

Managing Diversity at Duke: A Toolkit for Managers

Toolkit 9: Manager's Toolkit for Veterans and Individuals with Disabilities

Disabled veterans make up a large part of the U.S. workforce. Of the 123 million employed Americans 18 years and older, 13 million (10%) were veterans.¹ A significant number of these employed individuals, 941,000 (7%), reported having some form of disability. At Duke University, the offices of Human Resources, Institutional Equity, and Disability Management Systems work collectively to provide information for this special population as noted in its Affirmative Action Plan for Veterans and Individuals with Disabilities. We make this Managers Toolkit available to assist managers and individuals with key terms to support this group.

¹U.S. Bureau of Labor Statistics, August 2003

Manager's Toolkit for Veterans and Individuals with Disabilities

Please feel free to use this toolkit as a quick reference to key terms used in the Affirmative Action Plan for Veterans and Individuals with Disabilities. If you have any questions, or would like to review the Affirmative Action Plan, you may contact the Office for Institutional Equity at 919-684-8222. The Affirmative Action Plan is also available at the Perkins Library reference desk.

Term	Definition
Accommodation	<ul style="list-style-type: none"> ➤ Individuals interested in requesting an accommodation for a disability should contact the manager/supervisor/department head for a Reasonable Accommodation Request Form. The completed form is sent by the staff member to the Program Director, Employment and Public Reasonable Accommodations (Disability Management System) at 668-6213, TTY 668-1329. A copy of this form is also included in this Affirmative Action Plan, Appendix B-1, along with other relevant forms that may need to be completed.
Confidentiality	<ul style="list-style-type: none"> ➤ Information concerning a disability or medical history is accorded the same confidentiality as medical records. ➤ Any records containing medical information, grievances, or disability related information must be kept separate from personnel files.
Disability	<ul style="list-style-type: none"> ➤ has a physical or mental impairment that substantially limits one or more of her/his major life activities; ➤ has a record of such an impairment; or ➤ is regarded as having such an impairment.
Grievance (Discrimination Complaint)	<ul style="list-style-type: none"> ➤ Contact the Office for Institutional Equity, 919-684-8222, or visit the web site: http://www.duke.edu/web/equity/har_discrimination.htm
Job Posting	<ul style="list-style-type: none"> ➤ Jobs are posted on the Duke University website as well as many major websites that are designed for veterans and individuals with disabilities. Those in need of TTY and/or TDD services can call Relay NC at 1-800-735-2962 and ask to be connected with Duke Human Resources at 919-684-5600. Also, see job applicants.
Medical-related Information for Job Applicants	<ul style="list-style-type: none"> ➤ Medical examinations or inquires about a disability are not required of individuals unless the examination and inquiries are made to all job applicants. Regulations allow pre-employment inquiries into the ability to perform job-related functions.

Term	Definition
Qualified Person with a Disability	<ul style="list-style-type: none"> ➤ Satisfy the requisite skill, experience, education, and other job-related requirements of the position the individual holds, or is an applicant for; and ➤ Be able to perform the essential functions of the position, with or without reasonable accommodations.
Record Keeping, Medical Records	<ul style="list-style-type: none"> ➤ Records are kept for three years from the date the record was made, or of the date of the selection decision, whichever comes first. Any records containing medical information, grievances, or disability related information must be kept in a separate and secure location.
Self-Identification Process	<ul style="list-style-type: none"> ➤ Individuals can self-identify during the application process, during orientation, or at any time during employment by contacting the Office for Institutional Equity (OIE) at 684-8222. ➤ OIE contacts the Program Director, Disability Management System (DMS) if an individual requests an accommodation. DMS assesses the need for accommodation, abiding by ADA and USERRA guidelines. (Check with Mary to make sure this statement is OK).
Substantially Limits	<ul style="list-style-type: none"> ➤ Nature and severity; ➤ How long it will last, or is expected to last; or ➤ Permanent or long term impact, or expected impact.
Temporary Impairments	<ul style="list-style-type: none"> ➤ The issue of whether a temporary impairment is significant enough to be a disability must be resolved on a case-by-case basis, taking into consideration, both the duration (or expected duration) of the impairment, and the extent to which it actually limits a major life activity of the affected individual.
Web Resources for Veterans and the Disabled	<ul style="list-style-type: none"> ➤ http://www.afb.org ➤ http://www.earnworks.com ➤ http://www.business-disability.com ➤ http://www.disabledperson.com/recruitability.asp ➤ http://www.northcarolinadiversity.com ➤ http://www.americasheroesatwork.gov