

SUPERVISOR ADA FAQs

1. What is the definition of a disability?

The Americans with Disabilities Act of 1990 (ADA) prohibits discrimination in employment against a qualified individual with a disability. Under the ADA, the definition of disability is:

- A physical or mental impairment that substantially limits a major life activity
- A record or past history of such impairment
- Being regarded as having a disability

On September 25, 2008, the ADA was amended by the Americans with Disabilities Act Amendments Act (ADAAA). The ADAAA retains the basic 3-part definition of disability, but broadens its interpretation. With the exception of those with an apparent disability, individuals seeking an accommodation will be required to document one or more conditions that meet the definition of disability under ADA, as amended.

For more information, please refer to the [Human Resources Employee Accommodation Procedure webpage](#) or contact [ADA Programs](#) at 850-474-2694.

2. What is a “reasonable accommodation”?

A reasonable accommodation is a modification or an adjustment to a job or the work environment that will enable a qualified applicant or employee with a disability to participate in the application process or to perform essential job functions. Reasonable accommodation also includes adjustments to assure that a qualified individual with a disability has rights and privileges in employment equal to those of nondisabled employees.

For more information, please refer to the [Human Resources Employee Accommodation Procedure webpage](#) or contact [ADA Programs](#) at 850-474-2694.

3. Can I ask about an applicant’s disability during the job interview?

No. You cannot ask questions about an applicant's disability even if it is visible or the applicant has voluntarily disclosed a hidden disability.

An employer cannot ask applicants whether they would need reasonable accommodation to perform a job because the answer to this question is likely to reveal whether an applicant has a disability.

4. How does an employee request a reasonable accommodation?

A person with a disability may start the process by making an oral or written request for an adjustment or change at work for a reason related to a medical condition. There is no need to mention the word ADA or use the phrase “reasonable accommodation.”

JOB APPLICANTS: At any point of the application process, applicants for employment may initiate a request for accommodation by contacting Human Resources or his/her recruiting contact.

EMPLOYEES: Employees can initiate the accommodation process:

- By completing the [Accommodation Request Form](#) through Human Resource's website,
- By initiating the request with the employee's immediate supervisor, either verbally or in writing.

5. I have an employee who is requesting a reasonable accommodation. What do I do?

Supervisors who receive a request for accommodation should:

1. Provide the employee with information about the [Human Resources' ADA Programs](#)
 - [ADA Programs](#) is located in Building 20E, Room 117 and can be reached at (850) 474-2694
 - Employees can submit a [Request for Reasonable Accommodation form](#) online
2. Contact Human Resources so that the official processing of the request can begin

All University administrators and supervisors are responsible for ensuring that each employee has equal access to benefits and privileges of employment offered to all employees. If questions arise regarding an individual's disability and ability to perform their essential job functions, supervisors should determine, through discussion with the employee and in consultation with Human Resources, whether a reasonable accommodation is needed.

If you need to request a reasonable accommodation or need information about the Reasonable Accommodation Process, please visit the UWF Human Resources Employee Accommodation Procedure webpage or contact the ADA Coordinator at 850-474-2694.

6. Should I ask my employee if they need a reasonable accommodation when they haven't asked for one?

If you know that your employee has a disability, you believe that an employee is experiencing workplace problems because of a disability, or you know that a disability prevents an employee from requesting a reasonable accommodation, contact the ADA Programs for assistance.

If an individual with a disability states that she/he does not need a reasonable accommodation, you do not need to provide one. Let the employee know that they may request an accommodation at any time by contacting the ADA Programs Office.

7. If an employee has a disability, can I still discipline them if they violate the rules?

Yes, if the conduct violation is job-related and consistent with business necessity and other employees are held to the same standard. The ADA does not protect employees from the consequences of violating conduct requirements even where the conduct is caused by the disability.

8. How can I tell if an animal is really a service animal and not just a pet?

Whether they are called “Service Animals,” “Assistance Animals,” or another name, these are animals that have been individually trained to do work or perform tasks for the benefit of an individual with a disability. Only dogs are considered service animals under the ADA. Businesses and state and local government entities may also allow miniature horses as a reasonable modification, subject to certain limitations.

To determine if an animal is a service animal, you may ask two questions:

- Is the dog a service animal that is required because of a disability?
- What work or task has the dog been trained to perform?

You may not ask these questions if the need for the service animal is obvious, such as a guide dog for a person who is visually impaired.

You also may not:

- ask about the nature or extent of an individual’s disability
- require proof that the animal has been certified, trained or licensed as a service animal
- require the animal to wear an identifying vest or tag
- ask that the dog demonstrate its ability to perform the task or work

Under the ADA, it is training that distinguishes a service animal from other animals. Some service animals may be professionally trained. Others may have been trained by their owners. The task for which the service animal is trained must be directly related to the owner’s disability.

[Optional information]

The handler is responsible for the care and supervision of his or her service animal. If a service animal behaves in an unacceptable way and the person with a disability does not control the animal, a business or other entity has the right to ask that the dog be removed. A business also has the right to deny access to a dog that disrupts their business or poses a direct threat to the health and safety of others. For example, if a service dog barks repeatedly or growls at customers, it could be asked to leave.

Service animals in-training are not specifically addressed in the ADA. Some state laws may afford service animals in-training the same protections as service animals that have completed their training. [[*https://adata.org/](https://adata.org/)]

9. An employee is requesting a reasonable accommodation to bring their dog to work to help them feel calm. What do I do?

If an employee is requesting to bring their dog to work as a form of reasonable accommodation, please contact the [Human Resources ADA Programs Office](#) at (850) 474-2694.

10. Our department is sponsoring an event. Who should be contacted if an employee or guest needs an accommodation for the event?

Guests attending university sponsored events who would like to request disability accommodations are requested to advise UWF by contacting the [ADA Program Office](#) at (850) 474-2694. Guests may also advise UWF online by submitting the [UWF Sponsored Event Accommodation Request Form](#).

Accommodation requests must be submitted at least two (2) business days prior to the scheduled event. Advance planning and early submission of an accommodation request will allow proper time for UWF to coordinate the requested services.

The ADA Program Office is available to assist departments with planning accessible events. The department sponsoring the event is fiscally responsible for costs associated with providing the reasonable accommodation(s) for the event.

11. The automatic door opener to a building is not working. Who should be contacted?

For this and any other concerns relating to access barriers, contact [ADA Programs](#) at 850-474-2694. Please complete and submit the [ADA Programs Accessibility/Barrier Identification Form](#) to our office for proper assessment and identification of reasonable solutions.

The ADA Programs Office works collaboratively with other university entities to resolve accessibility concerns on campus.