests for accommodations should be carefully evaluated, in consultation with the employee or applicant, to ensure that the accommodation is reasonable and effective. All such requests will be treated with confidentiality.

3. If the reasonable accommodation being requested is relatively simple and straightforward, the Department Head can provide the accommodation without notifying the ADA Coordinator. If the accommodation being requested is less clear or more complex, there may need to be a dialogue between the employee/applicant, the Department Head, and the ADA Coordinator. The employee/applicant should complete and sign a Reasonable Accommodation Request Form (see Appendix A).

4. Upon receipt of the completed Reasonable Accommodation Request Form, the Department Head and the ADA Coordinator will make a determination as to whether additional medical documentation of the qualified employee/applicant's disability is necessary to assist the process of determining what reasonable accommodations are needed. If such documentation is necessary, the ADA Coordinator will provide the employee/applicant with a Medical Provider Authorization Form (see Appendix B). The employee/applicant should complete and sign the Medical Provider Authorization Form within a reasonable time period.

5. Upon receipt of the completed Medical Provider Authorization Form and all related documentation, the Department Head and the ADA Coordinator, in consultation with the qualified employee/applicant, will make a determination about what accommodation(s) may be reasonable and effective, given the particular circumstances of the job position in question. This determination will be made within a reasonable period after receiving the request and all necessary medical documentation. Once this determination is made, the Department Head and the ADA Coordinator will develop and implement a plan for providing the reasonable accommodation(s) in a timely fashion.

6. Everyone involved in the process of developing and implementing the accommodation(s) will observe strict confidentiality procedures in order to uphold the rights of the employee/applicant with a disability. All documentation collected during this process should be kept in a confidential file, separate from the employee/applicant's regular personnel file.

V. Building Accessibility

Under the ADA, the City is required to operate all its activities, services and programs so that, when viewed in their entirety, they are readily accessible to and usable by qualified individuals with disabilities. Consequently, qualified individuals with disabilities cannot be excluded from City programs, services, and activities because buildings are inaccessible. However, the City need not remove physical barriers, such as stairs, in all existing buildings, as long as it makes its programs accessible to individuals who are unable to use an inaccessible existing facility.

The City can provide the services, programs, and activities offered in an inaccessible building to individuals with disabilities through alternative methods, if physical barriers are not removed, such as by relocating a service to an accessible facility, e.g., moving a public information office from the third floor to the first floor of a building, or providing benefits or services at an individual's home, or at an alternative accessible site.

Notwithstanding this, all City-sponsored public meetings and hearings must be held in locations that are accessible to people with disabilities, including people who use wheelchairs.

VI. Communication Accessibility

The City is committed to ensuring that its communications with individuals with disabilities are as effective as communications with others. In order to provide equal access, the City will make

available appropriate auxiliary aids and services where necessary to ensure effective communication. Auxiliary aids and services include a wide range of services and devices that promote effective communication. As further set forth below, the City is not required to provide a particular auxiliary aid or service if to do so would result in a fundamental alteration of the service, program, or activity or an undue hardship.

Examples of Auxiliary Aids and Services for Effective Communication

Examples of auxiliary aids and services that may be effective for individuals who are deaf or hard of hearing may include, but are not limited to:

- qualified sign language interpreters
- note takers
- computer aided real-time transcription (CART)
- telephone handset amplifiers
- individual assistive listening devices
- open and closed captioning
- telecommunications devices for deaf persons (TTYs or TDDs)
- exchange of written notes

Examples for individuals with vision impairments may include, but are not limited to:

- qualified readers
- taped texts
- audio recordings
- Braille materials
- large print materials
- screen readers

Examples for individuals with speech impairments may include, but are not limited to:

- TTYs or TDDs
- speech synthesizers

The type of auxiliary aid or service necessary to ensure effective communication will vary in accordance with the needs of the individual and the length and complexity of the communication involved. A simple exchange of written notes may be all that is necessary for a brief transaction with a deaf person. Sign language or oral interpreters, for example, may be required when the information being communicated in a transaction with a deaf individual is complex, or is exchanged for a lengthy period of time (e.g., a lecture or meeting). Factors to be considered in determining whether an interpreter is required include the context in which the communication is taking place, the number of people involved, and the importance of the communication.

Written communications provided by the City, ranging from newsletters to public meeting announcements to tax bills and water/sewer are subject to the requirement for effective communication. Thus, where a City department provides information in written form, it must, when requested, make that information available to individuals with vision impairments in a form that is usable by them. Conversely, where some City communications are customarily only in electronic format, e.g. webpages or e-mail, that information should be provided in alternative formats upon request to individuals whose disability prevents them from accessing that electronic format.

The audio portion of television and videotape programming produced by the City is subject to the requirement to provide equally effective communication for individuals with hearing impairments. Closed captioning of such programs is sufficient to meet this requirement.

When an auxiliary aid or service is required, the City must provide an opportunity for individuals with disabilities to request the auxiliary aids and services of their choice and must give primary consideration to the choice expressed by the individual. "Primary consideration" means that the City must honor the choice, unless it can demonstrate that another equally effective means of communication is available, or that use of the means requested would result in a fundamental alteration in the service, program, or activity or in undue financial and administrative burdens.

It is important to consult with the individual to determine the most appropriate auxiliary aid or service, because the individual with a disability is most familiar with his or her needs and is in the best position to determine what type of aid or service will be effective.

For assistance in determining the appropriate auxiliary aids and services, contact the Commission for Persons with Disabilities.

VII. ADA Public Notification

As part of the City's ongoing efforts to achieve compliance with the ADA, the attached *"long form"* public notice (See Appendix C) has been posted in each city building. This notice accomplishes three things.

First, it gives job applicants, program participants, beneficiaries, employees, and other interested persons essential information about the City's general ADA nondiscrimination policies. Second, it informs the public about the City's ADA Coordinator, who is available to provide additional information on the City's ADA policies. Third, it notifies members of the public who have communication disabilities, e.g. people who are deaf or hard of hearing and people who are blind or visually impaired, that the City is prepared to provide auxiliary aids and services upon request, e.g. sign language interpretation and written materials in large print or Braille, to ensure access to all City programs, services, and activities.

All Department Heads should ensure the attached ADA notice is posted on an ongoing basis in a prominent public location within each building where your offices are located. In addition, brochures, flyers, meeting announcements, newsletters, and all other publications produced by any City department for distribution to the public should include the following *"short form"* notice:

> **The City of Cambridge does not discriminate on the basis of disability. The City may provide auxiliary aids and services, written materials in alternative formats, and reasonable modifications in policies and procedures to qualified individuals with disabilities. For information contact: [include contact name and voice and TTY telephone numbers].**

Variations on this *"short form"* notice are permissible with prior approval from the ADA Coordinator.

VIII. Maintenance of Accessibility Features in City Facilities

It is the City's responsibility, under the ADA, to maintain, in good working order, all equipment and features of City facilities that are required to provide ready access to individuals with disabilities. Wherever an accessible route is provided by the City to one of its facilities, this route must remain accessible and not blocked by obstacles such as furniture, filing cabinets, and potted plants. An isolated instance of placement of an object on an accessible route would not be a violation of the ADA, if the object is promptly removed. Similarly, accessible entrance doors must be kept unlocked (and automatic door openers kept active) whenever a City facility is open for business, including for public meetings and hearings (whether held during daytime hours or evenings and weekends).

All such equipment should be tested on a regular basis to ensure it is in good working order. If the equipment is not working properly, Department Heads shall undertake immediate corrective measures to repair the equipment. All accessibility equipment should be on a routine schedule of preventive maintenance. Chronic disrepair of accessibility equipment, despite repeated efforts to fix and maintain the equipment, should trigger an assessment of whether the equipment should receive a more thorough overhaul or a complete replacement. Depending on costs and the department's operating budget, this may necessitate a request through the City's capital budget process.

Mechanical failures in equipment such as elevators or automatic door openers will occur from time to time. Isolated interruptions in use due to servicing and repairs are not in violation of the ADA. The City's obligation to ensure that facilities are readily accessible to and usable by individuals with disabilities would be compromised, however, if repairs are not made promptly or if improper or inadequate maintenance causes repeated and persistent failures. Therefore, all Department Heads should enact procedures to ensure these obligations are met. Every Department Head should examine each facility over which he or she exercises responsibility, and be familiar with the equipment necessary to provide access, such as wheelchair lifts, elevators and automatic doors.

IX. ADA Internal Grievance Procedure

Title I of the ADA makes it "...unlawful for a covered entity to discriminate on the basis of disability against a qualified individual with a disability in regard to...employment." Title II of the ADA states, in part, that "...no otherwise qualified disabled individual shall, solely by reason of such disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination..." in programs or activities sponsored by the City.

The City of Cambridge has an internal grievance procedure to provide for prompt and equitable resolution of complaints alleging any action prohibited by the U.S. Equal Employment Opportunity Commission and the U.S. Department of Justice regulations implementing Title I and Title II of the Americans with Disabilities Act. It is the goal of this procedure, in accordance with the ADA, to provide for local investigation and mediation of complaints alleging violation of the ADA. This procedure will supplement independent administrative and judicial enforcement procedures created by the ADA, the Rehabilitation Act of 1973, M.G.L. c. 151B, and the City of Cambridge Human Rights Ordinance.

Complaints should be addressed to Michael Muehe, 51 Inman Street, Cambridge, MA, 02139, (617) 349-4692 (voice) or (617) 492-0235 (TTY) or mmuehe@cambridgema.gov (e-mail), who has been designated as the City's ADA Coordinator, charged with coordinating ADA compliance efforts in the City.

1. A complaint may be filed orally or in writing and shall contain the name and address of the person filing it and a brief description of the alleged violation of the regulations.

2. A complaint must be filed within one hundred and eighty (180) days after the complainant becomes aware of the alleged violation.

3. Following the filing of a complaint with the ADA Coordinator, the complainant shall be referred to the Cambridge Human Rights Commission (CHRC) for investigation, and mediation where appropriate, which shall be conducted by the CHRC Executive Director or his or her designee. The Executive Director or his or her designee will, whenever possible, make a good faith effort to mediate the complaint to the satisfaction of the parties and to complete the process within ninety (90) days.

4. The investigation and mediation procedure performed by the CHRC Executive Director or his or her designee pursuant to this Grievance Procedure shall be separate and distinct from the general complaint process created by the City's Human Rights Ordinance. The Executive Director or his or her designee shall conduct an investigation, the conclusion of which shall be either successful mediation by agreement of the parties or notice to the complainant regarding additional processes and remedies. During the course of this grievance procedure, the CHRC Executive Director or his or her designee shall consult with the Personnel Director on any matter relating to employment practices of the City.

5. A written statement describing the mediated resolution, if any, shall be issued by the CHRC Executive Director or his or her designee and a copy forwarded to the parties and the ADA Coordinator. If no resolution is reached, the CHRC Executive Director or his or her designee shall notify the ADA Coordinator that the complainant has been advised of additional processes and remedies, and the grievance procedure hereunder shall be deemed completed and closed.

6. The ADA Coordinator shall maintain a written record of each complaint filed, the action taken, and the disposition of the complaint.

7. The right of a person to prompt and equitable resolution of the complaint filed hereunder shall not be impaired by that person's pursuit of other remedies such as the filing of an ADA complaint with the responsible federal department or agency. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies.

City of Cambridge -- ADA Reasonable Accommodation Request Form

Employees and Job Applicants (check one): ☐ Employee ☐ Applicant

Name: _____ Department: _____

Position: _____ Phone(s): _____

Date of Hire: _____ Anticipated Start Date: _____

Supervisor: _____ Phone: _____

Relevant Functional limitation(s): _____

_____

_____

Requested accommodation(s): _____

_____

_____

_____

Why is the requested accommodation needed? _____

_____

Has this accommodation been used by this individual in the past? ☐ Yes ☐ No

If "Yes," please explain: _____

_____

If "No," what accommodation enabled this individual to perform essential job functions? _____

_____

Has the individual ever requested an accommodation while employed by the City of Cambridge?

☐ Yes ☐ No If "Yes," what was the accommodation and how effective was it? _____

_____

_____

Other comments: _____

_____

Signature: _____ Date: _____

Office Use Only

Date of receipt of request: _____ Response date: _____

Requested accommodation: ☐ Yes ☐ No Alternative accommodation: ☐ Yes ☐ No

Explanation: _____

_____

_____

Expected accommodation date: _____ Actual accommodation date: _____

City of Cambridge
Medical Provider Authorization to Release Documentation of Disability

To be completed by employee/job applicant: check one: ☐ Employee ☐ Applicant

I (print employee/applicant name) _____

Address: _____

Hereby authorize (Name of medical provider): _____

Medical provider address: _____

To speak to and release any and all information regarding my case and medical file to the Cambridge ADA Coordinator and Personnel Department, relating to my request for reasonable accommodation(s).
Employee/applicant signature: _____ Date: _____

To be completed by Medical Provider:

You are being asked to provide documentation of disability for your patient/client. Please describe your specialty/qualifications to make a diagnosis: _____

_____

To Medical Provider: The above individual has stated that he/she has a disability, defined by the Americans with Disabilities Act as (1) a physical or mental impairment which substantially limits one or more major life activities, or (2) a record of such an impairment, or (3) is regarded as having such an impairment. "Major life activities" means functions such as walking, seeing, hearing, speaking, breathing, learning, caring for one's self, performing manual tasks, reproduction, and working. In your professional opinion does your patient/client have a disability and, if so, please describe the nature of the disability including the relevant diagnosis: _

_____

_____

Please describe any relevant functional limitations, including (important) which major life activities are substantially limited: _____

_____

Describe any recommended accommodation(s), and how these will enable your patient/client to (a) perform the essential functions of his/her job, or (b) complete the job application process: ___

_____

_____

_____

Additional Comments: _____

_____

Please return this completed form to: Michael Muehe, ADA Coordinator, c/o Cambridge Commission for Persons with Disabilities, 51 Inman St., 2nd floor, Cambridge, MA 02139

The City of Cambridge does not discriminate on the basis of disability. The City will provide auxiliary aids and services, written materials in alternate formats, and reasonable modifications in policies and procedures to persons with disabilities upon request.

City of Cambridge -- Americans with Disabilities Act Public Notice

The City of Cambridge does not discriminate on the basis of disability in admission to, access to, or operation of its programs, services or activities. The City of Cambridge does not discriminate on the basis of disability in its hiring or employment practices.

This notice is provided as required by Title II of the Americans with Disabilities Act (ADA) and by Section 504 of the Rehabilitation Act of 1973. Questions, complaints or requests for additional information may be sent to:

Michael Muehe, ADA Coordinator
Cambridge Commission for Persons with Disabilities
51 Inman Street, second floor
Cambridge, MA 02139
mmuehe@cambridgema.gov
(617) 349-4692 (voice)
(617) 492-0235 (TTY)

Persons with disabilities who need either:

- auxiliary aids and services for effective communication,
- written materials in alternative formats, or
- reasonable modifications in policies and procedures,

in order to access programs and activities of the City of Cambridge, are invited to make their needs known to program staff or to the ADA Coordinator.

Keep this notice posted in a prominent public place. This notice is available in alternative formats, including audiotape, computer disk and Braille, from the ADA Coordinator.