



Maryland Department of Budget and Management Office of the Statewide EEO Coordinator

Agency Training Outline for: Americans with Disabilities Act (ADA) and Reasonable Accommodation Process Overview

The purpose of this outline is to serve as a guide for those that serve as ADA Coordinators to assist with developing training for the employees within their agency.

Topic: ADA and Reasonable Accommodation Process Training

Overview: The purpose of this training is to educate employees on Federal and State of Maryland laws and policies pertaining to non-discrimination of disabled job applicants and employees in the workplace. We will define disability and discuss what is a reasonable accommodation. We will discuss the responsibilities of ADA Coordinators, employees, and management when such matters arise. We will discuss how to identify and avoid workplace discrimination, and retaliation based on disability. In addition, the internal EEO complaint process will be explained, as well as employee rights to file a complaint with the external regulatory agencies (i.e., Maryland Commission on Civil Rights and U. S. Equal Employment Opportunity Commission).

Duration: 2 – 3 hours, which includes a question-and-answer session.

Target audience: State of Maryland government employees, pin (full-time and part-time), contractual and temporary hires.

Location: Virtual or in person facilitation

Learning objectives:

1. Employees will gain fundamental knowledge of non-discrimination laws pertaining to disability.
2. Employees will gain an understanding of what constitutes a disability and the process for requesting a reasonable accommodation.
3. Managers and supervisors will gain a fundamental knowledge of requirements related to federal and state nondiscrimination laws and policies to avoid discrimination and retaliation.
4. Employees will gain an understanding of their rights and responsibilities when requesting an ADA reasonable accommodation.
5. Employees as well as managers and supervisors will gain an understanding of the ADA individualized assessment process.
6. Employees will learn about their rights to file an internal and external EEO complaint as well as ADA accommodation appeal rights.
7. Employees as well as managers and supervisors will gain an understanding about the confidentiality of the ADA reasonable accommodation process.



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Section 1: Welcome/Introduction

- a) Welcome
- b) Training objectives/what you will learn in the session.
- c) State of Maryland governments EEO program overview.
- d) Agency's EEO program, mission, vision, goals, and team overview.
- e) Role and responsibilities of the EEO unit, Fair Practices Officer, EEO Officer and ADA Coordinator.

Section 2: ADA in the Workplace

- a) Overview of the ADA of 1990 (5 Titles) and the ADAAA of 2008.
- b) Overview of COMAR 14.03.02.04.
- c) Define disability and provide an overview of the various categories of disability (actual, record or history, regarded as) with examples for each.
- d) Define a qualified individual with a disability.
- e) Discuss the importance of accurate position descriptions which includes essential job functions and how it relates to the interactive process.

Section 3: Reasonable Accommodation Requests and the Interactive process

- a) Discuss ADA confidentiality.
- b) Provide an overview of the State of Maryland Reasonable Accommodation Policy and Procedure.
- c) Define reasonable accommodation.
- d) Explain how to request an accommodation (verbally or in writing).
- e) Define the interactive process.
- f) Discuss the role of the ADA Coordinator.
- g) Discuss the different types of ADA accommodations for applicants and employees.
- h) Explain the individualized assessment process.
- i) Explain the purpose of medical documentation and examinations.

Section 4: Undue Hardship and the ADA

- a) Define undue hardship.
- b) Discuss management responsibility to justify an undue hardship.

Section 5: Rights to file an internal and external EEO complaint

- a) State of Maryland government Equal Employment Opportunity Complaint procedures.
- b) Office of the Statewide EEO Coordinator appeal process.
- c) Maryland Commission on Civil Rights complaint procedures.
- d) U. S. Equal Employment Opportunity Commission complaint procedures.



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Section 6: Final reminders

- a) Requirements of federal and state of Maryland nondiscrimination laws.
- b) Process to request reasonable accommodation.
- c) Retaliation is prohibited and how to report if it should occur.

Section 7: Question and Answer session (15-30 minutes)

- a) It is strongly recommended that the facilitator use this time to ask questions to the group to test their knowledge of the information presented throughout the session. This can be done by giving the questions to the group or administering individual assessments to be collected.

Final Notes:

- Provide a copy of the State of Maryland Reasonable Accommodation Policy and Procedure to each participant.

<https://dbm.maryland.gov/eo/Documents/Maryland%20Reasonable%20Accommodation%20Policy%20and%20Procedures%20pdf%20Updated%20February%202023.pdf>