

WORKFORCE DEVELOPMENT BOARD OF VENTURA COUNTY (WDB)
LOCAL POLICY BULLETIN #2015-08: Policy on Reasonable Accommodation

Effective date: July 1, 2015
(Original effective date, as last modified: May 20, 2013)

SUBJECT: Policy on Reasonable Accommodation

PURPOSE AND REFERENCE:

This policy complies with Federal and State requirements to provide reasonable accommodation for individuals with disabilities who are seeking services from any program operator funded by the Workforce Development Board of Ventura County. Specific legislation: Title II of Americans with Disabilities Act (ADA); Section 504 of the Rehabilitation Act of 1973; California's Fair Employment Housing Act (FEHA); California Government Code 11135; the Americans with Disabilities Act Amendment Act of 2008 (ADAAA); and Section 188 of the Workforce Innovation and Opportunity Act (WIOA) of 2014. This policy supplements the currently existing and documented policies and procedures of the Human Services Agency of Ventura County.

POLICY:

To all persons seeking services under the Workforce Innovation and Opportunity Act (WIOA), the Workforce Development Board of Ventura County (WDB) and its program operators will provide reasonable accommodation to allow enjoyment of the benefits of the Act, unless to do so would impose an undue hardship on the Board or its program operators. The Board and its program operators will engage in a timely, good-faith interactive process with clients with known physical or mental disabilities who are in need of reasonable accommodation. Reasonable accommodation may include making service sites readily accessible and usable, acquiring or modifying equipment or devices, adjusting or modifying modes of communication, training materials or policies, or providing qualified readers or interpreters.

- An individual has a disability if he or she meets at least 1 of 3 tests: (1) has a physical or mental impairment that substantially limits one or more major life activities; (2) has a record of such an impairment; or (3) is regarded as having such an impairment.
- Such an individual must be qualified for the service in question and must be able to perform it with or without reasonable accommodation.
- Typical mental, physical or medical disabilities: deafness, blindness, intellectual disability, autism, cancer, cerebral palsy, diabetes, epilepsy, missing limbs & mobility/wheelchair use, HIV infection, multiple sclerosis, muscular dystrophy, major depressive disorder, bipolar disorder, TSD, obsessive-compulsive disorder, schizophrenia.
- Laws do not protect persons with (1) disorders resulting from current illegal drug use; (2) sexual behavior disorders/impairments; (3) compulsive disorders.
- Persons with a history of substance abuse dependence are legally protected if they: (1) no longer use drugs illegally and (2) have successfully completed, or currently participate in, a supervised drug rehabilitation program.
- Other exceptions: (1) a user of alcohol who cannot perform the necessary service; (2) someone who has a disease that prevents him or her from performing the necessary service; (3) anyone who is, for whatever reason, a direct threat to the health or safety of others.
- No charges will be made for necessary accommodations.

Notice and Communications (Procedures)

Any program receiving Federal or State funding is required to provide equal access to programs and services for persons with disabilities.

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- Customer Service inquiries: give directions to the agency via bus or other transportation, if requested; have bilingual staff available to respond to customer calls; ask all customers if they require a reasonable accommodation; document accommodation requests.
- Arrivals: make sure that the path of travel is safe and accessible; directions in the center should be clearly marked; furniture should be accessible and lighting appropriate.
- Program Materials: these should be available in alternate formats and offered in other languages if requested or if appropriate; they should be created with accessibility guidelines; they should include guidelines for requesting a reasonable accommodation; they should include Equal Opportunity taglines.

Staff Training (Procedures)

To promote awareness of the need for reasonable accommodations, the administrative staff of the WDB will do the following:

- Make provision, no less than once a year, at one or more locations and in conjunction with the Human Services Agency (Human Resources), for a training lesson on an established curriculum. This training is mandatory for the WIOA-funded staff of the Job and Career Centers, and it will be available to any Job and Career Center staff member deemed appropriate by the relevant Job and Career Center Director.
- Require the attendance at this session or sessions of a representative of all current WDB program operators. These operators are responsible for training their respective staffs between the annual training sessions.
- Provide a PowerPoint presentation, "Disability Awareness," that can be used as a tool for general orientation and a resource for the new staff of any program operator.

INQUIRIES:

Inquiries regarding this policy can be addressed to the WDB administrative staff: 805-477-5306.