

AMERICANS WITH DISABILITIES ACT POLICY

Office of Equal Opportunity

Purpose: To establish uniform guidelines in order to promote a work and educational environment at Tufts University that is free of discrimination and harassment for people with disabilities and to ensure university compliance with federal and state laws pertaining to qualified individuals with disabilities.

Revised: July 2012

Applicability: This policy applies to faculty, staff, applicants for employment and students

I. POLICY STATEMENT

Tufts University is committed to providing reasonable accommodations for qualified individuals with disabilities in a fair and equitable manner and in accordance with applicable federal and state law. We seek to promote a diverse and inclusive University community. The Tufts Office of Equal Opportunity (OEO) urges everyone in the Tufts community to join us in this commitment.

II. DEFINING DISABILITIES

A. **ADA:** Americans with Disabilities Act

B. ADA/504 Officer: The ADA/504 Officer is responsible for the interactive process (as defined below) for University staff and is a designee for student issues involving accessibility and other ADA process issues for the University. The University ADA/504 Officer at Tufts also works closely with managers, supervisors, the faculty offices and Human Resource personnel to arrive at reasonable accommodations for qualified people with disabilities in our community. The ADA/504 Officer for Tufts University is Jill Zellmer at OEO. She can be reached at jill.Zellmer@tufts.edu or at 617.627.3298.

C. Disability: According to the Americans with Disabilities Act (ADA), a disability is defined as a physical or mental impairment that substantially limits one or more of a disabled person's major life activities (for example, walking, standing, or breathing).

D. Qualified Persons with Disabilities: An employee or applicant with a disability who satisfies the skill, experience, education, and other job-related requirements for the position and who can perform the essential functions of the job in question with or without reasonable accommodations. This includes part-time, full-time, probationary, non-career status and temporary employees. Similarly for students, a qualified person with a disability is a student who satisfies all the skill, experience, and educational requirements for their chosen educational program with or without reasonable accommodations.

E. Essential Functions: Job duties typically, but not exclusively, found on a job description, considered so fundamental that the individual cannot do the job without performing them. Similarly, for students, essential functions are defined as basic activities and responsibilities that a student must be able to perform to complete their academic program and/or be considered for program admission, retention, and graduation. Essential functions for both students and staff must be met either without an accommodation or with appropriate accommodation(s) after meeting the qualifications for a disability.

F. Interactive Process: The interactive process is the procedure through which an employer and an individual with a documented disability work together to identify what barriers exist to the individual's performance and/or essential functions of a particular job with the intention of finding a reasonable accommodation. The interactive process often includes a review of the individual's abilities and limitations and an analysis of which factors or job tasks may pose a difficulty and how the person may be accommodated. Similarly with students, the interactive process is when OEO or a school administrator (usually the school dean, but it may also be staff of the Academic Resource Center) works with the student to identify existing barriers exist to the equal access of a student's basic activities

and responsibilities in his/her academic program with the intention of finding an accommodation that is reasonable.

G. Reasonable Accommodation: The Americans with Disabilities Act (ADA), and Section 504 of the Rehabilitation Act, require Tufts University to provide appropriate and reasonable academic and employment accommodations to employees and students with disabilities unless doing so would create an undue hardship, compromise the health and safety of members of the University community, or fundamentally alter the nature of the University's employment or academic mission. As described more fully herein, the University engages in an interactive process with the student or employee to determine disability status and accommodation needs.

H. Undue Hardship: An action requiring significant difficulty, expense, and disruption (financial and administrative burden) or an action that would fundamentally alter policy and procedures, the nature of the job function, and/or the fundamental nature of the academic program at Tufts University.

III. PROCESSES AND PROCEDURES

A. Academic Accommodations

1. Medford Campus

If you are an undergraduate or graduate student enrolled in the School of Arts, Sciences & Engineering, The Fletcher School, or the Boston School of Occupational Therapy and you need an academic accommodation, please visit the *Disability Services* website at: <http://uss.tufts.edu/arc/disability> or contact Linda Sullivan, Director of Disability Services (ADA Administrator for academic accommodations) at 617.627.2000 or disabilities.services@ase.tufts.edu.

Note: If you are a faculty member who has received an accommodation request from a student, you are obligated to refer him/her to the Program Director for Disability Services at the contact number listed above.

2. Boston & Grafton Campuses

If you are a graduate or professional student of any Tufts school located on the Boston or Grafton campuses and you need an academic accommodation, contact the appropriate school administrator listed on the following page.

Note: If you are a faculty member who has received an accommodation request from a student, you are obligated to refer him/her to the appropriate school administrator listed in the following contacts table.

The following is a list of school ADA administrators to whom requests for academic accommodations on the Boston and Grafton campus should be forwarded:

SCHOOL	CONTACT	TITLE	CONTACT INFORMATION
Cummings School of Veterinary Medicine	Barbara Berman	Assistant Dean of Student Affairs	508. 839. 8733 Barbara.Berman@tufts.edu
Friedman School of Nutrition Science and Policy	Stacey Herman	Associate Dean for Student Affairs	617.636.3711 Stacey.Herman@tufts.edu
Sackler School	Kathryn Lange	Associate Dean	617. 636.6767 Kathryn.Lange@tufts.edu
Tufts University School of Dental Medicine	Robert H. Kasberg, Jr.	Associate Dean of Admissions & Student Affairs	617.636.6539 Robert.Kasberg@tufts.edu
Tufts University School of Medicine	Colleen Romain	Director of Student Affairs	617.636.6576 Colleen.Romain@tufts.edu
University-wide	Jill Zellmer	ADA/504 Officer	617.627.3298 Jill.Zellmer@tufts.edu

B. Non-Academic Accommodations

1. Medford Campus

Housing – For all requests related to accessible housing, please contact the Office of Residential Life at 617.627.3248 or visit: <http://ase.tufts.edu/reslife/policies/medical.asp>.

Transportation – For information regarding accessible parking and/or Tufts accessible shuttle service on the Medford Campus, please contact the Department of Public Safety Parking and Administrative Services at 617.627.3692 or visit: <http://publicsafety.tufts.edu/adminsvc/>.

Student Food Allergies – For all requests regarding food allergies, please contact Dining Services at 617.627.3566 or visit: <http://dining.tufts.edu/>.

Student Health Accommodations (including medical leaves) – For information regarding general medical accommodations, please contact the Office of Student Affairs at 617.627.3158 or visit: <http://uss.tufts.edu/studentaffairs/healthandsafety/healthaccommodations.asp>.

2. Boston & Grafton Campus

For all non-academic accommodations on the Boston and Grafton campuses, please contact the appropriate school administrator in the table listed above.

C. Accommodations for Employees (Faculty and Staff)

When seeking a reasonable accommodation, employees are encouraged to inform their manager/department chair of the need for an accommodation. Upon receiving an accommodation request, managers/department chairs should refer the request to OEO. OEO

will engage the employee in an interactive dialogue to clarify the type of accommodation(s) and the reasonableness of the accommodation(s) being sought.

Before any accommodation(s) are made, managers/department chairs should contact OEO for assistance in determining:

- whether the employee qualifies as an individual with a disability;
- what the essential functions of the employee's job are (OEO may request the job description to assess essential job functions);
- the reasonableness of the accommodation being sought in conjunction with a manager or department chair and/or alternative accommodation(s).

As part of the interactive process, OEO may ask the employee to provide timely medical and/or other documentation from the appropriate provider to support his/her request for the reasonable accommodation. All medical documents will be handled confidentially in OEO/HR.

After timely submission of all required documentation, OEO will confer with the employee and the employee's manager/department chair and may also confer with Human Resources Business Partners (HRBP) to discuss the requested accommodation(s) and, if necessary, possible alternatives. After making a final determination on the matter based on facts gathered and received, OEO will communicate its decision to the employee, the employee's manager/department chair and appropriate HR personnel.

Additional information regarding medical leaves:

Medical leaves for Staff:

For all information regarding medical leaves for staff, please contact Cathy Carney, Leave Coordinator, at 617.627.3272 or Cathy.Carney@tufts.edu.

Medical leaves for Faculty:

School of Arts and Sciences and the School of Engineering, please contact Inez McCarthy, Faculty Office for Arts, Sciences & Engineering at 617.627.3708 or Inez.McCarthy@tufts.edu.

Faculty for all other schools interested in taking a leave should contact their school's dean.

D. Accommodations for Job Applicants

Applicants for employment at Tufts should inform the hiring manager or the department of the need for any reasonable accommodation(s). Upon receiving an accommodation request, hiring managers and/or Human Resources designees should do one of the following:

- engage the job applicant in an interactive process to determine whether the individual qualifies as an individual with a disability and, if so, determine what reasonable accommodation(s) can be offered;
- engage the job applicant in an interactive process to determine if the individual qualifies as an individual with a disability who can perform the essential functions of the job with or without a reasonable accommodation(s); or
- contact the University ADA/504 Officer, Jill Zellmer, at OEO for assistance at 617.627.3298 or Jill.Zellmer@tufts.edu.

As part of the interactive process, OEO or the involved HR representative may ask the applicant to provide medical and other forms of documentation to support his/her request. All medical documents will be handled confidentially at OEO/HR.

Once the required documentation has been submitted, OEO and/or HR will discuss the requested accommodation(s) with the applicant, and, if necessary, suggest possible alternatives.

After making a final determination on the matter, OEO and/or HR will communicate the decision to the applicant. The Human Resources department is responsible for implementing all approved accommodations during the interview process.

E. Appeals Processes

Students, employees and applicants who are in disagreement with the outcome of their request for an accommodation(s) may address their concerns with Jill Zellmer, Director of OEO at 617.627.3298.

IV. RIGHTS AND RESPONSIBILITIES OF TUFTS EMPLOYEES

A. Duty to Cooperate

Managers, supervisors, faculty and other agents of the University have a duty to refer accommodation requests from students, employees, applicants, and community members to the appropriate ADA administrator for the initiation of the interactive process. If you have any questions regarding where or how to refer a reasonable accommodation request, please contact the University ADA/504 Officer, Jill Zellmer at 617.627.3298 or Jill.Zellmer@tufts.edu. Any agent of the University who fails to refer an accommodation request may be subject to disciplinary action.

B. Freedom from Retaliation

Any University community member who believes that they are a person with a disability has the right to request a reasonable accommodation(s) without fear of retaliation. It is a violation of University policy to retaliate against an individual for requesting an ADA accommodation. Any person who retaliates against an individual who self-identifies as a person with a disability at Tufts University is subject to disciplinary action.

C. Confidentiality

In accordance with the ADA, Tufts will protect and maintain the privacy and confidentiality of any medical information of its applicants, employees, students, and community members obtained in connection with the reasonable accommodation process. All medical information will be kept as confidential as possible, maintained securely and separate from personnel files in OEO/HR.

V. REPORTING RESOURCES

A. Helpful Resources for Tufts Community Members and Visitors

1. Reporting Access Issues:

To report an issue concerning access to Tufts' buildings and grounds, including access issues involving snow removal, curb cuts, and non-operable automatic door openers on the Medford, Boston, or Grafton campuses, please contact the Facilities Department:

Medford Campus: 617.627.3692

Boston Campus: 617.636.0392

Grafton Campus: 508.887.4392

2. Accessible Parking:

For information regarding accessible parking on the Medford, Boston, and Grafton campuses, please contact the Department of Public Safety:

Medford Campus: 617.627.3030

Boston Campus: 617.636.6610

Grafton Campus: 508.839.5303

3. Campus Accessibility Maps:

Medford Campus – page 15

Boston Campus – page 16

Grafton Campus –page 17

4. Commencement Resources: <http://commencement.tufts.edu/>

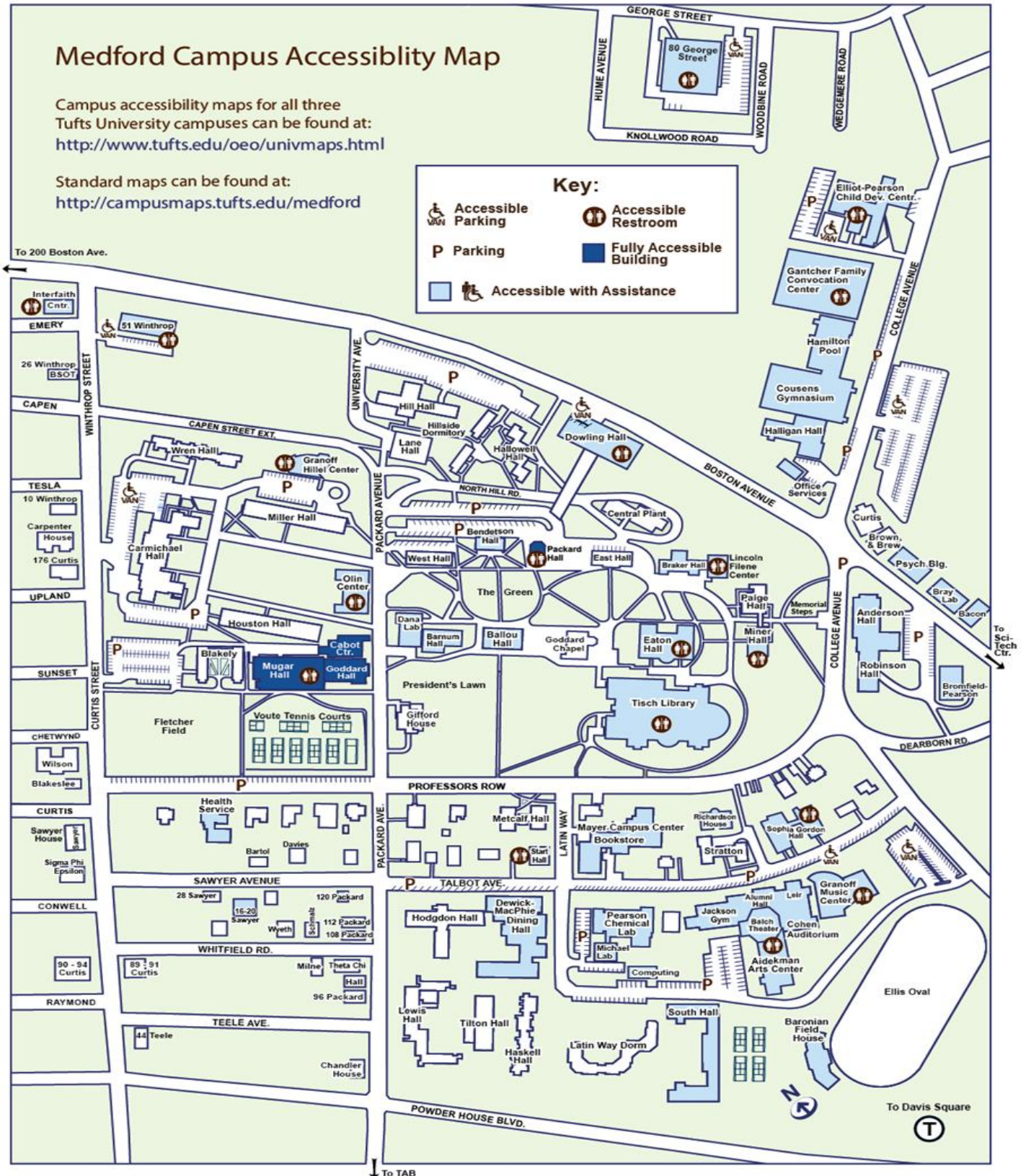
5. AS&E Conference Bureau: <http://ase.tufts.edu/conferences/>

6. Medford Accessibility Map

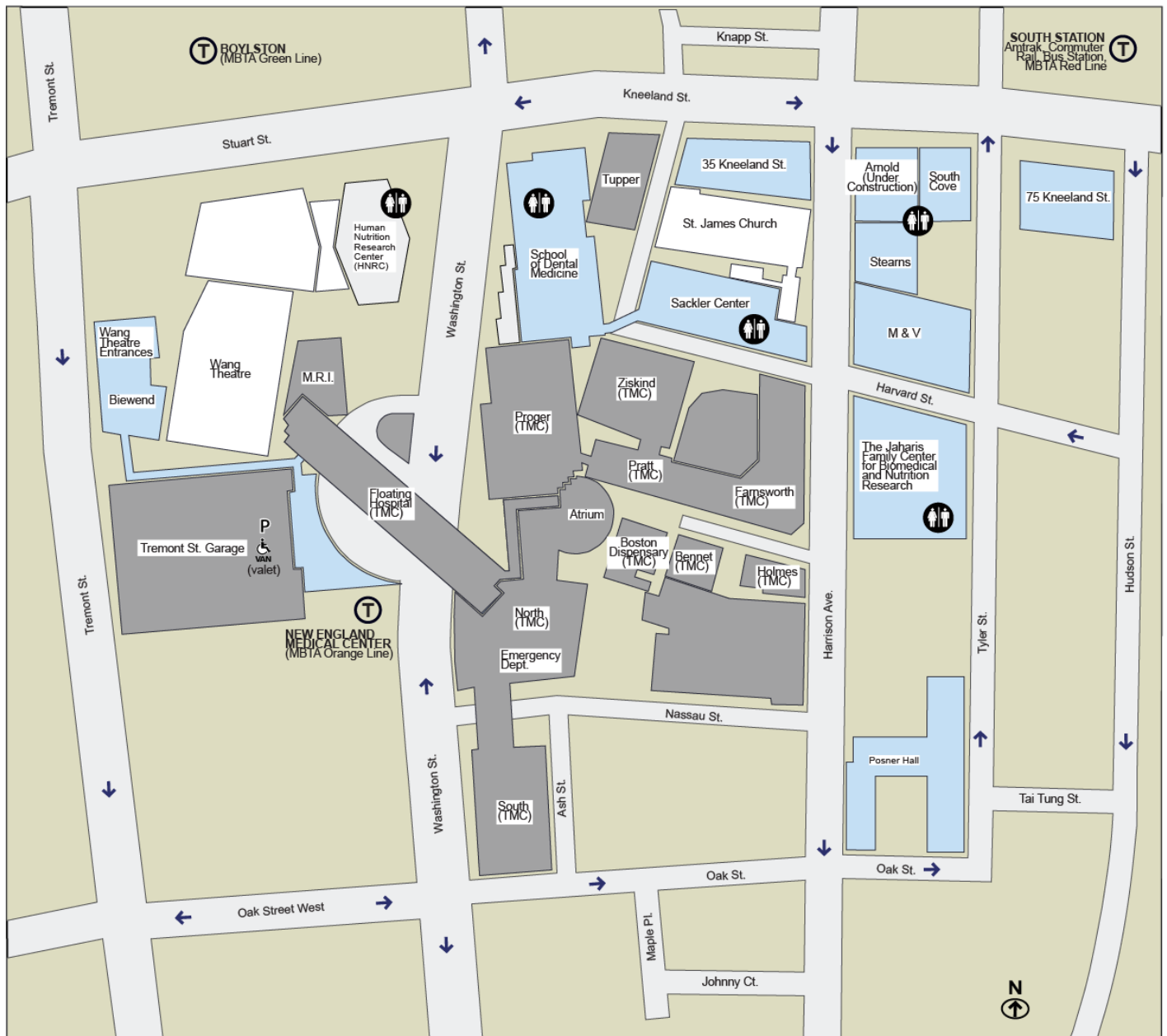
Medford Campus Accessibility Map

Campus accessibility maps for all three Tufts University campuses can be found at: <http://www.tufts.edu/oeo/univmaps.html>

Standard maps can be found at:
<http://campusmaps.tufts.edu/medford>



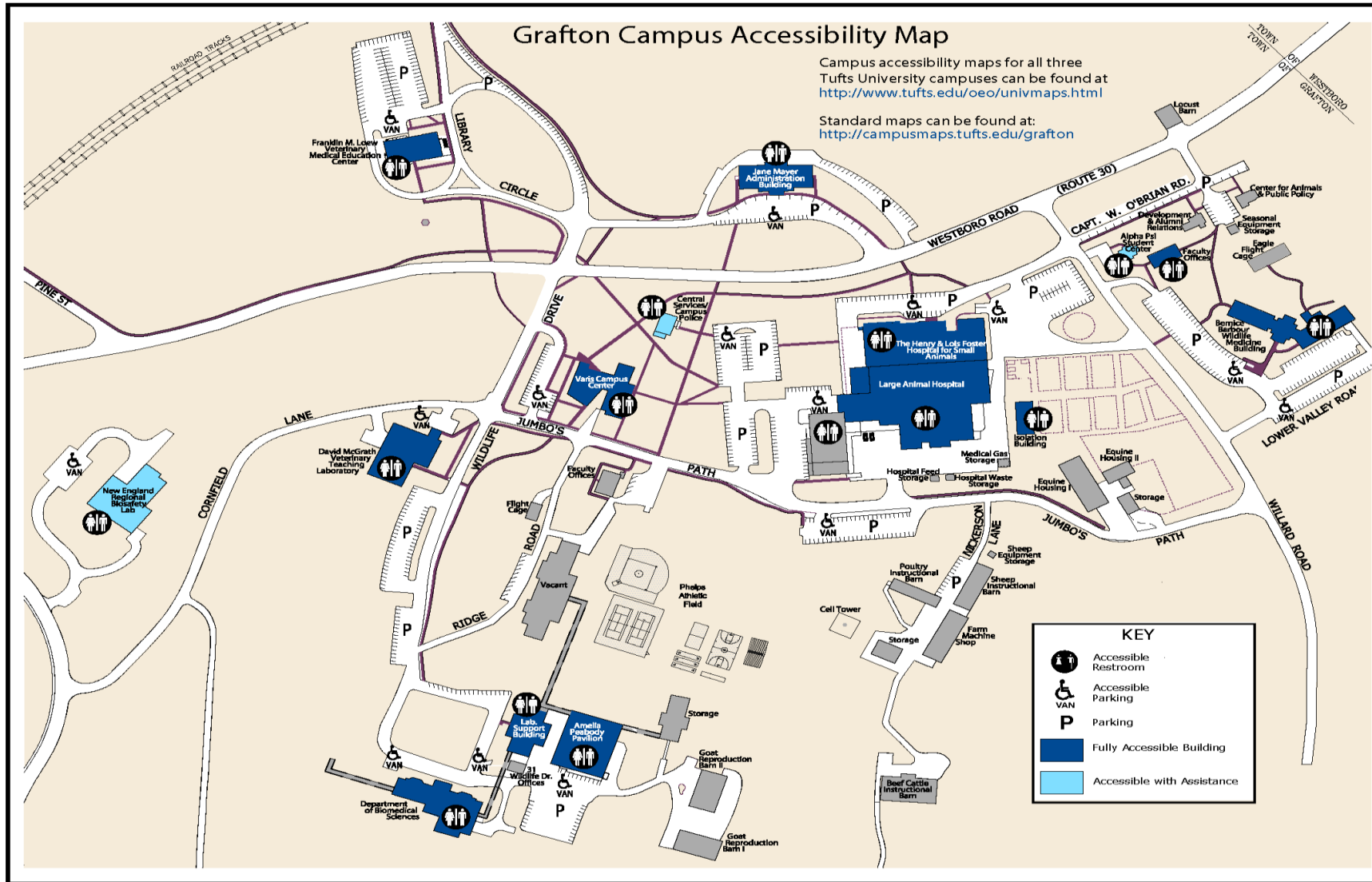
7. Boston Accessibility Map



Key:	
Accessible Parking	Accessible Restroom
Parking	Fully Accessible Building
Tufts Medical Center Building (TMC)	Other Building
Accessible with Assistance	

*Please Note the parking arrangements are not made directly with Tufts University. Valet Services can be reached at 617.636.8970 for hours of operation and additional information.

8. Grafton Accessibility Map



VI. FREQUENTLY ASKED QUESTIONS

A. Who is the University's ADA/Section 504 Officer and what role does s/he play at Tufts?

Section 504 protects all qualified individuals with impairments who are involved in programs and activities that receive federal funding assistance from the US Department of Education. The ADA/ 504 Officer is responsible for ensuring University compliance with ADA, Section 504 and its regulations. You may contact the University's ADA/504 Officer, Jill Zellmer, at 617.627.3298 or Jill.Zellmer@tufts.edu.

B. How is the interactive process facilitated at Tufts?

The interactive process is initiated when an employee, student, and/or Tufts community member requests a reasonable accommodation (see guidelines below for specific details regarding how requests should be submitted). The individual with a documented disability will work together with OEO, HR, or their academic leader to identify what accommodations may be reasonably implemented to eliminate barriers to equal access of employment for applicants and staff or to educational programs for students and community members. The interactive process analysis often includes a review of the individual's abilities and limitations and which academic requirements or job tasks pose difficulty for the person with the disability. Fundamental to the process is ensuring that the individual provides timely and sufficient medical documentation to enable the University to determine if the disability substantially limits a major life activity, and if so, what accommodation(s) may be reasonable and still permit the individual to meet the essential functions of the position or academic program.

C. How are reasonable accommodations made?

Accommodations are provided through an interactive process among the applicant/employee/student/community member and Tufts representatives. The individual requesting the accommodation may be asked to obtain documentation from his/her appropriate health care provider. Supporting documentation from an appropriate treatment provider may include:

- a diagnosis of the impairment and any accompanying test results;
- a connection between the nature of the disability and the requested accommodation;
- a detailed description of the specific impairment, functional limitations (with and without the use of mitigating measures such as treatment, aids, and medication), functional need, and the medical justification for such need; and
- a recommendation for the type and duration of the accommodation needed, as well as the rationale underlying the request "reasonableness."

Upon receiving and reviewing the appropriate documentation, a determination will be made by OEO (in the case of an employment request) or by the school (in the case of a classroom accommodation) regarding the individual's disability. In addition, a determination will be made by appropriate administrators about the disabled person's essential job functions and/or academic program requirements as they relate to the accommodation being requested. If you have any questions or concerns about this process, please contact the University ADA/504 Officer, Jill Zellmer, in OEO at 617.627.3298 or Jill.Zellmer@tufts.edu.

D. What should I do if I feel I have been discriminated against or harassed because of my identified disability?

Students, staff, faculty and community members may report any alleged acts of discrimination or harassment based on disability by contacting Jill Zellmer, Director of OEO at 617.627.3298 or Jill.Zellmer@tufts.edu. For further information on reporting incidents or filing an OEO complaint, visit www.oeo.tufts.edu.

E. Where do I go if I have questions about this policy?

Tufts University OEO and the University's ADA/504 Officer, Jill Zellmer, are responsible for enforcing the University's ADA policy. Please contact Jill Zellmer at OEO at 617.627.3298 or Jill.Zellmer@tufts.edu if you have questions about this policy.