

Rockbridge Area Transportation System Reasonable Accommodation Request

REASONABLE ACCOMMODATION REQUEST PROCEDURE

This procedure applies to employees and applicants for employment at RATS who wish to request a reasonable accommodation for a disability under the Americans with Disabilities Act (ADA), as amended, and related law. It is intended for internal use to ensure requests are handled consistently, promptly, and confidentially.

1. Who May Request an Accommodation

Any employee or job applicant may request a reasonable accommodation. A request may be made by the individual, or by a family member, friend, health care provider, or other representative on the individual's behalf. The request does not need to be in writing initially, and does not need to use the words “reasonable accommodation” or reference the ADA — any indication that an employee needs a change at work for a medical or disability-related reason should be treated as a request under this procedure.

2. How to Request an Accommodation

1. The individual notifies their supervisor or the Executive Director that they need a change or adjustment at work for a medical or disability-related reason.
2. The individual is encouraged, but not required, to complete the Reasonable Accommodation Request Form (attached) to help document the request.
3. The supervisor who receives a verbal request should promptly notify the Executive Director and assist the employee in completing the form if needed.

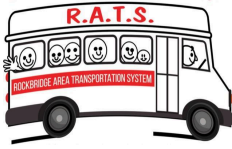
3. The Interactive Process

Upon receiving a request, the Executive Director will begin a good-faith, interactive dialogue with the individual to identify the precise limitation and to explore possible accommodations. This process may include:

1. Discussing the individual's job duties and the specific limitation requiring accommodation.
2. Identifying potential accommodations, including consultation with the individual about what has worked for them previously.
3. If needed, requesting reasonable medical documentation supporting the need for accommodation (see Section 4).
4. Evaluating potential accommodations against the essential functions of the position and available resources.
5. Communicating the decision to the individual in a timely manner, generally within 15 business days of receiving a complete request, absent extenuating circumstances.

4. Medical Documentation

RATS may request reasonable documentation from an appropriate health care or rehabilitation professional confirming that the individual has a disability and explaining why an accommodation is needed, when the disability or need is not obvious or already known. RATS will not request



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documentation beyond what is needed to establish the disability and the functional limitation. All medical documentation will be kept confidential as described in Section 6.

5. Evaluating the Request

RATS will grant the requested accommodation, or an effective alternative, unless doing so would:

1. Fundamentally alter the nature of the position or RATS' operations; or
2. Impose an undue hardship — significant difficulty or expense — in light of RATS' size, resources, and operations.

If the specific accommodation requested would impose an undue hardship or is not otherwise appropriate, RATS will work with the individual to identify an alternative effective accommodation. A denial of a specific requested accommodation is not a denial of the underlying request unless no effective alternative is available.

6. Confidentiality

All medical information and documentation obtained through this process will be maintained in a confidential file separate from the individual's general personnel file, and will be shared only with those who have a need to know (for example, a supervisor who must implement the accommodation), consistent with the ADA's confidentiality requirements.

7. No Retaliation

RATS prohibits retaliation against any individual for requesting an accommodation, whether or not the request is ultimately granted, or for participating in the interactive process.

8. Appeals

If an individual disagrees with the outcome of a request, they may ask the Executive Director to review the decision, or may file a complaint under the RATS ADA Notice complaint procedure. Individuals also retain the right to file a charge with the U.S. Equal Employment Opportunity Commission (EEOC).

9. Contact

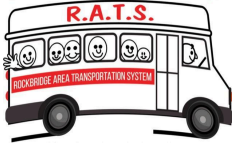
Requests, questions, or documentation related to this procedure should be directed to the ADA/HR Coordinator:

Stephanie RiCharde, Executive Director / ADA Coordinator

712 N. Main St., Lexington, VA 24450

Phone: 540-463-3346 | Virginia Relay: 711

Email: director@rockbridgetransportation.org



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REASONABLE ACCOMMODATION REQUEST FORM

Completing this form is optional but helps RATS process your request efficiently. You may also submit your request verbally or in any written format to your supervisor or the ADA/HR Coordinator.

Section 1: Requestor Information

Name:

Date of Request:

Job Title / Position Applied For:

Department / Supervisor:

Preferred Contact (phone/email):

Section 2: Nature of Request

Describe the job duty, task, or work condition that is difficult due to a medical condition or disability:

Describe the accommodation you are requesting (if known):

Section 3: Supporting Information

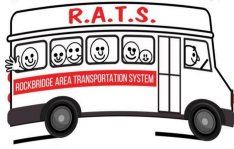
- ☐ Medical documentation is attached
- ☐ Medical documentation will be provided by health care provider directly
- ☐ No documentation available at this time — disability/need is not obvious and may be requested

Name/contact of health care or other professional who can provide documentation (optional):

Section 4: Signature

Requestor Signature:

Date:



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For RATS Use Only

Date Received:

Received By:

Interactive Process Meeting Date(s):

Outcome:

Date Individual Notified of Outcome:
