



**Workforce Investment Board**  
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**REASONABLE ACCOMMODATION POLICY**  
Calcasieu Consortium Workforce Investment Board – LWIA 51

**I. Policy Statement**

The Calcasieu Consortium Workforce Investment Board and the Local Workforce Investment Area (LWIA 51) (hereinafter referred to as “the recipient”) is committed to providing equal access and opportunity to qualified individuals with disabilities in its employment practices, provision of public services and access to their facilities. The recipient will adhere to Section 188 of the Workforce Investment Act Sections 503/504 of the federal Rehabilitation Act of 1973, as amended and the Americans with Disabilities Act of 1990 as amended and all other applicable federal and state laws, regulations, and guidelines with respect to providing Reasonable Accommodation, as necessary to afford equal employment opportunity and equal access to programs, services, and benefits for qualified individual with disabilities.

**II. Purpose**

This policy is intended to assist applicants for employment, current employees, individuals desiring to participate in the Calcasieu Consortium’s programs or activities, and team leaders, team members, and supervisors in requesting and processing reasonable accommodation request.

More specifically, to provide qualified individuals with disabilities a genuine, effective, and meaningful opportunity to participate in and benefit from aid, benefits, services, or training, including core, intensive, and supportive services.

The objective of the accommodation/modification and auxiliary aids and services requirements is to ensure that the promise of universal access is a reality for all persons interested in participating in programs, projects, and activities through the Calcasieu Consortium Business and Career Solutions Center, including persons with disabilities.

**III. Definitions**

**Auxiliary aids and services:** The term “auxiliary aids and services” includes:

1. Qualified interpreters, note takers, transcription services, written materials, telephone handset amplifiers, assistive listening devices, assistive listening systems, telephones compatible with hearing aids, closed caption decoders, open and closed captioning, telecommunications devices for deaf persons (TDDs), videotext displays, or aurally delivered materials available to individuals with hearing impairments;

2. Qualified readers, taped texts, audio recordings, Brailled materials, large print materials, or other effective methods of making visually delivered materials available to individuals with visual impairments;
3. Acquisition or modification of equipment or devices; and
4. Other similar services and actions

**Individual with a disability:** The term “individual with a disability” means a person who has a disability. The term “disability” means with respect to an individual, a physical or mental impairment which substantially limits one or more major life activities of such individuals; a record of such an impairment; or being regarded as having such an impairment.

**Fundamental alteration:** The term “fundamental alteration” means (1) a change in the essential nature of a program or activity, including aid, benefits, services, or training, an individual with a disability who, with or without reasonable accommodation and/or reasonable modification, meets the essential eligibility requirements for the receipt of such aid benefits, services, or training.

**Reasonable accommodation:** The term “reasonable accommodation” means:

1. Modifications or adjustments to an application/registration process that enables a qualified applicant/registrant with a disability to be considered for the aid, benefits, services, or training that the qualified applicant/registrant desires;
2. Modifications or adjustments that enable a qualified individual with a disability to receive aid, benefits, services, or training equal to that provided to qualified individuals without disabilities. These modifications or adjustments may be made to:

The environment where an aid, benefits, services, or training are given or the customary manner in which or circumstances under which an aid, benefit, service, or training are given; or

3. Modifications or adjustment that enable a qualified individual with a disability to enjoy the same benefits, services, or training as are enjoyed by other similarly situated individuals with disabilities.

**Undue hardship:** The term “undue hardship” means, with regard to individuals with disabilities, significant difficulty or expense incurred by a recipient, when considered in light of the factors set out in the regulations implementing Section 188 of WIA.

#### **IV. PUBLIC ACCESS TO LWIA 51 SERVICES AND PROGRAMS**

An individual member of the public who is disabled may request a reasonable accommodation in order to access WIA/WIB facilities, programs or services. No one will be turned away because of a disability, and no one will be charged a fee for a reasonable accommodation.

The recipient will respond to requests for reasonable accommodations in a timely manner to avoid unreasonable delays or unreasonable denial of services.

It is the responsibility of the individual to seek available assistance, to make his or her needs known to Business and Career Solutions Center staff, and to give adequate time for the recipient to provide the accommodation. Business and Career Solutions Center employees shall assist and advise individuals who request reasonable accommodations. If the Business and Career Solutions Center is unable to assist the individual, the Site Coordinator shall contact the WIB Equal Opportunity Officer.

## **V. REQUESTS FOR REASONABLE ACCOMMODATION**

A request for a reasonable accommodation is a statement that an individual needs an adjustment or change at work, in the application process, or in a benefit or privilege of employment for a reason related to a physical or mental impairment. Requests for accommodation may be made either orally or in writing. The reasonable accommodation process begins as soon as the request for accommodation is made.

An individual with a disability may request a reasonable accommodation whenever s/he chooses, even if s/he has not previously disclosed the existence of a disability. An employee or applicant may consult with the Site Coordinator, WIB Director, or the Equal Opportunity Officer for further information or assistance in connection with requesting or processing a request for reasonable accommodation.

To enable the recipient to keep accurate records regarding requests for accommodation, the Site Coordinator must follow up an oral request by completing the Reasonable Accommodation Request form.

Requests should be forwarded to the Site Coordinator as soon as possible but in no more than five (5) business days. All requests must be copied to the WIB Director and WIB Equal Opportunity Officer. .

### **Procedures:**

1. The *Disability Accommodation Request form* must be completed whenever an individual requests a reasonable accommodation.
  - a. The completed form should be submitted either to Site Coordinator/Local Area Coordinator, or directly to the WIB Equal Opportunity Officer.
  - b. The Site Coordinator/Local Area Coordinator, upon receipt of the accommodation request, will contact and forward the request to the WIB Director or directly to the WIB Equal Opportunity Officer
2. Within ten (10) calendar days of receipt of the accommodation request, the WIB Equal Opportunity Officer will acknowledge and facilitate the accommodation process.

3. The accommodation process requires that the individual provide medical documentation from an appropriate medical professional.
4. In the event that the Site Coordinator finds the request to cause an undue hardship upon the agency, the WIB Equal Opportunity Officer will facilitate the discussion between the parties to assess the reasonableness and effectiveness of the recommended reasonable accommodation[s].
5. The WIB Equal Opportunity Officer will communicate his findings base on the facilitated discussion to the individual and the WIA in writing.

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An Equal Opportunity Employer/Program  
Auxiliary aids and services are available upon request to individuals with disabilities and for persons with limited English proficiency.

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