

ADA Policy for the CHI™ or ETOE™ Examination Candidates: Reasonable Accommodation for Individuals Who 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 no later than 45 days before scheduling an exam, of the candidate's need for an accommodation and provide all supporting documentation in electronic format.

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 candidate has already received their *Notice to Schedule*, they must complete and submit via email to apply@CCHICertification.org CCHI's [ADA Accommodation Request Form](#) (this form is in *Appendix C* of CCHI's *Candidate's Examination Handbook* and on the website at <http://cchicertification.org/about-us/policies/>).

Candidates must state the type of accommodation(s) needed, in addition to providing current and appropriate documentation of the disability. The

candidate's request will not be considered complete and reviewed without the *ADA Accommodation Request Form*. This form and accompanying documentation may be submitted to: apply@CCHIcertification.org.

The documentation provided in CCHI's *ADA Accommodation Request Form* must not be more than three years from the date of the application. It should include correspondence from a healthcare provider who has first-hand knowledge of the disability, describing the nature of the disability and including the American ICD10 codes which make a candidate eligible for the accommodation. 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 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.

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.

Who is Eligible for Accommodations as an Individual Who Has Low Vision

For the purposes of this policy, CCHI distinguishes between individuals who are blind and those who have low vision. For accommodations provided to candidates who are blind, see the corresponding "ADA Policies for the CHI™ or ETOE™ Examination Candidates: Reasonable Accommodation for Individuals Who Are Blind." CCHI uses the current American ICD10 medical billing codes in effect at the time of the candidate's request, available at <https://www.icd10data.com> to determine the candidate's eligibility.

Individuals who have low vision must present documentation:

- specifying their diagnosis that confirms their bilateral low vision that is not corrected by refraction (eye glasses or lenses) and that prevents them from reading a computer screen with a non-enlarged font of 14 points, and
- containing the ICD10 codes: H54.2, H54.3, and H54.7 (available at <https://www.icd10data.com/ICD10CM/Codes/H00-H59/H53-H54/H54->).

Accommodations for Individuals Who Have Low Vision

The objective of this policy is to provide guidance on the reasonable accommodation to individuals who have low vision and who are unable to read a computer screen (hereinafter "candidate with low vision"). At present, CCHI is offering an extended time as a reasonable accommodation to these individuals who otherwise meet the eligibility requirements to take a

bilingual Certified Healthcare Interpreter™ (CHI™) or an English-to-English™ (ETOE™) Interpreting performance 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 all 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:

Time Extension

The time allotted to complete the CHI™ or ETOE™ examination without reasonable accommodation is one hour, exclusive of initial instructions. CCHI has determined that **an increase of 20% 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 CHI™ or ETOE™ examination. Therefore, the total actual examination time for the accommodated examination has been increased from 60 minutes (one hour) to **72 minutes** (one hour and 12 minutes). Keep in mind that this time extension is provided for navigating the exam and reading the exam sections that display items (activities) as text. No extra time is added to the recording of the interpretation of any item.

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 one hour and 12 minutes. No additional time will be provided. Reading instructions before each exam section (these are not initial instructions) counts towards the total examination time. If the candidate with low vision does not finish within the allotted time, the examination will automatically be closed and submitted for scoring.

FEES

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