



## ADA for Managers and Supervisors



**Transcript:**

Welcome to the ADA Training for Managers and Supervisors. On July 26, 1990, President Bush signed into law the American's with Disabilities act. In 2015, ADA celebrates its 25th Anniversary. This training focuses on the law and your responsibilities.

## Welcome

Welcome to the ADA Training for Managers and Supervisors. This course is designed to help you understand the steps you need to take for compliance with the American with Disabilities Act (ADA).

When you have finished this course, you should have the knowledge, understanding and skills you need to follow the steps for each of the program areas of Hiring, Job Performance, and Benefits and Privileges of Employment.

This course takes about 90 minutes to complete.



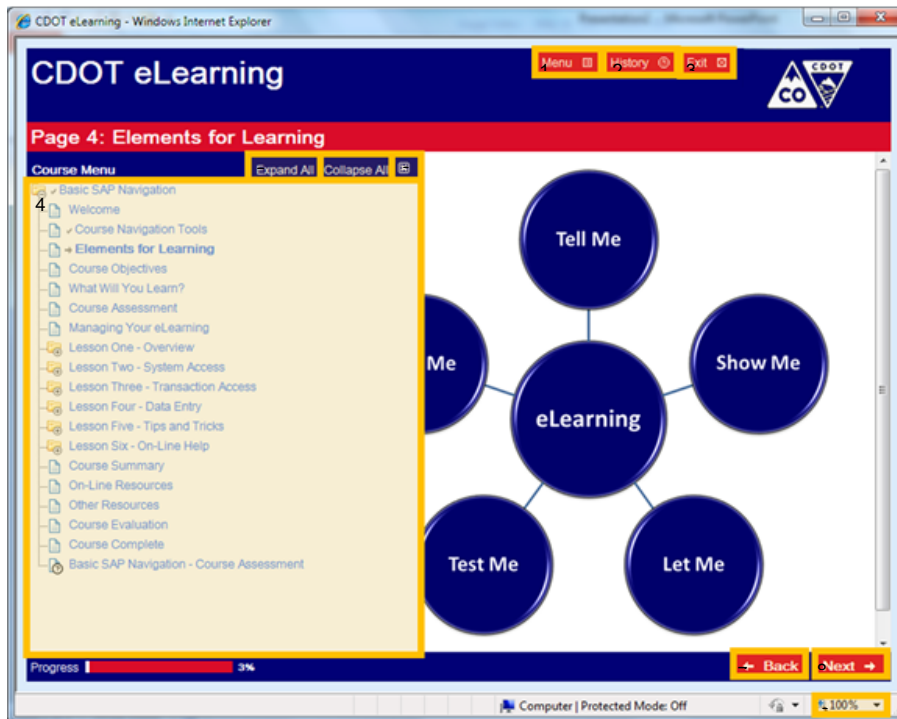
### **Transcript:**

This training is intended to provide you with an overview of how to apply ADA to the workplace. When you have finished the course, you should understand your role in the ADA process and is mandatory for ALL supervisors.

It is self-guided and will take you about 90 minutes to complete. Click the "Next" button when you want to move to the next slide. This audio is meant to enhance your experience with this course so please adjust the volume on your computer to your comfort level. The wording on each slide will not be read but this audio will give you an overview of the content.

There are first a few opening slides to help you maneuver through the course.

## eLearning Navigation Tools



Take a moment to acquaint yourself with the course's navigation tools.

Roll your cursor over the highlighted navigation tools for an explanation of its purpose.

- 1- **Menu** - Click here to display the course menu (content).
- 2- **History** - Click here to display the viewed lessons and pages.
- 3- **Exit** - Click here to close the course.
- 4- **Menu Display** - Click on menu links to go directly to a course lesson or page. You must click the Menu button to display these links.
- 5- **Expand All/Collapse All** - Click here to display or collapse all course pages and lessons.
- 6- **Close** - Click here to close the course menu.
- 7- **Back** - Click here to go back one page.
- 8- **Next** - Click here to go forward one page.

9 - **Change zoom level** - Click here to zoom your Internet Explorer window.

**Transcript:**

If you already know how to navigate this type of eLearning, feel free to skip to the next slide. If not, take a few minutes to identify the tools you will use to navigate through this course.

## Course Objectives



Upon completing this course, you should be able to:

- Describe ADA
- Identify when there is a need for an accommodation
- Understand what a disability is under the ADA
- Determine if an individual with a disability is qualified
- Use the Interactive Process to identify a Reasonable Accommodation

### Transcript:

In your role as a Manager or Supervisor, it is important to clearly identify the knowledge and skills you'll need to apply ADA in the workplace. This course is designed to help you acquire them.

Take a moment to review the objectives of this course. When you finish this course, we'll revisit them to see if they were met.

## What You Will Learn

ADA Overview

Identifying the Need for an  
Accommodation

Determining Disability Under ADA

Determining if an Individual with a  
Disability is Qualified

Identifying Reasonable  
Accommodation

This course contains five sections.

- **Section 1** – Provides an overview of ADA
- **Section 2** – Discusses how to identify when there is a need for an accommodation
- **Section 3** – Describes the process used to determine if a disability is covered under ADA
- **Section 4** – Outlines the process used to determine if an individual with a disability is qualified for a position
- **Section 5** – Describes the process used to identify a Reasonable Accommodation

### Transcript:

This course is divided into five sections or lessons to help break down the steps of applying ADA in the work place. The first lesson will provide you with the basic information about ADA.

Take a minute to review the description of each of the lessons before you proceed and keep in mind we are only covering what you need to know as a manager about ADA.

## Course Assessment

And one last thing, at the end of the course there is a course assessment. The course assessment gives you an opportunity to:

- Test your knowledge
- Verify your understanding of the course material
- Validate that you have completed the course



### Transcript:

A few more house-keeping items. At the end of the course, the assessment lets you test your new knowledge and skills. We want you to successfully work with ADA.

Please be aware, you can repeat both the course, and the assessment, as many times as you wish and you will be able to practice throughout the course.



## Managing Your eLearning



It's up to you to manage your eLearning experience. Unlike standard training courses, you can pause the course whenever you want for as long as you need.

When you exit the course, just click the **Exit** button in the upper right corner. A bookmark is placed in the eLearning.

When you come back to your course you can choose to start where you left off or re-start it from the beginning.

Please note, if for any reason you "lose" your bookmark, you can use the **Menu** button to quickly locate the right spot.

### Transcript:

If you already know how to manage your eLearning, feel free to skip to the next slide. If not, take a minute to review this slide.

The important thing to remember is that you can leave this course anytime and come back to where you left off.

## Lesson One - ADA Overview

### ADA Overview

#### Identifying the Need for an Accommodation

#### Determining Disability Under ADA

#### Determining if an Individual with a Disability is Qualified

#### Identifying Reasonable Accommodation

Upon completing this lesson, you should be able to:

- Describe the purpose of ADA
- Describe the key terms used in the ADA Program
- Identify the key positions that have roles and responsibilities in implementing the ADA program
- Identify the three program areas where ADA applies
- Understand the Interactive Process used to collect information from Job Applicants and Employees to provide inclusion and determine reasonable accommodations

#### Transcript:

Each section has its own objectives. This section is designed to provide you with a "Mile High" overview of ADA. Roles and responsibilities of the people who implement the program are identified. It also introduces you to the three Program Areas of Hiring, Job Performance and Benefits and Privileges of Employment. You will be introduced to the Interactive Process that forms the basis of each of the lessons after the Overview.

## Purpose of ADA Training

This training will make you familiar with the Americans with Disability Act and its compliance. So let's start by answering the following two questions.

What is ADA?

- Title I of the Americans with Disabilities Act (ADA), is a federal law that provides Equal Employment Opportunity to individuals with disabilities and makes it unlawful to discriminate in all employment practices based on disability.

What is ADA compliance?

- As part of ADA compliance, CDOT is required to engage in the Interactive Process to identify Reasonable Accommodations to individuals with disabilities that allows the individual to perform the essential functions of a position, participate in the hiring process or benefits and privileges of employment.

Now let's watch a short video about why ADA matters.



### Transcript:

You need to understand the ADA information so you can facilitate the inclusion of individuals with disabilities in the workforce. As a Manager or Supervisor at CDOT you need to understand both the law and the need for compliance. This helps to prevent law suits. but more importantly, being inclusive is part of our core values for diversity in the workforce.

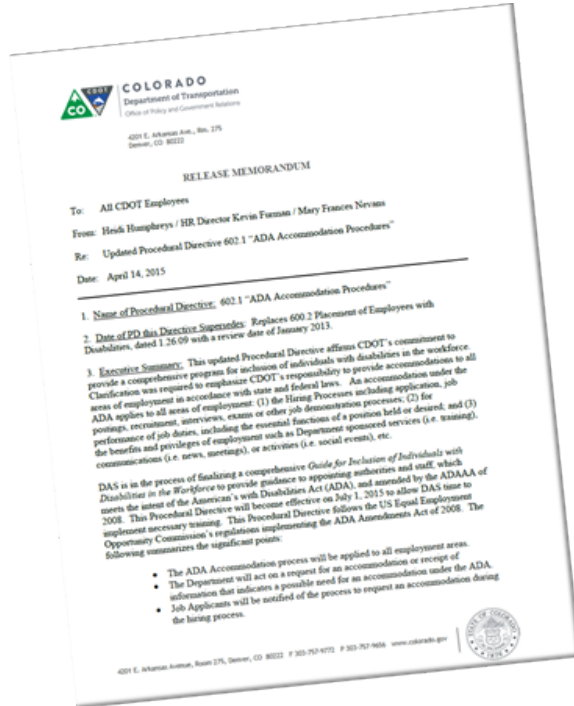
Do you know someone with a disability? Let's watch a short video. You may need to adjust sound level to hear.

## Why ADA Matters

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**Transcript:**

## PD 602.1 ADA Accommodation Procedures



CDOT recognizes individuals with disabilities make a valuable contribution to our organization.

*PD 602.1 ADA Accommodation Procedures* provide the details of ADA accommodation process.

Before taking this course, please click [HERE](#) to review the *Procedural Directive 602.1* if you have not already done so before you begin the course.

HERE - <http://intranet.dot.state.co.us/resources/policy-procedure/documents/0602.1/view>

**Transcript:**

You are not expected to be an expert when you finish this course. Your ADA Coordinator is the expert and will partner with you in ADA matters.

Click on the link labeled here to access a copy of the procedural directive 602.1. It can be saved or printed from the open window.

## Key Terms



This training includes key terms and concepts you need to complete the section. Here are a few you will need to get started with the course.

**Title I of ADA** – An Act that requires an employer to provide equal employment opportunities to individuals with disabilities.

**Individual with Disability** - A person who:

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

**Reasonable Accommodation** - Any change in the work environment or the way processes are customarily done that will enable an individual with a disability to enjoy equal employment opportunities.

Now let's take a look at the the roles responsible for implementing ADA in the workplace.

### Transcript:

At the beginning to each of the sections you will find a keys terms slide. Key terms are important. This slide introduces you what the ADA requires, the definition of Disability under the ADA, and what is considered a Reasonable Accommodation.

## Roles Responsible for Implementing ADA



The **Human Resources Director** is Accountable for the administration of the ADA Program.



The **Appointing Authority** handles personnel matters and hiring decisions, including ADA and compliance with ADA in their designated area. Partnering with the ADA Coordinator



The **Statewide ADA Program Administrator** is an expert in ADA requirements, Equal Employment Opportunity, and is responsible for program development, implementation, evaluation, reporting and training of each ADA Coordinator

There are six roles responsible for the ADA Program. Here are three of them. The next three roles are on the next page.

### Transcript:

There are six distinct roles involved in the ADA Program. Everyone in the ADA process needs to work together. Here are three of them.

Let's start with the Human Resources Director. The HR Director is responsible for the overall administration of the ADA program and reporting. When there is an ADA decision related to Job Applicants, the HR Director will make the final decision.

The Appointing Authorities are delegated to handle personnel issues for their designated area, including compliance with ADA for Employees. The Appointing Authority works closely with the ADA Coordinator and the Manager to determine if ADA applies and complies with program requirements. Per state rule, the Appointing Authority is responsible for all final decisions related to Employees.

The Statewide ADA Administrator is a technical resource for ADA and Equal Employment Opportunity (EEO) requirements, and monitors the implementation of the ADA program. The Statewide ADA Administrator also trains and certifies each of the ADA Coordinators.



## Roles Responsible for Implementing ADA Continued



**HR Specialists** are staff trained in Human Resource hiring and selection processes, including providing accommodations under ADA requirements and conducting the interactive process to identify reasonable accommodations during hiring



**ADA Coordinators** are trained in ADA requirements, determining ADA eligibility, conduct interactive and ADA processes. During the hiring process the HR Specialist is the ADA Coordinator



**Managers/Supervisors** are determined by job description. Each Manager/Supervisor is required to attend training and understand his/her role and responsibilities under ADA

Here are the remaining three roles and their responsibilities. By the way, the HR Specialist and the ADA Coordinator may be Each of these roles has a different function to perform for each of the Program Areas. Let's take a look at that now.

### Transcript:

There are three more roles. HR Specialists are trained in hiring and selection processes, including ADA requirements. The HR Specialist works with the Managers and the Job Applicants in providing accommodations during the Hiring Process.

ADA Coordinators are trained in ADA requirements and EEO. This includes conducting an Interactive Process with an Employee for their work environment.

Next let's talk about what you as a Manager or Supervisor are responsible for. First you must make sure you understand what ADA is and how it may apply to an Employee or Job Applicant. You are already accomplishing this by taking and completing this course. Once you are done, you will be certified by CDOT and are responsible for ADA in your designated area.

Now that we've looked at the roles, let's look at when it applies.

## ADA Program Areas

Hiring Process	Job Performance	Benefits and Privileges of Employment
<p>The hiring process includes all recruitment, comparative analysis and interview processes</p> <p>A qualified Job Applicant with a disability should be provided equal opportunity to participate in the hiring process to be considered for a job</p>	<p>Job Performance includes using the interactive process to determine effective reasonable accommodations that enable an employee to perform the essential functions of the position</p> <p>Reasonable accommodation is a modification to the work environment, or how and when a job is performed</p>	<p>Includes training, activities, communications, social events, services and access to workplace locations for all employees</p>

The program areas represent the three general areas of employment covered under ADA and where inclusion of individuals. Take a moment to familiarize yourself with each of the Program Areas before you move on to learn about the Interactive Process. Let's look at that now.

### Transcript:

There are three different Program areas covered under ADA related to employment.

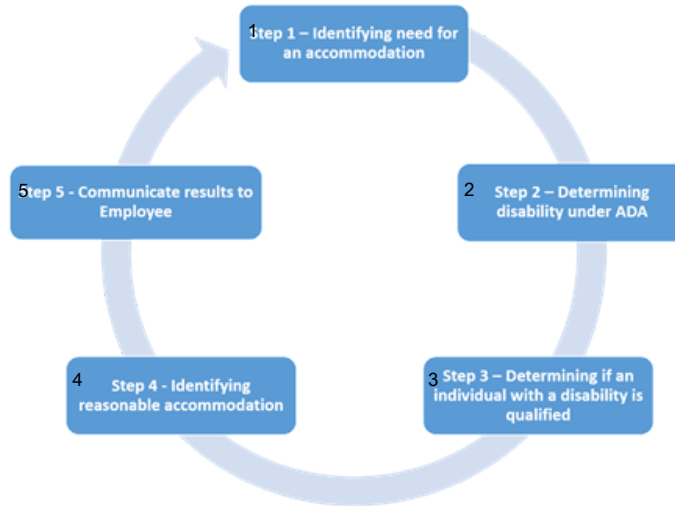
Let's start with the Hiring Process. Regardless of the type of position and method to fill it, the Hiring Process needs to be inclusive and free of discrimination. ADA applies to all stages of filling a position including advertisements for positions, recruitment, tests, written exams, both formal or informal oral interviews, and any other type of job demonstration.

The most commonly known area for ADA is when it applies to Job Performance. If an Employee needs assistance to perform their job, a modification or adjustment to how or when the work is performed may be implemented under the ADA. The type of modification is based on an individual assessment of the Employee and considers the Essential Functions of the position with or without an accommodation.

The least known program area where ADA applies is for Benefits and Privileges of Employment. Simply put, this means that an Employee with a disability should be given the same opportunities, training, communication, access to services and the like, as similar Employees without a disabilities.

Now that we've looked at who applies the ADA Program and when it applies, let's look at how it is done through the Interactive Process.

## The Interactive Process



The Interactive Process occurs anytime there is a possible need for an accommodation for an individual with a disability.

The ADA requires employers to consider the following:

- Potential accommodations and the costs or impact
- Examine if alternative accommodations exist

1- In this step the need for an accommodation is identified. The potential need for an accommodation may come from any method of communication, or receipt of information, regarding a Job Applicant or Employee may initiate a request for an accommodation. You have a Duty to Act upon receipt of information.

2- A prerequisite for ADA coverage is that an individual must have a condition that meets the definition of a disability. Under the ADA, a disability is defined as a 1) physical or mental impairment that substantially limits one or more major life activities; 2) a record of such impairment; or, 3) regarded as having such an impairment.

3-

There are three ways an individual may be qualify for a position: 1) The minimum qualifications must be met by individuals who apply for or hold a position. 2) Employees must be able to perform the essential functions of a position they hold, with or without an

accommodation. Job Applicants must demonstrate their qualifications for a position they apply. 3) For Benefits and Privileges of Employment the “Similarly Situated” standard is used to determine if an employee is eligible for a potential accommodation.

4 - A Reasonable Accommodation is a change in the work environment or in the way processes are customarily done that enables an individual with a disability to enjoy Equal Employment Opportunities. The accommodation must be effective to meet the needs of the individual with the disability.

5 - The final step is to communicate the result of the interactive process to the employee.

**Transcript:**

The Interactive Process is used to work with Job Applicants and Employees to have a fair and equal employment opportunity. During this Process, the multiple roles work together through five basic Steps.

Every situation will be different and must be based on an individual assessment. Because this process is based on the individual, it can take anywhere from 15 minutes to a couple of months to complete.

Take a minute to scroll over the steps of the Interactive Process to learn about what occurs in each of the five steps.

Let's test how much you have already learned.

Move on to the next slide when you are finished with the questions.

## The Interactive Process and the Supervisor

Before we begin...

You are able to grant an accommodation and should do so, but keep the following in mind:

- **Always** document your decision and send it to the ADA Coordinator and Job Applicant or Employee
- Act on the accommodation by delivering on the accommodation
- Before you say "no" to an accommodation contact the ADA Coordinator
- If you are uncertain about the best course of action, or how to proceed contact the ADA Coordinator



### Transcript:

As a Supervisor you are able to grant an accommodation. This can be as simple as moving an interview so it is accessible for an applicant to the more complex actions of making modifications to the work environment of an employee. When you grant or reject an accommodation keep the following in mind:

Always document your decision. This includes if you grant the accommodation or if you say "no". This is important to prevent misunderstandings later on and also creates a shared understanding. Also before you say "no" to an accommodation request it is advisable you talk to the ADA Coordinator. They may be able to provide you with some insights on the process you missed. And finally, you are not alone. Your ADA Coordinator is there to help you with any and all questions you may have about the process.

## Question One

Review the statements below and select all of the responses that are true.

- A** The American's with Disabilities Act (ADA) protects individuals with disabilities.
- B** ADA applies to the process for filling a position for an Electrical Trades II position.
- C** A Manager/Supervisor **doesn't** have a role in implementing CDOT's ADA Program

### Transcript:

Now, here's a chance to review what you have learned so far.

## Question Two

Select the best answer to the question.

ADA requirements are met when Employees in the same work unit are provided the same style of mouse for their computer?

- A Yes, because CDOT has a set policy on the specific type of mouse that can be purchased.
- B No. A mass email should be sent to all Employees in the work unit to let me know if they need a different mouse due to an ADA disability.
- C Yes, because all Employees are treated the same.
- D No. An Employee should communicate what specific items may be needed for the work station to perform the job.

**Transcript:**

Now let's answer a quick question.

## Lesson Two - Step 1 Identifying the Need for an Accommodation

ADA Overview

**Identifying the Need for an Accommodation**

Determining Disability Under ADA

Determining if an Individual with a Disability is Qualified

Identifying Reasonable Accommodation

Upon completing this lesson, you should be able to:

- Understand your duty to act
- Identify what you can ask an Employee or Job Applicant about an accommodation
- Identify when you should take action and when to notify others
- Identify the actions you must take when a need for accommodation occurs
- Describe the process of identifying the need for an accommodation during Hiring, Job Performance and Benefits and Privileges of Employment

### Transcript:

Now let's get started with the first step of the Interactive process. This lesson covers the process of identifying the need for an accommodation. It is very important because you will most likely be the first to know or receive information.

Take a quick look at this section's objectives.

Let's get started!



## Key Terms



There is one term you should become familiar with before we continue.

**Employment Decisions** – Decisions made daily by CDOT that include hiring, promoting, retaining, and separating individuals. CDOT's comprehensive focus of the ADA in employment decisions includes program administration, key positions and responsibilities, procedures, records and reporting requirements, and training.

Now let's take a look at your duty to act.

### Transcript:

When you learn something new it is important to understand the new terminology. Take a minute to review what is meant by Employment Decisions before you continue.

## Your Duty to Act by Engaging in the Interactive Process

It is the responsibility of the Employee to request an accommodation. It is your duty to act when you know there is a possible need for an accommodation for a Job Applicant or Employee. So what does this look like?

*For a Job Applicant it is:*

- Informing them of the Interview Process and location
- If informed of the need for an accommodation, it is asking what is needed and granting the request and informing the ADA Coordinator

*For an Employee it is:*

- Working with an Employee who has requested a change to their work environment
- Asking if an Employee needs an accommodation if you are informed of a possible need by other sources such as a Designee, Risk Management, or HR

Now let's look at what you can ask to determine if an accommodation is needed.



### **Transcript:**

It is the responsibility of the Employee to notify you of the need for an accommodation. Once you are notified, it is your responsibility to act on the accommodation request. This is called a "Duty to Act" when you have information. This may not always be obvious or the first thing you think about. During the Hiring process you need to be sure to ask Job Applicants if they need an accommodation. But what about your Employees?

For Employees, an ADA event may occur any time they may develop a personal health condition or have a work related incident. An Employee may also be covered during the "life" of employment, from the first day of employment through separation. You may observe that one of your employees is struggling. If this is the case, you need to ask if the employee needs an accommodation.

And one more thing, you are authorized to grant an accommodation if it falls within your authority. If you are not certain how to proceed, contact your ADA Coordinator.

## What Can I ask to Determine if an Accommodation is needed?

You may ask an Employee or a Job Applicant with a known disability whether they need an accommodation.



### You may ask a(n):

- Job Applicant who indicates a disability, if they need an accommodation
- Employee with a known disability, if they need to talk to an ADA Coordinator for an accommodation related to job performance
- Employee with a disability, what type of accommodation they may need in order to attend work related functions

### What you should not ask:

- Specific details of the disability
- Questions specific to the medical condition of the Employee



### Transcript:

Now let's talk about what you can do to determine if an accommodation is needed. The simplest way of knowing there may be a need, is if an individual asks you for an accommodation. Because that may not happen, you need to know how to identify a possible need. Some instances are listed for your review. For example, let's say you have an Employee who was in a motorcycle accident and injured their hand and might need an accommodation. The question you should ask is "Do you need an accommodation?"

You should not ask about the disability of the Employee or Job Applicant.

## Actions You Need to take to Identify the Need for an Accommodation



Once you have identified the need for an accommodation, there are three actions you need to take. They are:

1. Document and act on a need/request for an accommodation by a Job Applicant or Employee.
2. Report the name of the Job Applicant or Employee, and note the date that the need or request for an accommodation was identified. Also note the date when you sent this information to the HR Specialist or ADA Coordinator.

Now let's look at when you may identify the need for the accommodation for each of the Program Areas.

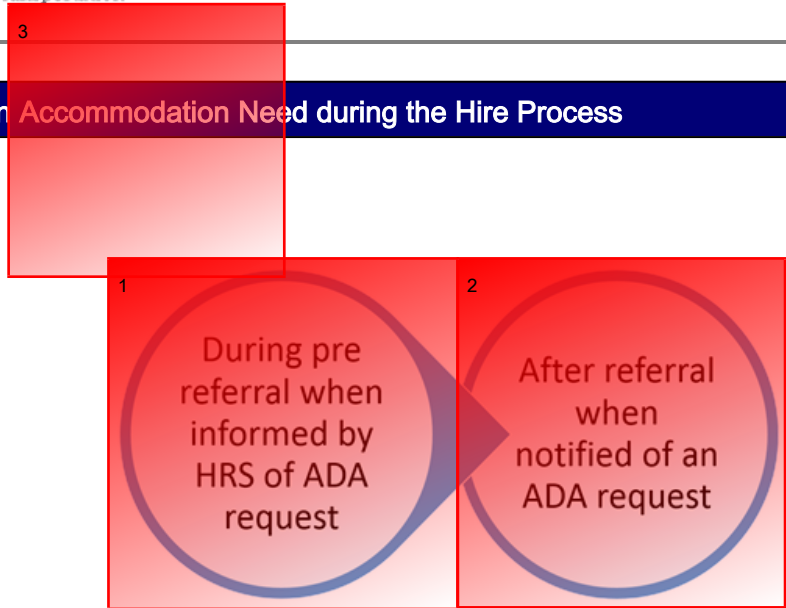
### **Transcript:**

So now that you have identified there may be a need for an accommodation, what do you do with this information? There are two actions you need to take.

The first step is document the need or request for an accommodation. During this step you may take notes, but if you do be sure to keep them in a secure place to maintain confidentiality.

The second step is to report the need or request. For Job Applicants this is the HR Specialist who is responsible for the Job Announcement. For Employees, this is the ADA Coordinator for your designated area. When you report, be sure to include the name and contact details of the Employee or Job Applicant, the date and what is the current situation.

## Identifying an Accommodation Need during the Hire Process



Now let's look at the hiring process. During the pre-referral process the job applicant informs the HRS of the need for an accommodation. After the referral process, you may be notified by the job applicant of the need for an accommodation or

- 1- During the Pre-referral Process the Job Applicant is informed to work directly with HR to arrange accommodations. If the request is granted, you may be informed of the need to implement the accommodation during the oral board or exam.
- 2- After a referral, if you are notified of the need for an accommodation by an applicant document the request and let your ADA Coordinator know. If you are able to grant a request then you may do so. Be sure to document the actions you took as part of your communication to the ADA Coordinator.
- 3- After a conditional job offer has been made, you need to talk to the selected Job Applicant and determine if an accommodation may be needed to perform the Essential Functions of the position. If it is, then the

ADA Coordinator will conduct an individual assessment.

**Transcript:**

During the pre-referral process, HR notifies job applicants of the phases of the interview process and the need of the Job applicant to inform HR if they need an accommodation. After referral, you may be notified of an ADA request. If you are able to grant the request you can do so. Be sure to document the request and let the ADA Coordinator know.

### Question Three

Type the correct term in the field next to the definition.

Ted left a message for you because he was on the referral list for a position you are filling. You planned to schedule all Job Applicants for in person interviews. He was the third person you contacted and only morning interview spots are available. When you contact Ted, he stated he has a sleeping disorder and asked to schedule an interview in the afternoon but you already filled all afternoon interview spots.

Did Ted inform you of a possible need for an accommodation?

Yes

Enter "Yes" if you were informed or "No" if you were not.

**Transcript:**

Now, here's a chance to review what you have learned so far.

## Identifying an Accommodation Need for Job Performance and Benefits and Privileges



For Job Performance and Benefits and Privileges of Employment you may receive notification of the need for an accommodation anytime. It may come from:

- An Employee
- A representative of the Employee
- Risk Management, as restrictions
- The FML Liaison as an injury
- A co-worker of the Employee

*You must notify the ADA Coordinator of the request or receipt of information about accommodation. The ADA Coordinator will then conduct the interactive process.*

### **Transcript:**

You may receive notification from a variety of sources when identifying the need for an accommodation for Job Performance and Benefits and Privileges of Employment. Regardless of how you receive the notification you must notify the ADA Coordinator of the request or receipt of information about the potential need for an accommodation.



## Question Four

Type the correct term in the field next to the definition.

India went for a medical procedure and when she returned she had a medical restriction for 30 days that may impact her job. Did India inform you of a possible need for an ADA Accommodation?

Yes

Enter "Yes" if you were informed or "No" if you were not.

**Transcript:**

Now let's review Job performance for an Employee's situation, before going on to Benefits and Privileges of Employment.

## Lesson Three - Step 2 Determining Disability Under ADA

ADA Overview

Identifying the Need for an  
Accommodation

**Determining Disability Under ADA**

Determining if an Individual with a  
Disability is Qualified

Identifying Reasonable  
Accommodation

Upon completing this lesson, you should be able to:

- Describe a disability under ADA
- Identify what needs to remain confidential
- Identify an obvious and unknown disability
- Identify actions to take during the Hiring Process if a request for an accommodation is made or a disability is obvious
- Describe actions to take during the Hiring Process if the Job Applicant indicates a health condition and it is unclear whether covered by ADA

### Transcript:

Now that you have identified the possible need for an accommodation, let's learn how a disability is determined under ADA. In this lesson you will learn the importance of confidentiality, how to generally identify whether an individual may have a disability, and what action you take in each of the program areas.

## Key Terms



The following term is key to understanding this section.

**Individual with Disability** - ADA defines an individual with a disability as a person who:

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

**Transcript:**

As with the previous lessons, let's start with reviewing the key terms. Make sure you understand how a disability is defined under the ADA before you begin.

## What is a Disability Under ADA?

There are three main categories used to determine if an individual has a disability and they are:

1. A physical or mental impairment that substantially limits one or more major life activities
2. A record of such an impairment, or
3. Is "regarded as" being disabled

When the definition is met, an employment related activity must be reviewed under the ADA.

Now that you know what a disability is, and what is used to define it, let's take a look at confidentiality.



### Transcript:

Remember how a disability is defined by the ADA? The HR Specialist and the ADA Coordinator will make a factual determination of whether an individual has a disability under ADA. Having a disability that meets the definition under the ADA is required. An individual may fall into one or more of the three categories of the definition. Take a look at the three categories.

Determining a disability should not require excessive documentation or analysis.

## Question Six

Select the best answer to the question.

True or False, an individual may meet the definition of disability under the ADA with a mental health condition?

- A True
- B False

**Transcript:**

Now let's check you knowledge about what is a disability.

## ADA and Confidentiality

It is your responsibility to protect the individual's right to confidentiality by:



1. Not inquiring about their specific medical condition that is the cause of their disability
2. Notifying an ADA Coordinator if the disability is not obvious or clear
3. Referring the Employee or Job Applicant to the ADA Coordinator if additional details about the disability are needed
4. Taking action to discourage others from speaking about an individual's medical condition, and not engaging in the conversation

### Transcript:

When it comes to the ADA protections, you are responsible for maintaining the privacy of the Employee or Job Applicant. It is specifically addressed in the Guide that you will not disclose information related to an inquiry for an accommodation, the disability of an employee, or the implementation of an accommodation to anyone unless an individual is in a position with a legitimate need to know. Now take a moment to review the four items you need to know to maintain privacy.

## Question Seven

Select the best answer to the question.

You overhear two of your employees talking about Ben's work schedule. You have been working with your ADA Coordinator about Ben's work schedule. What action should you take?

- A Nothing.
- B Tell the employees its okay because he has a disability.
- C Tell the employees to go back to work its an "ADA thing".
- D Remind the employees you set the work schedule and caution them about talking about others.

**Transcript:**

Now let's run through a scenario to help you better understand ADA and your role in maintaining an Employee's privacy.

## Obvious versus Unknown Disabilities

There are two ways disabilities are exhibited: obvious and unknown.

Let's start with obvious disabilities. This is when an individual clearly meets the definition of a disability based on the ADA definition.

Examples include an individual:

- In a wheelchair
- With significant vision impairment
- With a prosthetic device



Now let's learn about unknown disabilities.

### **Transcript:**

As you may know, there may be times when an individual's disability is obvious. However, there may also be a time when it is not known. An obvious disability is when the individual clearly meets the definition of a disability. When a disability is obvious, for example, a Job Applicant requests an accessible location for an interview because she is restricted to a wheelchair, you would know what to do and would find an accessible location.



## Obvious versus Unknown Disabilities



Unknown disabilities may not be visible or may be unclear if an individual's condition meets the ADA's definition of a disability.

When an Employee or Job Applicant indicates a disability, and it is unclear if the individual meets the ADA definition of a disability, refer them to the ADA Coordinator.

The ADA Coordinator will determine if the disability meets the ADA definition of a disability.

You will be notified if the Job Applicant or Employee is covered by the ADA.

### **Transcript:**

An unknown disability, is where it is not clear if the individual's condition meets the definition of a disability or what functional limitations there are with the condition. Why is this important? Because by not recognizing if the individual's condition is a disability, you may be denying an accommodation even though it may be unintentional.

If you encounter an unknown disability, contact your HR Specialist if it is during the Hiring Process or your ADA Coordinator for an Employee.

## Question Eight

Select the best answer to the question.

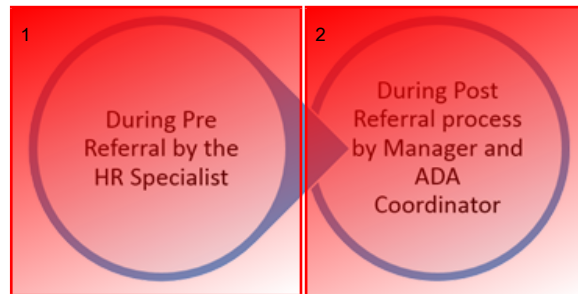
Loren is a Transportation Maintenance I worker on one of the patrols that you supervise. He informs you that he has Post Traumatic Stress Disorder (PTSD) and needs every Thursday at Noon off. Is Loren's condition covered by the ADA?

- A Yes, I should inquiry more about what he needs.
- B No, it is not.
- C Possibly, I should refer him to the ADA Coordinator.

**Transcript:**

Let's practice what you know about a disability?

## Determining Disability Under ADA - Hiring



During the Hiring process a determination on disability is made:

- By the HR Specialist during Pre Referral
- By the Manager and ADA Coordinator during the Post Referral process

1 -

The Pre-referral Process is handled by the HR Specialist (HRS) who initiates communication to determine if there is a need to accommodate. If the ADA Coordinator determines an interactive process is required then an Interactive Process occurs.

2 -

During the post referral you may identify a reasonable accommodation that will allow the job applicant equal opportunity during the hiring process. If this is case, then document the results and inform the ADA Coordinator.

**Transcript:**

During the Pre Referral process the HR Specialist is responsible for notifying the ADA Coordinator if they are provided with information that indicates the need for a possible accommodation and interactive process.

During the post referral process you may identify a reasonable accommodation that will allow the job applicant equal opportunity during the hiring process. If this is case then document the results and inform the ADA Coordinator. If you are informed and do not know how to proceed contact your ADA Coordinator.

## Determining Disability Under ADA for Job Performance and Benefits and Privileges of Employment



For both Job Performance and Benefits and Privileges of Employment the Manager can provide an accommodation on a obvious disability.

When this is unclear, the ADA Coordinator makes the determination if the Employee's disability is covered under ADA.

If the disability is not covered under ADA, then you and the Job Applicant or Employee will be notified.

**Transcript:**

For both Job Performance and Benefits and Privileges of Employment the process is the same. The ADA Coordinator researches the request and makes a determination if the Employee disability meets the definition of ADA. During this process the ADA Coordinator contacts the Employee to determine the nature of their limitations and if the condition meets the definition of an ADA disability.

Both you and the Employee will be sent a letter with the determination.

## Actions You Should Take to Identify a Disability Under ADA.



You are responsible for taking the following actions during the determining a disability process:

- Act when informed that an Employee or Job Applicant is requesting an accommodation
- Respond to requests for information made from the ADA Coordinator
- Communicate to the ADA Coordinator if the disability is not obvious or unclear

Now let's look at what happens in this step for each of the program areas.

### Transcript:

As a Manager, you are responsible for acting if made aware an Employee or Job Applicant has a condition that falls under ADA. This condition is met in most cases by asking if the Employee or Job Applicant needs accommodation. You should also let your ADA Coordinator if the disability is not obvious or unclear so action can be taken to make that determination if needed.

## Lesson Four - Step 3 Determining if an Individual is Qualified

ADA Overview

Identifying the Need for an  
Accommodation

Determining Disability Under ADA

**Determining if an Individual with a  
Disability is Qualified**

Identifying Reasonable  
Accommodation

Upon completing this lesson, you should be able to:

- Understand what is unlawful in the Hiring Process
- Identify and describe the roles in determining if an individual with a disability is qualified
- Describe the qualifying process during
  - Hiring
  - Job Performance and
  - Benefits and Privileges of Employment

### Transcript:

Now let's look at the third step. The third Step is when it is determined whether the individual with a disability is qualified. In this lesson we learn about what is lawful and unlawful consideration of a disability, and identify the roles that are involved in this process.



## Key Terms



The following terms and concepts are used in this section:

**Essential Functions** - The job duties that are so fundamental to a position, which if removed, change the nature of the job.

**Interactive Process** – Information gathering and conversations held among the job applicant/employee, the supervisor/appointing authority and the ADA Coordinator to discuss the specific circumstances of the ADA related situation to determine effective reasonable accommodations.

**Minimum Qualifications** - state-set minimum requirements for entrance to a position - i.e. experience, education, certifications, licenses, etc.

### Transcript:

Here are the key terms for this lesson. Make sure you review each of the terms Essential Functions, Interactive Process and Minimum Qualifications before you begin. Because some of these terms are used by HR in the Hiring Process you may already be familiar with some of them. The Interactive Process is what is defined in PD 602.1.

## Key Terms



There is one more term you should become familiar with before we continue.

**Qualified Individual** – A person who satisfies the minimum qualifications, education and other job related requirements of the position the individual holds or desires, and who, with or without a Reasonable Accommodation can perform the Essential Functions of the position.

**Transcript:**

And here is the last term you need to know before we continue. The term “qualified individual” is applied to both Employees who hold a position that may have had an ADA qualifying event and to Job Applicants when they apply for a position.

## Understanding what is Unlawful in Determining Qualifications



It is unlawful to consider a Job Applicant's disability during the Hiring Process. This includes both positive and negative stereotypes and assumptions.

- During the Hiring Process, you need to be aware of this legal requirement to prevent discrimination during oral boards, preparing written questions and conducting final interviews
- If you have any questions or concerns about the Hiring Process contact your HR Specialist prior to taking any action

Now let's give you a scenario so you have a chance to practice.

### **Transcript:**

Simply put it is illegal to use a disability to qualify an individual. This includes both positive and negative stereotypes.

The HR Specialist who conducts the Hiring Process is responsible for removing barriers and potential for discrimination against Job Applicants with disabilities. You need to be on the lookout for potential discrimination during the oral panels, preparing written questions and conducting final interviews. Most legal issues, after a referral is issued, can be avoided by asking the Job Applicants if they need an accommodation at the same time you invite them to any post-referral process.

If you are uncertain if something is legal, contact the HR Specialist and ask prior to taking any actions.

## Question Nine

Type the correct term in the field next to the definition.

You are conducting a hiring interview. A Job Applicant for TM I is missing three fingers off of their right hand. One of the members of the interview panel mentions the Job Applicant may have trouble shifting the gears of the truck. Should this be a consideration?

No

Enter "Yes" or "No".

**Transcript:**

Now let's practice. Type in yes or no to the following scenario.

## Roles and Responsibilities

HR Specialist	ADA Coordinator	Manager
<ul style="list-style-type: none"> <li>Asking job applicants for possible accommodation</li> <li>Determine if the job applicant meets Minimum Qualifications (MQs)</li> </ul>	<ul style="list-style-type: none"> <li>Researching accommodations</li> <li>Identifying the essential functions</li> <li>Providing advice to Manager</li> <li>Collecting information regarding abilities of job applicant/employee</li> <li>Consult with HR Specialist on MQs</li> <li>Asking job applicants for possible accommodation</li> </ul>	<ul style="list-style-type: none"> <li>Considering ADA in interview questions and processes</li> <li>Not asking about a disability prior to a job offer</li> <li>Asking job applicants for possible accommodation</li> <li>Watch for ADA triggers</li> <li>Provide equal access for activities/events/training</li> </ul>

The above roles are involved in the determining qualifications of Job Applicants and Employees.

ADA requires CDOT to provide Equal Employment Opportunities to qualified individuals with disabilities. Now let's look at the Hiring Process.

### Transcript:

There are three primary roles in qualifying individuals for positions.

In addition to you, the manager, there are two other roles who qualify Job Applicants. The HR Specialist reviews the applications and experience of the Job Applicants during the Hiring Process and determines if the applicants meet the Minimum Qualifications of the position. The ADA Coordinator, who may also be your HR Specialist, identifies the Essential Functions of a position and evaluates whether a Job Applicant can perform the job. They also serve as a resource to you if you have questions or need help.

As the Manager you need to review your formal or informal oral interviews, and any type of job demonstration for potential ADA impacts.

Let's take a look at how the qualifying occurs during each employment process.

## Qualifying During the Hiring Process



During the Hiring Process all Job Applicants must satisfy the minimum qualifications, education and other job related requirements of the position.

Prior to referral, your HR Specialist is responsible for determining if a Job Applicant meets the minimum qualifications of the position.

**Transcript:**

During the Hiring Process, all Job Applicants must satisfy the minimum qualifications, education and other job related requirements of the position. The HR Specialist makes this decision so this is only for your information.

If you have any questions about Hiring Process accommodations you should contact your HR Specialist.

## After a Job Offer has been made

After the Job offer has been made, the ADA Coordinator evaluates the Job Applicant is able to perform the Essential Functions of the position.



**Transcript:**

Once the Job Applicant is selected and you, the Manager, offer the Job Applicant the position. You may contact your ADA Coordinator to determine if the Job Applicant can perform the Essential Functions of the position with or without an accommodation.

## Question Ten

Type the correct term in the field next to the definition.

As the Manager, is it your role to decide if Job Applicants meet the minimum qualifications for a position you are filling?

No

Enter Yes or No

**Transcript:**

Now let's test your knowledge.



## Your Responsibilities



You are responsible for acting if there is an ADA need to review the Essential Functions of the position.

It is also your responsibility to:

- Talk to the applicant
- Inform the ADA Coordinator of the need to qualify a Job Applicant for a position
- Provide the ADA Coordinator with information used to make a determination of the Essential Functions of the position

And remember, the qualifying of a Job Applicant for the Essential Functions can only occur after a job offer has been made.

Now let's answer a quick question before you move on to Job Performance.

### Transcript:

After a-referral, you are responsible for identifying whether there is a possible need for an ADA evaluation regarding the Essential Functions. You can do this by taking three actions. First you need to talk to the Job Applicant to determine if an accommodation is needed. Second, if you extend a job offer to the Job Applicant, you need to let your ADA Coordinator know so they can evaluate whether a Job Applicant may need to be qualified for the position. A third action you need to do is communicate with the ADA Coordinator about the Essential Functions of the position. All of these things will help determine if a Job Applicant is qualified to perform the Essential Functions of a position.

## Question Eleven

Select the best answer to the question.

You have selected your final Candidate. The Candidate utilizes a walker and you are uncertain if the Candidate can perform all of the Essential Functions of the position. What do you do?

- A Wait until someone asks you about it.
- B Do nothing until the Employee starts their first day of work.
- C Contact the ADA Coordinator.
- D Start working on accommodations based on your conversation with the Candidate.

**Transcript:**

Now let's answer a quick question.

## Qualifying for Job Performance

Once the Supervisor is notified of the potential need for an accommodation by the Employee:

- An interactive process is conducted by the ADA Coordinator to determine if the Employee is qualified to perform the essential functions of the position with or without accommodations

Click on the tiles to right to review the three results of the interactive process.

1

Accommodation

2

Reassignment

1 -

The ADA Coordinator determines if the Employee can perform the essential function of the position with or without an accommodation.

2 -

Reassignment may occur as a last resort, if there are no effective accommodations that allow the Employee to perform the essential functions of their position or all other accommodation would cause undue hardships. Reassignment can only be made to an unfilled position.

**Transcript:**

An Employee needs to perform the Essential Function of their position with or without and accommodation. If an Employee has an ADA event, a detailed individual assessment is conducted to determine if they are qualified.

There are two results of individual assessment an accommodation and reassignment. Now lets' look at the essential functions of the position.

## The Essential Functions of the Position

During the individual assessment of the position it is your responsibility to:

- Provide the ADA Coordinator with the Employee's status
- Supply any requested information to the ADA Coordinator about the position

Now let's answer a quick question, before you continue to Benefits and Privileges of Employment.



### **Transcript:**

A review of the Essential Functions of the position is important to determine whether an Employee is qualified. Every Employee's situation is different and must be evaluated through an individual assessment. During the individual assessment you are responsible for providing your ADA Coordinator with the status of the Employee and the details of the position.

## Question Twelve

Select the best answer to the question.

You are a Manager and one of your Employees has lost a required certification because of a medical condition. How would you handle this situation?

- A Contact the Appointing Authority and request separation.
- B Contact the ADA Coordinator because an individual assessment may be needed.
- C Inform the Employee they no longer meet the MQs for their position.
- D Discuss the situation with another manager to ask what they would do with this Employee.

**Transcript:**

Let's answer a quick question before you continue to Benefits and Privileges of Employment.

## Qualifying for Benefits and Privileges of Employment



There are two criteria used to determine if an Employee is qualified for an accommodation under Benefits and Privileges of Employment during the interactive process:

1. Is it employment related?
2. Is it provided to similarly situated Employees without disabilities?

Let's start by looking at employment related.

### **Transcript:**

In order to determine qualifications for Benefits and Privileges of Employment, the criteria applied is "Similarly Situated". The first question, "is it related to employment?" is asked because CDOT is only required to make an accommodation for an Employee related to the work environment. The second question, "is it provided to similarly situated Employees" is asked to determine if a service or activity is already provided and available to Employees without disabilities. The key is to provide an equal employment environment to Employees, including access to work related services and activities for Employees with disabilities.

Now let's look at you responsibilities for both employment related and Similarly Situated.

## Employment Related

Employment related is any benefit, service or activity provided and or sponsored by CDOT.

During the process of determining if an individual is qualified it is your responsibility to:

- Understand work related Benefit or Privilege of Employment (services, activities and events)
- Communicate to the ADA Coordinator if you are uncertain an Employee is eligible or are uncertain how to proceed



Now let's look at similarly situated and your responsibilities.

### **Transcript:**

Employment related means any benefit, service or activity provided and or sponsored by CDOT. For example, work parties/lunches, training, communication and work related equipment. There are two items you need to know. The first you have already done, understand work related benefits and privileges of employment are provided or sponsored by CDOT. The second is to communicate with your ADA Coordinator if you are uncertain of how to proceed.



## Similarly Situated



Similarly situated is reviewed on a case-by-case basis.

During this determination it is your responsibility to:

- Identify similarly situated Employees without disabilities
- Communicate to the ADA Coordinator if you are uncertain an Employee is eligible or are uncertain how to proceed
- Provide the details of your conversation with the Employee to the ADA Coordinator; specifically who, what was said, and what is needed for participation

### **Transcript:**

Similarly situated is reviewed on a case-by-case basis to determine if an individual with a disability has equal access to the benefits, services or activities provided to other Employees without a disabilities. It is your work unit and you can probably make that decision. During this process, you can also refer an Employee, when unclear, to your ADA Coordinator. They will need the following information other employees who are similar to the employee requesting the accommodation, and the details of your conversation with Employee.

## Question Thirteen

Select the best answer to the question.

An Employee requests a pair of earphones, due to a hearing impairment, to listen to the Executive Director's On-Air Chats. Is the Employee similarly situated to other Employees without disabilities?

- A Yes
- B No

**Transcript:**

Now let's review one last time before moving onto identifying a reasonable accommodation.

## Lesson Five Step 4 - Identifying Reasonable Accommodation

ADA Overview

Identifying the Need for an  
Accommodation

Determining Disability Under ADA

Determining if an Individual with a  
Disability is Qualified

Identifying Reasonable  
Accommodation

Upon completing this lesson, you should be able to:

- Identify what is and is not Reasonable Accommodation
- Describe what is confidential
- Describe accommodations during Hiring, Job Performance and Benefits and Privileges of Employment
- Actions to take to implement a Reasonable Accommodation

### Transcript:

In this section, we cover the fourth step in the Interactive Process and how accommodations are identified. This includes the roles and responsibilities, and what you need to provide to the ADA Coordinator for their help.

## Key Terms



The following terms and concepts are used in this section:

- **Interactive Process** – Information gathering and conversations held among the job applicant/employee, the supervisor/appointing authority and the ADA Coordinator to discuss the specific circumstances of the ADA related situation to determine effective reasonable accommodation.
- **Reasonable Accommodation** - Any change in the work environment or the way processes are customarily done that will enable an individual with a disability to enjoy equal employment opportunities
- **Unfilled Position** – A budgeted position that is currently vacant and the department intends to fill

Now let's take a look at what is and is not required for Reasonable Accommodation.

### Transcript:

Before you begin this section, take a moment to review the terms listed on this slide.

## What is and is Not Required for Reasonable Accommodation

Now let's look at what is and is not required for Reasonable Accommodation.



CDOT is required to provide a Reasonable Accommodation to an otherwise qualified individual that meets the definition of disability under the ADA. The accommodation must enable the employee to perform the Essential Functions of the position.

CDOT is not required to:

- Remove Essential Functions of a position to another Employee for an accommodation
- Remove an Employee from a position in order to create a vacancy
- Create a new position



Now let's test your knowledge before we move on to confidentiality.

### Transcript:

So what is required for a Reasonable Accommodation? An Employee or Job Applicant may have a specific type of accommodation in mind when they make their request, or they may have no idea what is possible. An Accommodation must meet the needs of the individual and be effective. As part of the Interactive Process, many Accommodations may be researched by an ADA Coordinator to identify possible Reasonable Accommodations. Common examples include, a slight change in the way an exam is given, granting leave, modifying a work schedule, or providing specialized work equipment.

The requirements are clear that you do not need to reallocate Essential Functions to other individuals for an Accommodation. An accommodation may also be declined. It is important to encourage participation in the Interactive Process so it is a beneficial process for everyone.

## Confidentiality and Reasonable Accommodation



As a Manager, you may be asked by co-workers about the “different” or “special treatment” for an Employee with an accommodation you can respond to these questions by:

- I am unable to discuss this with you, but we are making these decisions based on business needs.

Sharing more information than this, puts both you and CDOT at risk.

### **Transcript:**

As a Manager it is important for you to know that confidentiality is emphasized throughout this ADA process for the protection of everyone. You should not disclose information related to an inquiry for an accommodation, the disability of your Employee, or the implementation of an accommodation to anyone unless an individual is in a position with a legitimate need to know. Here is how you handle a common inquiry about an accommodation in your work unit.

## Implementing Reasonable Accommodation Hiring



During the Hiring Process it is your responsibility to:

- Ensure you do not use a disability or accommodation in your selection criteria during the Hiring Process
- Implement accommodations for an individual with an obvious disability
- Consult with the ADA Coordinator if the disability is not obvious and implement any recommendations
- If an accommodation was made during the hiring process, or if the Employee requests additional accommodations, refer the Employee to the ADA Coordinator

### Transcript:

During this stage of the Interactive Process you are responsible for communicating with the ADA Coordinator. You may or may not be informed about a Reasonable Accommodation. You may also not know that a Job Applicant has a disability. If you are informed, do not use the Accommodation or disability in your selection criteria. You may be responsible for implementing accommodations and notifying the ADA Coordinator if you select the individual with a disability.

## Criteria for Reassignment



Reassignment is a form of Reasonable Accommodation as a last resort. For reassignment to occur it must be determined that:

1. There are no effective accommodations that enable the Employee to perform the Essential Functions of the position
2. All other forms of Accommodations would impose an Undue Hardship
3. CDOT and the Employee both voluntarily agree to a reassignment

When the criteria is met and the assessment is completed, the Employee with a disability may be placed through a non-competitive process into another available unfilled position.

### Transcript:

In some instances, an Employee may be presented with reassignment as an option. Each case is different so a Reassignment is only considered as a last resort. This occurs when certain criteria are met. If criteria are met, and there is an Unfilled Position for which the Employee is qualified, then reassignment may occur. A lot of details must be researched by an ADA Coordinator so this may take some time to complete.



## Question Fifteen

Select the best answer to the question.

True or False. A Manager has a role in identifying a potential accommodation for a Job Applicant?

A False

B True

**Transcript:**

Here's a quick question to help you better understand your role for the Hiring Process.

## Your Responsibilities for Accommodations Job Performance



During the Job Performance process it is your responsibility to:

- Notify the ADA Coordinator when you identify an Employee has an ADA event that may require an individual assessment
- Work with the Employee to implement accommodations within your authority
- Communicate any accommodations to the ADA Coordinator for reporting purposes
- Promptly respond to requests for information from other roles in the Interactive Process
- Consult with the ADA Coordinator on the implementation of an approved accommodation

### **Transcript:**

During the process, it is your responsibility to implement Reasonable Accommodations within your authority and maintain open communication with the ADA Coordinator. Remember to seek assistance when an Employee has an ADA event that may impact their job performance.

## Question Sixteen

Select the best answer to the question.

As the Supervisor, you set the workload for your Employees. Can you decide to change how and when an Employee's workload is completed as an accommodation?

- A Yes, I can
- B No, I can't

**Transcript:**

Now let's run through a scenario to help you better understand your ability to implement a reasonable accommodation for Job Performance

## Implementing Reasonable Accommodation Benefits and Privileges of Employment



During the Benefits and Privileges of Employment Process it is your responsibility to:

- Work with the Employee to implement accommodations within your authority
- Communicate any accommodations to the ADA Coordinator for reporting purposes
- Consult with the ADA Coordinator on the implementation of an approved accommodation
- Implement any accommodations as quickly as possible
- Promptly respond to requests for information from other roles
- Notify an ADA Coordinator when you identify an Employee has an ADA event that may require an individual assessment

### **Transcript:**

When Accommodations for Benefits and Privileges of Employment are being evaluated, you are responsible for working with your Employee to grant a Reasonable Accommodation, communicating to the ADA Coordinator if you have granted a request or need assistance, promptly responding to requests for information and notifying the ADA Coordinator if you identify an Employee requiring an individual assessment.

## Question Seventeen

Select the best answer to the question.

All of the Employees in your workgroup are required to take the Dale Carnegie training for leadership and management that is provided by an offsite vendor. Your new Employee has a vision impairment and needs to have the course materials printed in specific format. What do you do?

- A Make the requirement an exception for this Employee.
- B Provide her with your materials and tell her to get them printed in the format she needs.
- C Contact the vendor and ask them to print the materials in the format your employee needs.
- D Tell her a co-worker plans to attend and can take notes for her.

**Transcript:**

Run through a scenario to help you better understand implementing a reasonable accommodation for Benefits and Privileges of Employment

## Course Summary

1	<b>ADA Overview</b>
25	<b>Identifying the Need for an Accommodation</b>
6	<b>Determining Disability Under ADA</b>
37	<b>Determining if an Individual with a Disability is Qualified</b>
48	<b>Identifying Reasonable Accommodation</b>

Now that you have completed the course, you should be able to:

- Describe ADA
- Identify when there is a need for an accommodation
- Understand what a disability is under the ADA
- Determine if an individual with a disability is qualified
- Use the Interactive Process to identify a Reasonable Accommodation

If you want to review a topic, click on the graphic to return to the section.

- 1- Go to page [Lesson One - ADA Overview](#)
- 2- Go to page [Lesson Two - Step 1 Identifying the Need for an Accommodation](#)
- 3- Click Here to return to the Determining if an Individual with a Disability is Qualified section of the course.
- 4- Click here to return to the Identifying Reasonable Accommodation section of the course.
- 5- Go to page [Lesson Two - Step 1 Identifying the Need for an Accommodation](#)
- 6- Go to page [Lesson Three - Step 2 Determining Disability Under ADA](#)
- 7- Go to page [Lesson Four - Step 3 Determining if an Individual is Qualified](#)

8 - Go to page [Lesson Five Step 4 - Identifying Reasonable Accommodation](#)

**Transcript:**

Now that you have completed this course you should be able to describe basic information about ADA, what a disability is according to ADA and the four steps of the Interactive Process outlined in this course.

## Course Evaluation



Please help us by completing the course evaluation.

Your feedback ensures that CDOT continues to deliver meaningful, high-quality learning tools that meet the needs of the Employees and the business. You can access the course evaluation in the *My Learning Assignments* tile on your LMS *My Learning* tab.

We welcome your comments and suggestions for improvement.

**Transcript:**

Before you leave this course, please complete the course evaluation. We use this information to improve our learning tools. Click the link titled [HERE](#) to go to the course evaluation.



## Course Complete



Congratulations, you've completed the ADA for Managers and Supervisors course!!!

To confirm that you have finished the course, complete the following assessment.

For course credit, you must achieve a score of at least 70%. Please remember, **you can retake the assessment as many times as you want** until you achieve this score.

Just a note, once you have achieved a passing score, you can no longer retake the assessment.

### Transcript:

Congratulations, you've completed the ADA for Managers and Supervisors course!!!

One last thing in order to maintain a record of your successful completion of this course, you must complete the following assessment. As stated earlier in the course you do not have to submit the assessment results until you are happy with them.

## ADA for Managers and Supervisors - Course Assessment

To start the assessment, click the **Continue** button at the bottom of this page.

When you have successfully completed the course, click the **Exit** button displayed at the top of the screen.

If you need to retake the Assessment, click the **Retake Assessment** button. You can do it now or you can return to the assessment at a later time.

A red, tilted rectangular button with the text "Send Results" in white.A red, tilted rectangular button with the text "Retake Assessment" in white.

### Transcript:

Now it's time to complete the course assessment. This allows us to record that you've understood the content of the course.

You'll need to get 70% or better to get credit for the course. Once you do, just enter your CDOT user name in the pop-up window. Your score will be recorded automatically.

Just a note, you can retake the assessment until you achieve a passing score. Once you've scored 70% or higher the retake button no longer displays.

## Assessment Question 1

Select the best answer to the question.

ADA requirements are met when Employees in the same work unit are provided the same style of mouse for their computer?

- A** Yes, because CDOT has a set policy on the specific type of mouse that can be purchased.
- B** No. A mass email should be sent to all Employees in the work unit to let me know if they need a different mouse due to an ADA disability.
- C** Yes, because all Employees are treated the same.
- D** No. An Employee should communicate what specific items may be needed for their work station to perform their job.

## Assessment Question 2

Type the correct term in the field next to the definition.

You receive an email from Risk Management informing you that Jason, who has been off for a work related injury, was evaluated by a specialist and was issued permanent restrictions and changes needed to his workspace.

Did Risk Management inform you of the possible need for an ADA Accommodation?

Yes

Enter "Yes" if you were informed or "No" if you were not.

### Assessment Question 3

Select the best answer to the question.

You overhear two of your employees talking about Ben's work schedule. You have been working with your ADA Coordinator about Ben's work schedule. What action should you take?

- A Nothing.
- B Tell the employees its okay because he has a disability.
- C Tell the employees to go back to work its an "ADA thing".
- D Remind the employees you set the work schedule and caution them about talking about others.

## Assessment Question 4

Type the correct term in the field next to the definition.

You are conducting a hiring interview. A Job Applicant for TM I is missing three fingers off of their right hand. One of the members of the interview panel mentions the Job Applicant may have trouble shifting the gears of the truck. Should this be a consideration?

No

Enter "Yes" or "No".

## Assessment Question 5

Select the best answer to the question.

You have selected your final candidate. The candidate utilizes a walker and you are uncertain if the candidate can perform all of the Essential Functions of the position. What do you do?

- A Wait until someone asks you about it.
- B Do nothing until the Employee starts their first day of work.
- C Contact the ADA Coordinator when you submit your job offer letter to HR.
- D Start working on accommodations based on your conversation with the candidate.

## Assessment Question 6

Select the best answer to the question.

An Employee requests a pair of earphones, due to a hearing impairment, to listen to the Executive Director's On-Air Chats. Is the Employee similarly situated to other Employees without disabilities?

- A Yes
- B No



## Assessment Question 7

Select the best answer to the question.

As the Supervisor, you set the workload for your Employees. Can you decide to change how and when an Employee's workload is completed as an accommodation?

- A Yes, I can
- B No, I can't