

## Appendix B

### IRS Reasonable Accommodation Resources

#### I. Sign Language Interpreters

- A. The Washington, DC contract (**for employees located in the Washington, DC Metropolitan Area**) is administered by the Area 3 Office – Washington, DC, Agency-Wide Shared Services EEO and Diversity. However, the requesting business unit will be charged for services rendered under this contract.

Service though the Washington, DC contract may be requested for various activities including, but not limited, to one-on-one situations, meetings, classes, and lunch-n-learn sessions.

Requests for interpreters are scheduled by sending an electronic message to: \* Interpreters, indicating the following: type of language interpreter needed, date, time, location, point of contact, purpose of meeting, and Business unit responsible for funding.

- B. Outside the Washington, DC Metropolitan Area

Effective FY 2004, the Governance decided that business divisions would assume the total responsibility for funding and managing their interpreting services needs.

Cross-functional interpreting services needed for events involving multiple business divisions are managed by AWSS and funded as shared support through the Stewardship accounts. Each business division or the local AWSS EEO and Diversity Territory Manager will generate RTS requests that are routed with the appropriate funding codes to the Stewardship Budgeting Branch of AWSS Office of Strategy and Finance. Receipt and acceptance confirmation will also go through the Stewardship Budgeting Branch of AWSS.

Information regarding interpreting services funding and procedures may be found in memorandum dated March 6, 2003, signed by Chief, Agency-Wide Shared Services.

An employee who knows sign language or who is taking a sign language class is **not** an acceptable substitute for a staff interpreter or a contract interpreter.

## **II. Materials in Accessible Formats**

The Alternative Media Center (AMC) publishes material in accessible formats for IRS employees and taxpayers with disabilities. This includes Braille, large print, CD-ROM, electronic Braille, tactile graphics, captioning services, etc. Electronically accessible media forums such as Intranet and Internet sites are available for access by customers with disabilities who utilize the AMC products. Currently, the AMC manages the productions, distribution and storage of materials through in-house and contract facilities.

The following information is required when placing an order:

- A. Document name and revision date (Example: F.1040 1/2001)
- B. Format preferred (Example: Braille, large print, CD-ROM)
- C. Date the order is required to be delivered to the customer
- D. Contact name, number and e-mail address, if available

Requests for AMC services and products can be sent to <http://amc.enterprise.irs.gov/>

## **III. Adaptive Technology**

The goal of the Information Resources Accessibility Program (IRAP) Office is to work closely with the employee with a disability and his/her manager to choose the adaptive technology that will best enable the performance of essential job duties. In addition to the purchase of adaptive computer equipment, IRAP offers services such as installation and integration; training on the use of the equipment; hardware maintenance; and software support.

IRAP associates work with managers and employees to:

- A. Conduct needs assessments
- B. Identify appropriate adaptive equipment solutions
- C. Coordinate systems requirements with local IS support personnel
- D. Provide ongoing technical support, etc.

Requests for IRAP services can be sent to:

Email: [IRAP@irs.gov](mailto:IRAP@irs.gov)<<mailto:IRAP@irs.gov>>  
<http://irap.no.irs.gov>  
(202) 283-0283 (Voice)  
(202) 283-6566 (TTY)  
(202) 283-6565 (Fax)

#### **IV. Ergonomic Equipment**

For **reasonable accommodation only**, funding has been allocated to cover ergonomic chairs and workstation modifications. Managers should refer questions or concerns regarding ergonomic furniture as a reasonable accommodation to the Facilities Management point of contact identified in the AWSS Directory of Services, Document 11346 (9-2000).

#### **V. Volunteer Assistors**

The appointment or assignment of volunteer assistors, as necessary, is authorized to enable qualified IRS employees to perform their official duties. The process for hiring a volunteer is found in the Operating Manual (The Guide to Processing Personnel Actions). This Guide is the replacement to the Federal Personnel Manual (FPM) Supplement 296.33. When an office has a need for a volunteer assistor, an SF 50 will be processed according to the guidelines in Chapter 33 of the Operating Manual. The nature of the action is Volunteer Service – without compensation, and the authority is 5 U.S.C. 3102(b)(1). The SF 50 will be manually typed and will not be entered into the system, as the volunteer is not paid. If a remark is needed, the remark will simply specify that the volunteer is performing unclassified duties.

#### **VI. Accommodating People with Disabilities – A Desk Reference Guide**

This guide serves as a desk-top reference to assist IRS executives, managers, and resource personnel in understanding their responsibility for ensuring the rights and meeting the needs of individuals with disabilities. It covers topics on Affirmative Employment and People with Disabilities; Reasonable Accommodation; Accessibility, Direct Threat; FAQ's; and more.

An electronic copy of the guide may be accessed at <http://publish.no.irs.gov/docs/pdf/28301G99.PDF>