

UN Secretariat Reasonable Accommodation Guidelines



The Reasonable Accommodation Guidelines were developed by the Office of Human Resources/Department of Management Strategy, Policy and Compliance in collaboration with personnel with disabilities and various stakeholders.

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For questions related to these Guidelines please contact: ohrreasonableaccommodation@un.org

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1. Introduction and Purpose

Disability Inclusion is a key component of our diversity strategy and one of the Secretary-General's reform priorities. The launch of the United Nations Disability Inclusion Strategy (UNDIS) signalled the Organization's commitment to advancing the rights of persons with disabilities in all areas. UNDIS contains a set of fifteen indicators against which entities across the UN system are measured. Indicator 7, Reasonable Accommodation, has long been promoted as a critical measure for ensuring that persons with disabilities are not left behind. It is a measure that aims to advance equality, non-discrimination, and the full participation of persons with disabilities.

Following the Convention on the Rights of Persons with Disabilities, UNDIS emphasises the rights-based approach to Reasonable Accommodation. Both frameworks prohibit discrimination based on disability status and urge employers to provide reasonable accommodation to persons with disabilities. Following the guidelines and recommendations of UNDIS Indicator 7 (Reasonable Accommodation), and in furtherance of the rights of persons with disabilities in Article 27 of the CRPD, the UN Secretariat, absent undue burden, will provide reasonable accommodation to persons with disabilities upon request.

This document provides a framework for the fair and consistent implementation of reasonable accommodation across the UN Secretariat. It was developed through a consultative process, taking into account input and feedback received from relevant stakeholders, including persons with disabilities. It also considered good practices from UN and non-UN organizations and takes into consideration the realities of the post-pandemic workplace, new ways of working and the future of work. For a **hiring manager**, these guidelines will provide information on how **applicants** with disabilities can be provided with reasonable accommodation to enable them to participate equitably in the recruitment process.

The guidelines contain information on the steps a **supervisor** can take to ensure that **personnel** have the necessary support to perform essential parts of their jobs and can participate on an equal basis as others across the employment process. **Event organizers** at the UN Secretariat may also refer to these guidelines for accommodation for persons with disabilities participating in any meetings, conferences and services at the UN Secretariat premises.



UNDIS INDICATOR 7 REASONABLE ACCOMMODATION

BOX 1. SOME RELEVANT FRAMEWORKS

- Convention on the Rights of Persons with Disabilities - Article 27 (Work and Employment)
- The United Nations Disability Inclusion Strategy
- United Nations System Mental Health and Wellbeing Strategy
- Employment and Accessibility for Staff Members with Disabilities in the United Nations Secretariat (ST/SGB/2014/3)
- Flexible working arrangements (ST/SGB/2019/3)
- General Assembly Resolution A/RES/73/273

Reasonable Accommodation is an anti-discrimination measure that enables persons with disabilities to exercise their rights on an equal basis with others.

2. Who are persons with disabilities?

Article 1 of the Convention describes persons with disabilities¹ to include those with long-term impairments. The World Health Organization (WHO) estimates that about **1.3 billion** of the world's population have one disability or another². This accounts for approximately 16 percent of the world's population.

To understand the number of persons with disability in the Secretariat workforce, a disability self-identification question was rolled out as part of the 2021 Staff Engagement Survey. The data showed that 516 staff members self-identified as persons with disabilities. We believe the number is low due to under-reporting. The staff engagement survey data also does not include non-staff personnel.

Disability inclusion is our collective responsibility. We want to build a workplace where everyone feels that they belong and can bring their whole selves to work. The **Values and Behaviours Framework** calls on all personnel to take action to create an environment of dignity and respect for all, regardless of age, culture, disability, ethnicity, gender, gender identity, gender expression, geography, grade, language, nationality, racial identity, religion, sex, sex characteristics, sexual orientation, social origin or any other aspect of identity. We must do more to build a safe and inclusive workplace for all personnel, including persons with disabilities.

BOX 2. WHAT SHOULD YOU DO WHEN A PERSON DISCLOSES THEIR DISABILITY?

It is important to show support and provide information about available resources and how to access them. Information shared should always be kept confidential and should not be shared without the person's permission. The interactive process is a collaborative process between relevant parties to identify the most effective accommodation. The Interactive process is critical to understanding person's needs and identifying appropriate accommodations.



1. Include "those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others.

2. https://www.who.int/health-topics/disability#tab=tab_1

Points to note

- By using the word 'include' in the definition, the Convention aims to provide a broad definition of the term persons with disabilities.
- To understand who persons with disabilities are, consider the different elements in the definition:
 - the impairment or health condition
 - the existence of barriers
 - the interaction between the impairment or health condition and the barrier, which limits a person's ability to fully participate
- The UN Secretariat recognizes that a disability may also be short-term.
- A disability may immediately be apparent, for example, in a person with a visual impairment. Or it may not be apparent, such as in mental health conditions.
- Persons with disabilities face environmental, physical, communication, policy, and attitudinal barriers.
- Due to stigma and barriers, many qualified persons with disabilities are unemployed.
- Persons with disabilities are sometimes reluctant to disclose their disabilities due to concerns about stigma and fear of losing their jobs or not being hired.
- The UN Secretariat is taking steps to collect data on personnel and applicants with disabilities through a self-identification questionnaire in INSPIRA. The data will help us identify gaps and measure progress on our recruitment and accommodation efforts.
- Hiring managers and supervisors are critical to ensuring an inclusive, bias- and stigma-free workplace.
- Reasonable accommodation is key to removing these barriers and to the full inclusion of persons with disabilities in all areas.
- To promote human rights and ensure equality and non-discrimination, the UN Secretariat **has a duty to provide** reasonable accommodation for persons with disabilities unless doing so creates a disproportionate or undue burden.



© In 2022 OHR held a guided tour and career briefing in sign language for students from Gallaudet University/Dunnia Elgamal

3. Disability benefits under the Joint Staff Pension Fund

It is important to distinguish between the disability benefits under the United Nations Joint Staff Pension Fund (UNJSPF)³ and disabilities under these guidelines. Under the Regulation, a UNJSPF participant found to be incapacitated for further service due to injury or illness constituting an impairment to health, may be entitled to receive a disability benefit. Under the Guidelines, persons with disabilities are fully engaged and capable of carrying out their job functions. Reasonable accommodation supports them by removing barriers, to ensure they can contribute to their full potential.



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3. Article 33 (a) Regulation of the United Nations Joint Staff Pension Fund (UNJSPF)

4. What is reasonable accommodation?

The Convention defines Reasonable Accommodation as necessary and appropriate modification and adjustments not imposing a **disproportionate or undue burden**, were needed in a particular case, to ensure to persons with disabilities the enjoyment or exercise on an equal basis with others of all human rights and fundamental freedoms.⁴ Whilst the UN Secretariat seeks to ensure the full participation of personnel by providing reasonable accommodation, it may deny requests deemed an undue burden to the Organization.

- Reasonable accommodation applies to all areas of the employment relationship, from recruitment to separation.
- It is an anti-discriminatory measure that enables persons with disabilities to exercise their rights on an equal basis with others.
- Reasonable accommodation must support effective participation or the performance of essential job-related functions in the case of employment.

BOX 3. WHAT MAKES AN ACCOMMODATION 'REASONABLE'?

Accommodation is reasonable if it is effective in removing the barriers for the person with disabilities and, it is not a disproportionate or undue burden to the Organization.

BOX 4. ACCOMMODATIONS ARE NOT COSTLY

According to a 2020 Job Accommodation Network survey, Employers in the United States reported that 56 percent of their accommodations cost nothing to implement, while the rest of their accommodations had a typical cost of \$500⁵

Point to note

- Reasonable accommodation modifications are usually tailored for a specific individual although it may benefit others.

4.1 What is undue burden?

- An accommodation may be considered an undue burden to the Organization if it involves substantial administrative or financial resources, or if it involves altering essential aspects of a job.

4. CRPD Article 2

5. https://askjan.org/topics/costs.cfm?csSearch=2546498_1

4.2 Some types of accommodation

- Making physical changes to the workspace
- Restructuring a job or modifying a work schedule
- Exception to a workplace policy
- Providing materials in accessible formats
- Providing sign language interpreters
- Flexible working arrangements

4.3 Flexible Working Arrangement as Accommodation

Flexible Working Arrangements (FWA) are adjustments to the normal working hours or location. TUN Secretariat allows the use of various flexible working options as part of an inclusive workforce management approach. The FWA policy include some basic principles for the implementation of FWA. Under the policy, managers and supervisors may authorize the use of FWA options for several reasons. Personnel may request FWA as reasonable accommodation, to address disability-related limitations or barriers. Where FWA is requested as reasonable accommodation for a disability-related need, an exception to the policy may be made.

Point to note

- The UN Secretariat has a very robust FWA policy with a wide range of options.
- Persons with disabilities may avail of the FWA options including as reasonable accommodation to address disability-related limitations and barriers.
- Persons with disabilities should not be required to provide proof of need, to avail of the FWA options, unless this is also required for non-disability related requests.
- Documentation may be needed to decide the FWA option suitable for addressing the needs of personnel with disabilities. Where documentation is required, the principles governing the handling of confidential information should apply.
- For FWA requests that are not covered under the policy, an exception to the policy may be required to accommodate the specific needs. The principles of undue burden will be considered.
- Such exceptions need to be reported to the Business Transformation and Accountability Division (BTAD) of DMSPC.
- As per the FWA policy, the Medical Director or a duly authorized Medical Officer may recommend the use of flexible working arrangements as part of a gradual return-to-work program for staff returning from sick leave.
- Noting that a denial of reasonable accommodation without justification is a form of discrimination, failure of a manager or supervisor to follow the advice given may be seen as discriminatory unless there is proof of undue burden to the Organization.
- Although the FWA policy refers to the principles of 'short term disabilities', it is not defined in the FWA policy.
- Unlike long-term disabilities, short-term disabilities are transitory health conditions or impairments that are expected to last for no more than six months.

BOX 5. EXAMPLE OF FWA ACCOMMODATION

Luis has requested telecommuting as reasonable accommodation for up to five days a week for an extended period. As a result of extensive injuries from a car accident, he is unable to endure the long hours of commute to and from work. Under the policy, staff may telecommute for up to a maximum of three days a week.

Granting his request will therefore require an exception to the policy. If there is no undue burden, the UN Secretariat has a duty to provide the accommodation Luis needs, to enable him to participate on an equal basis as others. Failure to do so may constitute discrimination.

“For Staff with disabilities, reasonable accommodation enables them to lead fulfilling professional careers despite living with a disability.”

DGACM staff member with disability

5. The reasonable accommodation process

The following are the main phases of the reasonable accommodation process:

5.1 The request phase

- A personnel, applicant, or event attendee ("the Requestor") may request reasonable accommodation at any time, directly or through a representative, as soon as the need for accommodation is known.
- Personnel may submit requests for reasonable accommodation either through their managers or supervisors.
- Applicants and event attendees may request reasonable accommodation through the recruitment or event coordinator.
- Job openings and event flyers should always include a statement that reasonable accommodation may be provided to persons with disabilities on request. They should also include the contact details of the person through whom a request may be made.
- For **ongoing or recurring accommodations**, the Requestor needs to only apply once for the accommodation to be provided on an ongoing basis. (See below for an example of an ongoing accommodation).
- Sufficient information should be provided to ensure the Requestor has all the information they need to complete their request.

BOX 6. ONGOING/RECURRING AND ONE-TIME REQUESTS:

Ongoing/recurring requests continue throughout the period of engagement. An example is a person with a mental health condition who needs a quiet office space.

One-time request: Requests for accommodation that are intended to serve a one-time purpose. An example is an applicant who needs accommodation at the recruitment stage.

EXAMPLES OF REASONABLE ACCOMMODATION REQUESTS

- **Example 1:** Ali is invited for a job interview. He is deaf and has requested the services of a sign language interpreter for his interview. An interpreter is necessary to enable Ali and the interviewer to communicate effectively. This is an example of a one-off request.
- **Example 2:** Maria has just been hired for a position. She is deaf and requests a sign language interpreter. This need is likely to be **ongoing or recurring** throughout the period of her employment.



EXAMPLES OF WHAT IS NOT REASONABLE ACCOMMODATION

- **Example 1:** John has a mobility impairment and requires a wheelchair. Personal items are not covered under reasonable accommodation, and this is an example of a personal item.
- **Example 2:** Yumi works in the office of human resources as an assistant. She has requested to telecommute for up to two days a week. This is not a reasonable accommodation request as the FWA (Flexible Working Arrangements) policy allows up to three days of telecommuting for all staff members.
- The Division of Healthcare Management and Occupational Safety and Health (DHMOSH) may be consulted in the review of requests.
- Requests should be considered on a case-by-case basis, taking into consideration the following:
 - The impairment or health condition
 - The specific barrier(s)
 - The type of accommodation requested
 - The effectiveness of the accommodation (the reasonability test should be applied here)

BOX 7.

Note: Requests for resources which are normally available to all personnel are not considered reasonable accommodation. In example 2 above, Yumi's request will only be an accommodation request if the number of days he is requesting goes beyond the limits that are allowed by the FWA policy.

BOX 8.

Persons with disabilities are a diverse group of people with diverse needs. Two people with the same impairment or health condition may be impacted differently and may need different types of accommodation. The **interactive process** is therefore important for identifying appropriate accommodation.

5.2 The review phase

- A hiring manager, supervisor, human resources officer, or a representative on their behalf ('the Reviewer') is responsible for reviewing a reasonable accommodation request.
- In reviewing the request, the Reviewer should engage the Requestor in an Interactive process.
- It is advised to refer complex cases to the disability focal point for the entity.

Some helpful questions to consider, based on good practices

1. Is additional information or documentation required to support the request? Where further information is required, it is essential to state what information is needed and why.
2. What type of accommodation is needed?
3. Would the accommodation facilitate the Requestor's recruitment or participation in the workplace?
4. Would granting the request cause an undue burden on the Organization?
5. Can alternative accommodation be offered if the specific accommodation is deemed ineffective or an undue burden?

BOX 9.

Managers should trust their personnel and as much as possible, should avoid asking for proof of disability.

5.2.1 The interactive process

The interactive process is a collaborative process between relevant parties to identify the most effective accommodation. A consultation between the Requestor and the Reviewer, to identify the specific barrier and the appropriate accommodation to be provided. Determining the type of accommodation to be provided is a critical step in the reasonable accommodation process.

- The Reviewer is responsible for initiating the interactive process
- The interactive process should be conducted immediately after a request is received.
- It is important to review the essential parts of the job and the barriers to participation to confirm the specific accommodation needed.
- It is advised to meet with the Requestor and other relevant parties.
- Where additional documentation such as a medical report is required to support a request for reasonable accommodation, it should be submitted directly to medical services for review.
- The Medical Director or a duly authorized Medical Officer, will then make an assessment and advise the manager or supervisor accordingly.
- The interactive process is not necessary where the specific accommodation to be provided is evident, for instance, in the case of a wheelchair user who has requested a workstation modification.
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Summary of Steps in the Interactive Process:

Step 1: Review of the essential functions of the job

Step 2: Review the job or event-related barriers and how reasonable accommodation can support the person's performance of the essential functions

Step 3: In consultation with the Requestor, explore options

Step 4: Identify the specific accommodation taking into consideration factors such as effectiveness, undue burden, and the Requestor's personal preference

- It is recommended to always approve requests for accommodation which are deemed effective and come at no or minimal cost to the Organization.
- Reviewers should consider all available options before denying requests based on undue burden. This includes but is not limited to seeking additional review by a higher approving authority in the entity or department.

- Where available, the Reviewer should propose alternative accommodation that will help address or overcome the barrier the Requestor faces.

Interactive Process Best Practices

- Privately engage Requestor to discuss the accommodation request
- Build trust through positive and constructive dialogue
- Listen, express empathy, and exhibit understating of Requestor's concerns

5.3 The decision phase

Granting a Request

- Subject to the Delegation of Authority (DoA) rules, most reasonable accommodation requests fall under the authority of the head of entities, and they, or their sub-delegates, are responsible for approving requests, excluding exceptions to the Staff Rules.
- Decisions should be communicated promptly to Requestors, including specific details.

Denying a Request

- A request for accommodation may be denied under the following circumstances:
 - ✓ If after an objective review of the request, it is determined that the accommodation is not needed, or it will not be effective.
 - ✓ If granting the request will involve altering essential aspects of the job functions.
 - ✓ If granting the request will cause a disproportionate or undue burden to the Organization.

- The decision to deny a request should be communicated in a timely fashion, in writing and should include the reason for the denial.
- The Requestor may seek further review of the decision to deny a request.

BOX 10.

The Convention defines discrimination on the basis of disability to include denial of Reasonable Accommodation unless it imposes a disproportionate or undue burden on the Organization.

Request for a Review of the Decision

- When a request for reasonable accommodation is denied by an entity, or different accommodation other than what was requested is approved, the Requestor may seek further review of that decision.
- The Requestor can provide additional or new information to support their request for review.

5.4 The implementation phase

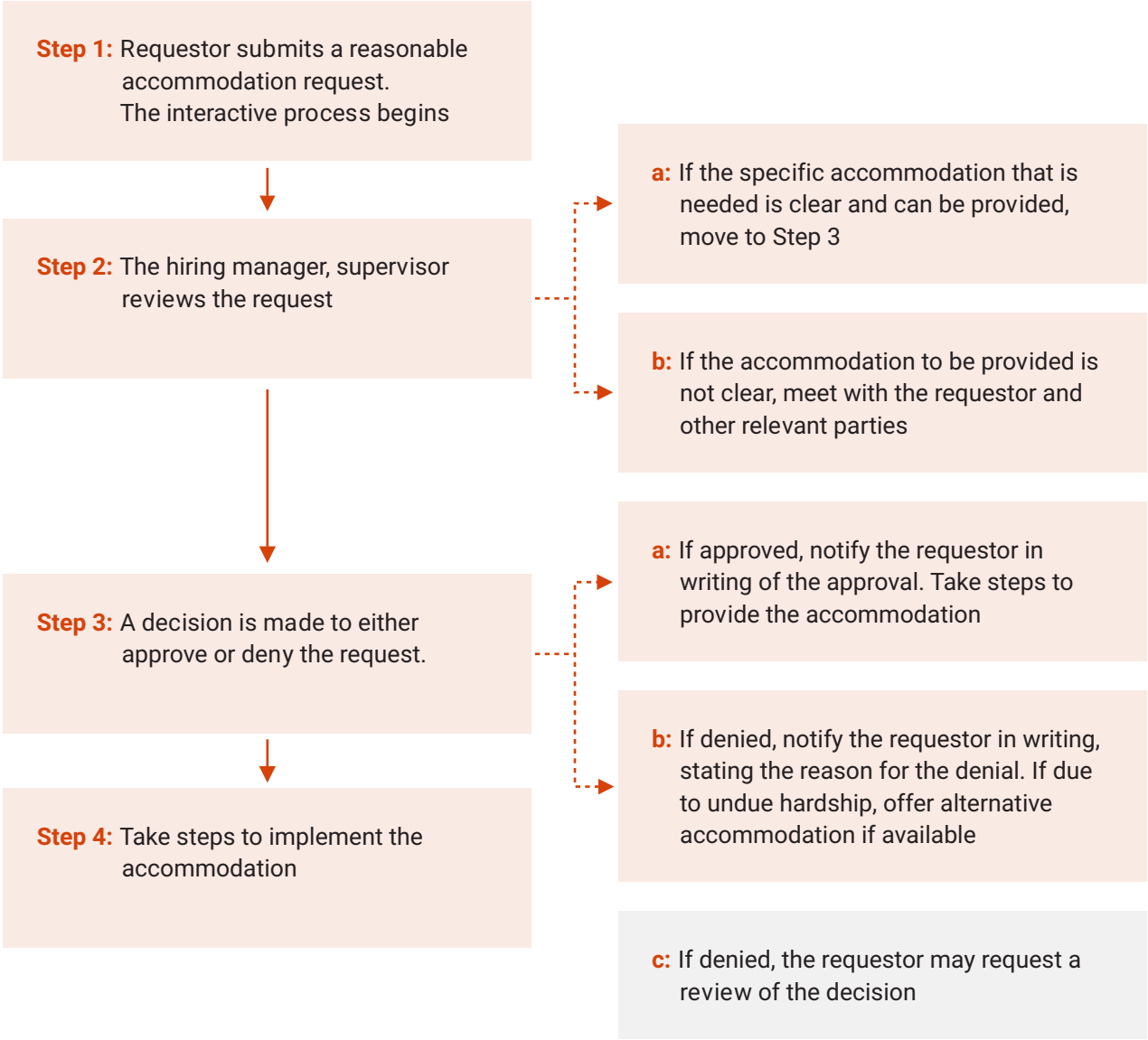
- Accommodation should be provided to the Requestor as soon as possible, following an approval.
- It is the responsibility of the Decision Maker to ensure that the accommodation is provided to the Requestor.
- Implementation may involve one or more Organizational units depending on the accommodation.



- For example, at HQ, the Office of Information and Communications Technology (OICT) may provide screen readers. The Facilities and Commercial Activities Service (FCAS) may be involved in requests for workstation modification
- Entities outside of headquarters will have different units for implementation of Reasonable Accommodation.
- All items provided as reasonable accommodation are the property of the UN Secretariat.



5.5 Accommodation Request Process Flowchart



5.6 Timeframe for processing requests

- As a rule, reasonable accommodation should be provided as soon as possible after approval is granted.
- For job applicants, reasonable accommodation requests should always be expedited to ensure that applicants can participate in the recruitment process.

Recommended Timeframe for Processing Requests

<p>DAY 1 Request submitted</p>	<p>Immediately upon receiving a request, acknowledge the request and begin the review process.</p>
<p>BY DAY 5 Review + Expedited</p>	<p>For requests where the type of accommodation is known, barring any extenuating circumstances, accommodation should be provided by Day 5. e.g., a visually impaired applicant who needs assistive technology for the employment test. Expedited processes are for time-sensitive requests, e.g., recruitment and participation in upcoming events.</p>
<p>BY DAY 10 Interactive process and request for documentation</p>	<p>The Reviewer should conduct the interactive process where needed. Ask for additional information if required.</p>
<p>BY DAY 20 Decision</p>	<p>Barring any extenuating circumstances, finalize the decision and communicate this to the Requestor.</p>
<p>BY DAY 30 Implementation</p>	<p>Where accommodation is approved, provide the accommodation.</p>

6. Roles and Responsibilities

Hiring managers/Supervisors

- ✓ All job openings should contain standard inclusive language on the availability of reasonable accommodation.
- ✓ Ensure that job postings and new hire orientation documents state how a person can request accommodation.
- ✓ Provide applicants with complete information about the selection process, including the assessment methods. The information provided will help them to determine if they need accommodation.
- ✓ Where necessary, and to determine the appropriate type of accommodation, refer the Requestor to a medical officer for evaluation. For non-staff personnel, additional evaluation may be done by an external medical professional.
- ✓ Document all requests and actions related to reasonable accommodation.
- ✓ Ensure that privacy and confidentiality are always maintained.
- ✓ Ensure respectful and inclusive language is used in interactions with persons with disabilities.
- ✓ Offer the Requestor alternative reasonable accommodation if the specific accommodation requested is unavailable or cannot be provided.
- ✓ Always inform Requestors in writing of the outcome of their request(s)
- ✓ Continue to monitor the effectiveness of the accommodation.

Personnel, job applicants and event participants

- ✓ Inform your supervisor, the hiring manager or event organizer as soon as the need for accommodation is known.
- ✓ Participate in the interactive process and all other aspects of the accommodation process.
- ✓ Provide the information that is necessary to process your request(s).
- ✓ When necessary, consent to additional medical review.
- ✓ Inform your supervisor, the hiring manager or event organizer as soon as accommodation is no longer required.

Human Resources Officers

- ✓ Provide clear guidance on reasonable accommodation and other related issues.
- ✓ Create awareness and facilitate capacity building on disability inclusion.
- ✓ Ensure that appropriate policies and procedures are followed.
- ✓ Identify and recommend the removal of workplace barriers to ensure the inclusion of persons with disabilities.
- ✓ Ensure appropriate records of reasonable accommodation requests are kept.
- ✓ Monitor accommodation to ensure it remains effective.

Disability Focal Point for Entity

- ✓ Advise hiring managers, supervisors, and event planners on the reasonable accommodation process.
- ✓ Provide ongoing assessment of the reasonable accommodation process and provide input towards updates of the guidelines, as necessary.

Event Organizers

- ✓ Event organizers may provide reasonable accommodation upon the request of persons with disabilities.
- ✓ Event communication should include a statement that reasonable accommodation may be provided.

Medical Services

- ✓ Where required, conduct an assessment, and advise on specific reasonable accommodation cases.
- ✓ From time to time, OHR may consult Medical Services in reviewing these Guidelines.



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7. Right to privacy and confidentiality

- The privacy and confidentiality of persons with disabilities should always be maintained. The Chief Executives Board (CEB) "Principles on Personal Data Protection and Privacy" and ST/SGB/2007/6 Information sensitivity, classification, and handling personal data should apply.
- Appropriate processes should be in place for storing personal information.

8. Monitoring and tracking

- OHR, with support from OICT, will develop a monitoring mechanism to enable a global view of reasonable accommodation requests.
- Entities should ensure proper records of accommodation requests are kept, to assist with monitoring and tracking.
- A survey mechanism will be used to gauge the satisfaction of personnel and other users with reasonable accommodation.

9. Funding mechanism

- The funding to cover reasonable accommodation should be identified by each entity within existing resources.
- The funding to cover reasonable accommodation for job applicants, consultants or other non-staff personnel should be identified by each entity within existing non-post resources as approved by the General Assembly.
- Overall expenditure under non-posts should not exceed the overall non-post amounts approved by the General Assembly.
- Redeployment of resources from posts to non-posts is not permitted.
- The cost of reasonable accommodation for event participants may be covered by the event budget or by funding under non-posts, subject to the above restrictions.

10. Capacity building and awareness-raising

- Capacity-building workshops will be organized for hiring units, supervisors, and other relevant organizational units, to strengthen capacity around disability inclusion.
- Workplace disability awareness training will be conducted periodically.
- Supervisors should encourage personnel to attend these sessions.
- All personnel will be encouraged to complete the course on disability inclusion.
- Hiring managers will receive training in interviewing candidates with disabilities.

Definition of Terms

1. **Applicant** means a person who applies for a position with the UN Secretariat.
2. **Disability inclusion** refers to the meaningful participation of persons with disabilities in all their diversity, the promotion and mainstreaming of their rights into the work of the Organization, the development of disability-specific programmes and consideration of disability-related perspectives, in compliance with the Convention on the Rights of Persons with Disabilities (CRPD).
3. **Effective** means that the accommodation enables the person to (a) enjoy the rights and privileges of employment on an equal basis as others and (b) perform essential functions of the position
4. **Essential functions** are the core requirements of the job.
5. **Extenuating circumstances** are situations outside of one's control and cannot be prevented.
6. **The interactive process** is a collaborative process between relevant parties to identify the most effective accommodation.
7. **Persons with disabilities** include those who have long-term physical, mental, intellectual, or sensory impairments which, in interaction with various barriers, may hinder their full and effective participation in society on an equal basis with others
8. **Personnel** includes all persons under a contract of employment with the UN Secretariat, including interns, consultants, and UNVs (UN Volunteers).
9. **Reasonable accommodations** are "necessary and appropriate modification and adjustments not imposing a disproportionate or undue hardship, where needed in a particular case, to ensure to persons with disabilities the enjoyment or exercise on an equal basis with others of all human rights and fundamental freedoms".
10. **Short term disability** is an impairment that is not expected to persist for longer than 12 months.
11. **Undue burden** are those accommodation requests that, if granted, will have substantial financial or administrative implications for the Organization.

Frequently Asked Questions

Q. What is reasonable accommodation?

A. Reasonable accommodation means the necessary and appropriate modification and adjustments, not imposing a disproportionate or undue hardship, where needed in a particular case, to ensure to persons with disabilities the enjoyment or exercise on an equal basis with others of all human rights and fundamental freedoms.

Q. Who are persons with disabilities?

A. Persons with disabilities include those who have long-term physical, mental, intellectual, or sensory impairments, which in interaction with various barriers, may hinder their full and effective participation in society on an equal basis with others

Q. Who is a qualified applicant?

A. Qualified applicants with disabilities are people who actively submit applications for positions with the UN Secretariat, meet the requirements for the posts, and fall under the CRPD definition of Persons with Disabilities.

Q. I am an Intern, can I apply for reasonable accommodation?

A. Yes. Applicants or personnel may submit requests for reasonable accommodation. The term personnel include interns, consultants, and UN Volunteers.

Q. What constitutes an undue burden?

A. The concept of undue burden differs for each organization. You may need to consider the Organization's financial and administrative implications when determining undue burden. Accommodations that require eliminating essential parts of a role are an undue burden.

Factors to consider

- Available resources
- The impact of the accommodation on the whole entity
- Potential benefit to other users
- Negative impact on others, including health and safety

Q. How can I request reasonable accommodation?

A. You can request reasonable accommodation by submitting a completed form to the relevant person.

Q. When can a request for reasonable accommodation be denied?

A. If a hiring manager or supervisor determines that accommodation is not required or that a request will cause an undue burden for the Organization, they may deny it. A hiring manager or supervisor may offer the Requestor an alternative.

Disability inclusion checklist

Applicants:

- ✓ Ensure online job application systems are accessible to all applicants including persons with disabilities
- ✓ Ensure information is provided to applicants about the assessment methods
- ✓ Include a notice encouraging applications from persons with disabilities
- ✓ Include information that reasonable accommodation may be provided to applicants upon request

Personnel:

- ✓ Inform personnel that support will be provided to persons with disabilities in the form of accommodation
- ✓ Ensure equal access to opportunities
- ✓ Ensure reasonable accommodation is made available to personnel at every stage of the employment cycle
- ✓ Inform personnel that flexible working arrangements are in place
- ✓ Provide information about employee resource groups for persons with disabilities
- ✓ Building managerial capacity on disability inclusion and inclusive workplace culture
- ✓ Ensure personnel are aware of and familiar with the disability-inclusion online course and other DEI training programs
- ✓ Ensure information about disability-inclusive communication guidelines are followed
- ✓ Provide training on bias, harassment, and discrimination

Event Participants:

- ✓ Inform event participants that support will be provided to persons with disabilities in the form of accommodation
- ✓ Ensure equal access to opportunities
- ✓ Ensure reasonable accommodation is made available to event attendees for meetings, conferences and related events

Resources

- Convention of the Rights of Persons with Disabilities
- Disability-Inclusive Communications Guidelines
- Job Accommodation Network (JAN)
- Practical Advice for Drafting and Implementing Reasonable Accommodation Procedures Under Executive Order 13164
- Promoting Diversity and Inclusion Through Workplace Adjustments, International Labour Organization (ILO)
- ST/SGB/2014/3
- United Nations Disability Inclusion Strategy (UNDIS)
- United Nations Disability Inclusion Strategy Technical Note
- Course: Overcoming Unconscious Bias (unssc.org)
- “Disability Inclusion: Building an Inclusive and Accessible United Nations” course is available on Inspira using the codes: LMS-6835 (English) and LMS-6983 (French)

