



## **Notice of Policy and Frequently Asked Questions (FAQ) about Reasonable Accommodations for Individuals with Disabilities**

This policy is available for review by the public on the IMTT website. Copies also are posted internally so that all employees and visitors to IMTT facilities are able to receive notice. Print copies, including alternate language versions, are available upon request from the IMTT Human Resources Department.

### **NOTICE OF POLICY**

It is the policy of IMTT to ensure that individuals with disabilities enjoy an *equal opportunity* to participate in and benefit from IMTT's programs, activities, and services.

Toward this end, individuals with disabilities may request IMTT to provide *reasonable accommodations* that they believe will enable them to enjoy equal opportunity to participate in IMTT's programs, activities, and services.

To request a reasonable accommodation, contact **Kay Kittleman, Vice President of Human Resources**, [kaykittleman@imtt.com](mailto:kaykittleman@imtt.com). **You also may call the IMTT Compliance Hotline: 1-833-945-3465.** The IMTT Compliance Hotline is an automated telephone service with multiple language options.

### **FREQUENTLY ASKED QUESTIONS (FAQs) ABOUT OUR POLICY**

The following FAQs provides information on requesting reasonable accommodations in IMTT's programs and activities.

#### **1. What is a reasonable accommodation in IMTT's programs and services?**

A reasonable accommodation is a change or modification to afford a qualified individual with a disability full enjoyment of IMTT's programs or activities, unless modifications of policies, practices, and procedures would fundamentally

alter the nature of the program, service, or activity, or result in undue financial and administrative burdens to IMTT.

## **2. How do I request a reasonable accommodation?**

If you need a reasonable accommodation, please contact **Kay Kittleman, Vice President of Human Resources**, [kaykittleman@imtt.com](mailto:kaykittleman@imtt.com). **You also may call the IMTT Compliance Hotline: 1-833-945-3465.**

## **3. Does my request for a reasonable accommodation need to be in writing?**

No, you do not need to put your request in writing, however, making a written request can be helpful documentation for ensuring that IMTT provides the desired accommodation. In addition, you do not need to fill out a specific form or use the specific words “reasonable accommodations” when making your request.

## **4. When should I request a reasonable accommodation?**

You may request a reasonable accommodation from IMTT at any time. However, making the request in advance of a meeting, conference call, or visit will help ensure that IMTT is able to fulfill the request for an accommodation. For certain requests, such as requests for sign language interpretation, IMTT requests at least two week’s advance notice.

## **5. May someone request a reasonable accommodation on my behalf?**

Yes, anyone can request a reasonable accommodation on behalf of an individual with a disability who seeks to interact with IMTT staff or participate in its programs or activities.

## **6. What will IMTT do upon receiving my request for a reasonable accommodation?**

IMTT will respond to an initial request for accommodation as promptly as possible, but no later than 5 business days after receiving a request. Every effort will be made to resolve all requests within a reasonable period of time depending on the nature of the accommodation requested. IMTT may contact you to obtain more information about your request and to better understand your needs. In addition, IMTT may review your request to determine:

- Whether the requested accommodation will be effective in allowing you to participate in the activity or program in which you are seeking participation;

- Whether the requested accommodation is reasonable, or an equally effective alternative to the requested accommodation is available; and
- Whether providing you with the requested accommodation would fundamentally alter the nature of IMTT's program or impose undue financial or administrative burdens on IMTT.

In addition, in some cases, IMTT may consult with you in an interactive process to determine on a case-by-case basis what accommodations can be made. If the requested accommodation cannot be provided immediately, efforts will be made to provide an interim accommodation until the requested accommodation can be made.

If IMTT determines that your requested accommodation would fundamentally alter the nature of the program or impose an undue financial or administrative burden, IMTT may deny your request. However, in the unlikely event that this occurs, IMTT will work with you on an interactive basis to identify an alternative accommodation that allows you to effectively participate in IMTT's program, activity, or service.

All information obtained by IMTT in connection with a request for an accommodation will be maintained on a confidential basis and disclosed only to IMTT employees with a need to know (for example, those employees involved in the accommodations process and those who are responsible for providing an accommodation).

#### **7. May IMTT request medical documentation from you after receiving your request for a reasonable accommodation?**

No, IMTT may not request medical documentation after receiving your request for a reasonable accommodation. IMTT's questions will be limited to understanding the barrier to your ability to participate in the program or activity in which you are interested and the nature of an accommodation that will remove this barrier.

#### **8. May IMTT charge you the cost of providing the reasonable accommodation?**

No, you are not responsible for the cost of an auxiliary aid or service IMTT provides to you.

#### **9. What are some examples of reasonable accommodations?**

There are many types of reasonable accommodations. Some examples of how IMTT provides reasonable accommodations include:

- Arranging for qualified sign language interpreters
- Providing on-site captioning
- Producing alternate formats of print materials in braille, large print, or in an electronic format
- Providing remote conference captioning services
- Furnishing a temporary ramp to access the dais or other areas with one or more stairs to ensure accessibility for individuals who have physical disabilities and may be using a wheelchair or walker.

**10. What records concerning requests for reasonable accommodations does IMTT keep?**

IMTT will maintain a confidential record keeping system to monitor:

- The number and types of accommodations requested on an annual basis;
- The number of requests that were granted;
- The number of requests, if any, that were denied and the reasons for denial;
- The number and types of alternate or interim accommodations, if any, that were provided; and
- A summary of the circumstances regarding any denials that were based upon a determination that the requested accommodation would fundamentally alter the nature of IMTT's programs or operations or impose undue financial or administrative burdens on IMTT.