

# Reasonable Accommodations at a Glance

The City of New York's Equal Employment Opportunity (EEO) Policy requires all city agencies to provide reasonable accommodations to eligible employees and applicants. Reasonable accommodations allow them to enjoy the rights and privileges of employment and perform the essential functions of their job, unless such accommodation would cause an undue hardship for the agency.

**1** →

## Making the Request

Employees and applicants are entitled to reasonable accommodations for disability, pregnancy and related medical conditions, religious observances, and their status as a victim of domestic violence, sex offenses, or stalking.

Requests for accommodations can be made to the agency EEO officer, supervisors, or managers.

## Refer Requests to the EEO Officer

Supervisors and managers must refer all requests, and all known needs for an accommodation, to the agency's EEO Office within three days of knowledge of a need or a request.

**2** →

## The Cooperative Dialogue

The cooperative dialogue is an ongoing, good faith communication between the agency and employee to understand and assess accommodation needs. It also explores ways to meet those needs that do not cause an undue hardship for the agency.

The EEO Office must initiate the cooperative dialogue within 10 days of notice of an accommodation need or request.

Documentation should be provided to support accommodation needs.

## Determination

The EEO Office must issue a written notice of any decision granting or denying an accommodation and all appeal rights within 30 days of the conclusion of the cooperative dialogue.

**3** →

## Right to Appeal

Employees and applicants may appeal the denial of an accommodation request to the agency head within 30 days of their receipt of the decision.

## Appeal

The agency head or designee must issue a written determination on the appeal within 15 business days of receipt of an appeal.