CCHI ADA Policy for CoreCHI™ Candidates
Reasonable Accommodation
for Individuals Who are Blind or Have Low Vision

Overview

This policy has been developed based on the Americans with Disabilities Act (ADA) of 1990, Title III and its Final Rule amending 28 CFR Part 36: Nondiscrimination on the Basis of Disability by Public Accommodations and in Commercial Facilities.

Whenever possible, CCHI is committed to providing reasonable accommodation in its examination processes to individuals with disabilities, in accordance with the Americans with Disabilities Act (ADA).

Appropriate accommodations will be provided to qualified individuals with disabilities to the extent that such accommodation does not fundamentally alter the examination, or cause an undue burden to CCHI or the agency administering the examination.

It is the responsibility of individuals with disabilities to notify CCHI in writing at the time of application, and no later than 45 days before scheduling an exam, of the applicant's need for an accommodation.

There are two ways to notify CCHI of the ADA accommodation request:
- If a special need or disability is present at the time of paying for a CCHI examination and before receiving a *Notice to Schedule*, the applicant should choose the "Request Accommodations" option before they select the orange "Pay Fees" button in the online application system. At this time the applicant will be directed to explain the nature of their request and to upload necessary documentation in an electronic format.
- If a special need or disability occurs after the applicant has already received their *Notice to Schedule*, they must complete and submit via email to ADARequest@CCHIcertification.org CCHI's *ADA Accommodation Request Form* (this form is in *Appendix E* of CCHI's *Candidate's Examination Handbook* and on the website at http://www.cchicertification.org/53-about-us/policies/235-ada-procedures).

Regardless of how the ADA accommodation request is submitted – via the online application system or via email – an applicant/candidate must state

the type of accommodation(s) needed, in addition to providing current and appropriate documentation of the disability. The applicant's/candidate's request will not be considered complete and reviewed without the *ADA Accommodation Request Form*.

The documentation provided in CCHI's *ADA Accommodation Request Form* (submitted online or via email) must not be more than three years from the date of the application or payment of an examination fee. It should include correspondence from a healthcare provider who has first-hand knowledge of the disability, describing the nature of the disability and specific recommendations regarding the type of accommodation required to address the disability. The letter should be on the letterhead stationery of the healthcare provider in question, and include his or her title, address, phone number, and original signature. The applicant/candidate grants CCHI permission to contact the professionals who submitted documentation in support of a request for accommodation in order to obtain further clarification concerning a request.

Applicants/candidates shall not hold CCHI accountable for any lack of appropriate accommodation deriving from the applicant's own failure to notify CCHI of their needs on a timely basis. Once special accommodations have been granted, they may not be altered during the examination.

Accommodations for Individuals Who are Blind or Have Low Vision

The objective of this policy is to provide guidance on the reasonable accommodation to individuals who are blind or have low vision who are unable to read a computer screen (hereinafter "candidate with low vision"). At present, <u>CCHI is offering a human reader and extended time as a reasonable accommodation</u> to these individuals who otherwise meet the eligibility requirements to take the Core Certification Healthcare Interpreter™ (CoreCHI™) written examination.

CCHI has sole discretion to determine whether a candidate meets the requirements to receive an accommodation. A candidate must submit CCHI's ADA *Accommodation Request Form* with any required accompanying documentation. CCHI will review all requests and determine whether to grant an accommodation. A candidate who does not file an accommodation request will not be granted an accommodation. If the candidate schedules an examination date and requests an accommodation at the testing center, the candidate will forfeit the examination fee and have to submit a request for accommodations application with a new examination fee prior to being evaluated for an accommodation.

Accommodation Provided:
1. Human reader

A human reader is an individual who can read, write, speak and understand English with the proficiency and command of the English language at the level of a native English speaker from the United States or is a native United States English speaker.

A human reader CANNOT be a candidate for CCHI's CoreCHI™ or Certified Healthcare Interpreter™ (CHI™) certification. **A candidate CANNOT bring their own human reader.**

CCHI has sole discretion to nominate an individual as a human reader.

2. Time Extension

The time allotted to complete the CoreCHI™ examination without reasonable accommodation is two hours, exclusive of initial instructions. CCHI has determined that **an increase of 40% over the total exam time**, exclusive of initial instructions, provides a reasonable accommodation for individuals who are blind or have low vision to take the CoreCHI™ examination. Therefore, the total actual examination time for a reader-assisted examination has been increased from 120 minutes (two hours) to **168 minutes** (two hours and 48 minutes).

Role of the Proctor

A proctor is the individual administering the examination at the designated test center. A proctor CANNOT also serve as the human reader for the same examination administration. However, a test center's proctor may serve as a human reader if a second proctor is available to proctor the examination. One individual cannot perform two roles for the same examination administration.

Introductory Process

Prior to the proctor logging the candidate in to begin the examination process, the human reader will introduce him/herself to the candidate with low vision and read the Introductory Statement (Appendix A). The human reader will explain the role of the human reader and inform the candidate that the candidate may, at any time during the examination administration, ask the reader to speed up or slow down, to read louder or softer.

The human reader will read aloud all instructions. Questions that the candidate may have about the instructions must be directed to the attending proctor, as is the current policy for all candidates.

Questions will be read to the candidate in the order they normally appear on the test.

No candidates, either with or without a human reader, are allowed breaks during the examination. Candidates may not bring any materials into the examination room or utilize paper and pencil during the examination process.

Process for the CoreCHI™ Examination

The function of the human reader is to read aloud the information displayed on the computer screen while a blind candidate or candidate with low vision is taking the computer based, 100 multiple-choice questions CoreCHI™ examination.

a. Time Allotment for a Reader-Assisted Examination

The time allotted to complete the CoreCHI™ examination without reasonable accommodation is two hours, exclusive of initial instructions. CCHI has determined that an increase of 40% over the total exam time, exclusive of initial instructions, provides a reasonable accommodation for individuals who are blind or have low vision to take the CoreCHI™ examination. Therefore, the total actual examination time for a reader-assisted examination has been increased from 120 minutes (two hours) to 168 minutes (two hours and 48 minutes).

b. Number of questions on the CoreCHI™ examination

The examination consists of 100 multiple-choice questions that all candidates, including individuals who are blind or have low vision, must pass in order to earn the CoreCHI™ certification or to qualify to sit for the oral performance CHI™ examination.

c. Process

A candidate with low vision is responsible for managing the time allotted to take the examination, and must complete the examination within the allotted 2 hours and 48 minutes. No additional time will be provided. If the candidate with low vision does not finish within the allotted time, the examination will automatically be closed and submitted for scoring.

The human reader will read the question displayed on the screen, and ONLY upon request by the candidate will the human reader read the question a second time. This also applies to the multiple-choice options displayed for each question. The human reader will read the multiple-choice options, in sequence, once, and will repeat the multiple-choice options only upon request by the candidate. Questions and their multiple-choice options will be

read a MAXIMUM of two times.

If the candidate finishes all 100 questions before the examination time runs out, they may ask the reader to review any questions (including flagged ones) until the allotted time is over.

The human reader cannot resolve, explain, or provide assistance other than the task of reading aloud the materials on display, such as instructions, examination questions, and multiple choice options. The human reader can also answer questions by the candidate with low vision only in the following circumstances:

- to repeat a question or a multiple-choice option (each question and multiple-choice option may only be repeated once for a total of two readings);
- to confirm the candidate's answer;
- to flag a question for a later review;
- to verify the remaining time and examination progress displayed on the screen.

FEES

CCHI does not charge candidates for the costs associated with providing a human reader or additional time for examination administration.

Appendix A

The Human Reader Introductory Statement

My function as the human reader is to read aloud the information displayed on the computer screen, such as instructions, examination questions, and multiple choice options.

If you have any questions or concerns about the instructions or the examination administration, please direct them to the attending proctor and not to me.

You can direct the following requests to me at any time:
- to speed up or slow down my reading, or to read louder/softer;
- to repeat a question or a multiple-choice option;
- to confirm your selected answer;
- to flag a question for a later review;
- to verify the remaining time and examination progress displayed on the screen.

I will first read the instructions. There is no limit on how many times you may ask me to repeat them, and the instructions time is not counted towards your total examination time.

I will read questions and multiple choice options in the order they appear on the examination. If you need me to read a question or an option a second time, you MUST ask me to do so. Questions and their multiple-choice options will be read a MAXIMUM of two times.

You are responsible for managing the time allotted to take the examination, and must complete the examination within the allotted 2 hours and 48 minutes. No additional time will be provided.

No candidates, either with or without a human reader, are allowed breaks during the examination.