



ADA Modification Request Instructions and Form

The Civil Service Division (CSD) is committed to ensuring all persons have access to and can fully participate in mediation sessions and hearings, regardless of disabilities. Under Title II of the Americans with Disabilities Act (ADA), if you are an individual with a disability who needs a modification to participate in a mediation session, hearing or any other service, program or activity provided by the division, you are entitled to certain assistance. Contact us by phone at 405-522-1200 or through email at civilservicedivision@omes.ok.gov and let us know how we can assist you.

Be prepared to provide as much detail as possible, including the case number, the date of your scheduled appointment, and what modification you are seeking. You will be contacted about your request in the methods prescribed when you filed your complaint, submitted your request for mediation, or provided on your application.

Make your request as far in advance as possible before a scheduled mediation or hearing so arrangements for the modification can be made. Requests without sufficient notice may result in a delay of your appointment, and we will not be able to extend your 30-business-day timeframe as required by statute.

CSD will generally provide appropriate aids and services for qualified persons with disabilities to have effective communication with the court, such as:

- A qualified sign language interpreter.
- Documents in Braille or large print.
- CART (computer-assisted real-time transcription).
- Other ways of making information and communications accessible to people who have speech, hearing or vision impairments.

Other examples of modifications CSD might provide include:

- Allowing you to sit or stand in a location where you can see, hear or focus better.
- Minimizing background noises or distractions.
- Adjusting the time of your scheduled appointments.
- Having more frequent breaks.
- Allowing time for you to take notes or ask questions.
- Permitting service animals in courtrooms.
- Allowing you to bring a trusted support person to assist you.

Examples of aids or services CSD is not required to provide as a modification under Title II of the Americans with Disabilities Act include:

- Transportation to and from the courthouse.
- Legal counsel or advice.
- An official transcript of a court proceeding (but transcripts may be purchased from a court reporter).
- Personal devices such as hearing aids, prescription eyeglasses, wheelchairs or mobility devices.
- Personal services such as medical or attendant care.
- Allowing anything other than a dog as a service animal.

CSD may not grant requests that impact procedures within a specific complaint or the rights of other parties. The Americans with Disabilities Act (ADA) does not require CSD to take any action that would fundamentally alter the nature of division programs, services or activities, or that would impose an undue financial or administrative burden on the division. CSD can't exceed the law in granting a request for a modification (e.g., CSD can't extend the time limits provided in statute for filing a complaint due to a disability).



OKLAHOMA
Office of Management
& Enterprise Services

ADA Modification Request Form

Please return this form as far in advance of your scheduled appointment as possible. Email the completed form with your documentation to civilservicedivision@omes.ok.gov.

Complaint or case number: _____

Person needing modification: _____

Date and time modification is needed: _____

Modification being requested: _____