

## **ADA Frequently Asked Questions (FAQ)**

Louisiana State University Health Sciences Center – New Orleans

### **GENERAL ADA**

#### **1. What is the purpose of the ADA at LSUHSC-NO?**

The Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act prohibit discrimination on the basis of disability. At LSUHSC-NO, these laws ensure that qualified students, employees, patients, and visitors have equal access to programs, services, activities, and facilities.

#### **2. Who is considered a person with a disability?**

A person with a disability is someone who:

- Has a physical or mental impairment that substantially limits one or more major life activities or major bodily functions;
- Has a record of such an impairment; or
- Is regarded as having such an impairment.

#### **3. What are considered major life activities and major bodily functions?**

Major life activities include but are not limited to seeing, hearing, speaking, standing, breathing, learning, reading, concentrating, thinking, and communicating. Major bodily functions include but are not limited to functions of the immune system, digestive, bowel, bladder, neurological, respiratory, circulatory, and endocrine systems.

#### **4. What are my rights under the ADA and Section 504?**

Employees and students are entitled to equal treatment, reasonable accommodations, confidentiality, protection from retaliation, and an accessible working or learning space.

### **ACCOMMODATIONS/INTERACTIVE PROCESS**

#### **5. Who is eligible to receive accommodations under the ADA?**

Qualified students and employees who have met the educational, training, and/or admission requirements AND are able to perform the essential functions of the job or program with or without reasonable accommodations are eligible to receive accommodations under the ADA.

#### **6. How do students request accommodations?**

Students must register with the Office of Disability Services (ODS) and provide appropriate documentation of their disability. After review, ODS works with students and faculty to implement reasonable accommodations.

## **7. How do employees request workplace accommodations?**

Employees should contact Employee Relations to begin the interactive accommodation process. Employee Relations will provide a Medical Inquiry Form and an Accommodation Request Form. Once completed, both forms must be returned to Employee Relations for review.

## **8. What types of accommodations are available?**

Accommodations may include adjustments to work or learning environments, assistive technology, communication access services, and physical access modifications. Accommodations must not fundamentally alter essential job or program requirements.

## **9. Are disabilities and documentation kept confidential?**

Yes. Disability-related information is confidential and shared only with individuals who have a legitimate need to know.

## **10. Will my supervisor or course instructor have access to my medical information?**

No. Supervisors and course instructors are informed only of approved accommodations, not medical details.

## **11. How recent must medical documentation be?**

Qualified healthcare professionals must complete appropriate forms (Medical Inquiry Form for employees and LSUHSC-NO Healthcare Provider Form for students) to start the interactive process. ADA accommodations for employees are reviewed every six months; updated documentation may be required

## **12. What is a qualified healthcare professional?**

Qualified healthcare professionals have completed appropriate training and education of specific conditions and have direct knowledge of an employee or student's impairments and functional limitations.

## **13. How long does the accommodation process take?**

Timelines vary depending on documentation and scheduling. Accommodations are official only once approved.

## **14. Who is responsible for implementing accommodations?**

Faculty members and supervisors are responsible for implementing approved accommodations with guidance from ODS and Human Resources.

### **15. What if I disagree with an accommodation decision?**

Students and employees may request a review through ODS or Human Resources.

## **SERVICE ANIMALS**

### **16. Are service animals allowed on campus?**

Yes. Service animals that are dogs trained to perform tasks for individuals with disabilities are permitted. Emotional support animals are generally not permitted outside approved housing.

### **17. Difference between service animals and emotional support animals?**

Service animals are trained to perform specific tasks related to a disability. Emotional support animals provide comfort but are not task-trained.

## **VISITORS/GUESTS**

### **18. What resources are available to visitors and the public?**

Visitors may request accommodations such as interpreters, accessible seating, or alternate-format materials through the ADA Coordinator.

### **19. How do departments ensure events are accessible?**

Departments must plan events with accessibility in mind and coordinate accommodations in advance.

## **HOW TO REPORT CONCERNS**

### **20. How do I report a physical barrier or accessibility concern?**

Report concerns to the ADA Coordinator for review and resolution using the [Accessibility Concern Report Form](#).

### **21. What should I do if I believe I have been discriminated against?**

Individuals who believe they have experienced disability-based discrimination should contact the ADA Coordinator or Employee Relations. More details can be found in [CM-26: Policy on Compliance with the Americans with Disabilities Act](#).

## **CONTACT INFORMATION**

### **22. Whom can I contact for help or more information?**

[ADA Coordinator](#) – General accessibility, public accommodations, complaints

[Web Accessibility Coordinator](#) – Digital accessibility concerns

[Office of Disability Services](#) – Student accommodations

[Employee Relations](#) – Employee accommodations