

## **SAMPLES OF REASONABLE ACCOMMODATIONS**

### **BLIND/VISUALLY IMPAIRED**

Adaptive hardware & software for computers  
Electronic visual aids  
Braille devices & materials  
Talking calculators  
Electronic texts of printed matters  
Large type or bold face print  
Optimization of room lighting  
Magnifiers  
Audio recordings Readers

### **HEARING IMPAIRED**

Telephone headset amplifiers  
Telephone compatible with hearing aids  
Telecommunication devices for deafness (TDD)  
Signing interpreters

### **LIMITED PHYSICAL DEXTERITY'**

Gooseneck telephone headsets  
Mechanical page turners  
Raised or lowered furniture/telephones  
Lowered drinking fountains  
Grab bars  
Open area for maneuvering

# Equal Employment Opportunity is THE LAW

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## Employers Holding Federal Contracts or Subcontracts

Applicants to and employees of companies with a Federal government contract or subcontract are protected under the following Federal authorities:

### **RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN**

Executive Order I 1246, as amended, prohibits job discrimination on the basis of race, color, religion, sex or national origin, and requires affirmative action to ensure equality in all aspects of employment.

### **INDIVIDUALS WITH HANDICAPS**

Section 503 of the Rehabilitation Act of 1973, as amended, prohibits job discrimination because of handicap and requires affirmative action to employ and advance in employment qualified individuals with disabilities who, with reasonable accommodations, can perform the essential functions of a job.

### **VIETNAM ERA AND SPECIAL DISABLED VETERANS**

38 U.S.C., 4212 of the Vietnam Era Veterans' Readjustment Assistance Act of 1974 prohibits job discrimination and requires affirmative action to employ and advance in employment qualified Vietnam era veterans and qualified special disabled veterans

Any person who believes a contractor has violated its nondiscrimination or affirmative action obligations under the authorities above should contact immediately:

The Office of Federal Contract Compliance Programs (OFCCP), Employment Standards Administration, U.S. Department of Labor, 200 Constitution Avenue, N.W., Washington, D.C. 20210 or call (202) 523-9368, or an OFCCP regional or district office, listed in most telephone directories under U.S. Government, Department of Labor.

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## Private Employment, State and Local Governments, Educational Institutions

Applicants to and employees of most private employers, state and local governments, educational institutions, employment agencies and labor organizations are protected under the following Federal laws:

### **RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN**

Title VII of the Civil Rights Act of 1964, as amended, prohibits discrimination in hiring, promotion, discharge, pay, fringe benefits, job training, classification, referral, and other aspects of employment, on the basis of race, color, religion, sex or national origin.

### **DISABILITY**

The Americans with Disabilities Act of 1990, as amended, protects qualified applicants and employees with disabilities from discrimination in hiring, promotion, discharge, pay, job training, fringe benefits, classification, referral, and other aspects of employment on the basis of disability. The law also requires that covered entities provide qualified applicants and employees with disabilities with reasonable accommodations that do not impose undue hardship.

### **AGE**

The Age Discrimination in Employment Act of 1967, as amended, protects applicants and employees 40 years of age or older from discrimination on the basis of age in hiring, promotion, discharge, compensation, terms, conditions or privileges of employment.

### **SEX (WAGES)**

In addition to sex discrimination prohibited by Title VII of the Civil Rights Act of 1964 (see above), the Equal Pay Act of 1963, as amended, prohibits sex discrimination in payment of wages to women and men performing substantially equal work in the same establishment.

Retaliation against a person who files a charge of discrimination, participates in an investigation, or opposes an unlawful employment practice is prohibited by all of these Federal laws.

If you believe that you have been discriminated against under any of the above laws, you immediately should contact:

The U.S. Affirmative action Commission (EEOC), 1801 L Street N.W., Washington, D.C. 20507 or an EEOC field office by calling toll free (800) 669-4000. For individuals with hearing impairments, EEOC's toll free TDD number is (800) 80-3302.

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## Programs or Activities Receiving Federal Financial Assistance

### **RACE, COLOR, RELIGION, NATIONAL ORIGIN, SEX**

In addition to the protection of Title VII of the Civil Rights Act of 1964, Title VI of the Civil Rights Act prohibits discrimination on the basis of race, color or national origin in programs or activities receiving Federal financial assistance. Employment discrimination is covered by Title VI if the primary objective of the financial assistance is provision of employment, or where employment discrimination causes or may cause discrimination in providing services under such programs. Title IX of the Education Amendments of 1972 prohibits employment discrimination on the basis of sex in educational programs or activities which receive Federal assistance.

### **INDIVIDUALS WITH HANDICAPS**

Sections 504 of the Rehabilitation Act of 1973, as amended, prohibits employment discrimination on the basis of handicap in any program or activity which receives Federal financial assistance in the federal government. Discrimination is prohibited in all aspects of employment against handicapped persons who, with reasonable accommodation, can perform the essential functions of a job.

If you believe you have been discriminated against in a program of any institution which receives Federal assistance, you should contact immediately the Federal agency providing such assistance.

## **EMPLOYEES' GRIEVANCE PROCEDURE DISCRIMINATION COMPLAINTS**

### **Purpose**

The purpose of this procedure is to provide for administration of an employee discrimination complaint procedure. The objective of the process is to resolve complaints informally, whenever possible, with fairness, justice, and in orderly, timely fashion, and to provide an avenue of formal resolution through the administrative avenues within the municipal system. All complaints must be on the basis of alleged discrimination against an individual because of race, color, national origin, religion, age, physical or mental disability, gender, sexual orientation, creed, culture, or ancestry. This procedure shall only be used for the processing of discrimination complaints. However, the Civil Service Commission and the federal EEOC and/or other such agencies are, or may be at the employee's disposal for filing complaints of discrimination in addition to this procedure. The grievance procedure outlined in the Chief Administrative Office's Policy Memorandum No. 4 addresses grievances not related to discrimination.

### **The Process**

1. The following is a step-by-step outline of the actions to be taken under this procedure. There are two (2) major functional components of the complaint process. They are the informal and the formal action procedures. An employee is advised to proceed to the formal action procedure of this directive only if the matter in question is not satisfactorily resolved within the prescribed time limits of Section 1 (the informal complaint procedure) of this grievance process.

#### **A. Section 1 - Informal Complaint Procedure**

1. The individual must take the complaint to the department's EEO Representative within five (5) working days of the date the alleged discriminatory act took place, or, if a disciplinary action, within five (5) days of the effective date of action.
2. The EEO Representative must attempt to resolve the complaint within ten (10) working days after the initial interview with the complainant.
  - a. He/she must seek to resolve the complaint at the lowest administrative level possible.
  - b. The EEO Departmental Representative shall present the grievance orally to the complainant's immediate supervisor within five (5) days of the act giving rise to the original complaint.
  - c. He/she shall keep a record of the activities conducted on the complaint.
  - d. He/she shall advise the aggrieved, in writing, of the right to indicate formal action if the matter is not satisfactorily resolved within the fifteen (15)-day time limit.

B. Section II - Formal Action Procedure

1. The grievance shall be reduced to a written statement on a form provided by the City (CAO Form No. 1). It shall be presented to the employee's EEO Representative within five (5) days subsequent to the decision which the employee deemed unsatisfactory.
  2. The EEO Representative then shall forward the written complaint to the appointing authority or his/her designated representative within three (3) working days with a copy to the CAO, Employee and Labor Relations Division.
  3. The grievance shall then be reviewed among the employee's EEO Representative, and/or the employee, the appointing authority and the CAO's EEO Officer (or his/her designated representative)
  4. If no agreement is reached at the aforementioned level within seven (7) days after the initiation of the written complaint, then the CAO's EEO Officer shall make his/her final recommendation to the Chief Administrative Officer.
  5. The Chief Administrative Officer shall render a final decision based upon the facts presented on CAO Form No 1 and the recommendations of the EEO Officer (or his/her designated representative)
- C. Appointing authorities are requested to make every effort possible to arrive at a solution when a grievance is received in oral form by the first line supervisor rather than resorting to the formal written procedure outlined in this directive.

**CITY OF NEW ORLEANS**

CAO-I

**EMPLOYEE PROBLEMS FORM  
(DISCRIMINATION COMPLAINT)**

TO: \_\_\_\_\_

FROM: \_\_\_\_\_ DEPARTMENT: \_\_\_\_\_

DATE: \_\_\_\_\_ DIVISION: \_\_\_\_\_

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Cause of Grievance.

What should be done to remedy this matter?

Date: \_\_\_\_\_

(Signature of Employee)

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**SUPERVISOR TO EMPLOYEE**

Decision.

Date: \_\_\_\_\_

(Signature of Immediate Supervisor)

**APPEAL TO APPOINTING AUTHORITY  
(DISCRIMINATION COMPLAINT)**

I wish to appeal my immediate supervisor's decision on my grievance.

Date: \_\_\_\_\_  
(Signature of Employee)

**APPOINTING AUTHORITY TO EMPLOYEE**

Decision:

Comments:

Date: \_\_\_\_\_  
(Signature of Appointing Authority)

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**APPEAL TO EMPLOYEE PROBLEMS APPEALS COMMITTEE**

I wish to appeal my Appointing Authority's decision on my grievance

Date: \_\_\_\_\_  
(Signature of Employee)

## **GRIEVANCE PROCEDURES FOR BENEFICIARIES OF CITY SERVICES**

It is the policy of the City of New Orleans not to discriminate on the basis of race, color, religion, national origin, age, physical or mental disability, gender, sexual orientation, creed, culture, or ancestry. Any person applying for or receiving City services and who is dissatisfied with the furnishing or denial of such services may register a complaint with the Human Relations Committee or the appropriate City department, board, agency, or commission. The City will ensure that all persons can participate in this grievance process.

A copy of this grievance procedure will be posted in a prominent, easily accessible location. Supervisors will include a briefing on these grievance procedures in their initial orientation of all new employees.

### **INQUIRIES**

Complaints will be registered with the Human Relations Commission's Director, Room 8E07, City Hall, 1300 Perdido Street, New Orleans, Louisiana 70112, or by calling the Human Relations Commission at 565-7916 or (TTY/Voice 586-4475) Complaints too may be faxed to 565-8253.

REVISED: August 1997  
CAO PM No 54(Revised) Attachment