

Americans with Disabilities Act (ADA) and Reasonable Accommodation

The Center for Rural Development (The Center) is committed to providing individuals with disabilities an equal opportunity to participate in and benefit from The Center's employment opportunities and all external-facing programs, activities, and services (non-employment).

The Center will endeavor to provide a reasonable accommodation of an otherwise qualified applicant, employee, student, or participant of Center programs related to an individual's physical or mental disability, sincerely held religious beliefs and practices, and/or any other reason required by applicable law, unless doing so would impose an undue hardship upon The Center's business operations.

In accordance with the ADA, reasonable accommodations will be provided to qualified individuals with disabilities to enable them to perform the essential functions of their jobs or to enjoy the equal benefits and privileges of The Center's programs, activities, and services.

It is the policy of The Center to prohibit harassment or discrimination based on disability or because an individual has requested a reasonable accommodation. The Center prohibits retaliation against employees and/or program participants for exercising their rights under the ADA or other applicable civil rights laws. Individuals should use the procedures described in the **Discrimination/Harassment Complaint Procedure** to report any harassment, discrimination, or retaliation they have experienced or witnessed.

EMPLOYMENT

An employee or applicant with a disability may request an accommodation from The Center's HR department and should specify what accommodation is needed to perform the job and submit supporting documentation explaining the basis for the requested accommodation to the extent permitted and in accordance with applicable law.

The company then will review and analyze the request, including engaging in an interactive process with the employee or applicant, to identify if such an accommodation can be made or if any other possible accommodations are appropriate. If medical documentation regarding the disability and possible accommodations is requested, the employee is responsible for providing such information. All information obtained concerning the medical condition or history of an applicant or employee will be treated as confidential information, maintained in separate medical files, and disclosed only as permitted by law.

NON-EMPLOYMENT

Reasonable Accommodation

A reasonable accommodation is a change or modification to afford a qualified individual with a disability full enjoyment of The Center's programs, activities, or services unless modifications of policies, practices, and procedures would fundamentally alter the nature of the program, activity, or service, or result in undue financial and administrative burdens to The Center.

Limited English Proficiency

The Center makes every effort to take reasonable steps to ensure that Limited English Proficiency (LEP) persons have meaningful and equal access to their services. A person who has LEP is a person who does not speak English as their primary language and has a limited ability to read, write, speak, or understand English. Even if a person speaks or understands some English they can still be considered LEP and should not experience discrimination. Under the Americans with Disabilities Act (ADA) people who are Deaf or hearing impaired are also entitled to be provided with language assistance to ensure effective communication and equal access to services.

As a recipient of Federal Financial Assistance, The Center follows the comprehensive Department of Homeland Security (DHS) Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition against National Origin Discrimination Affecting Limited English Proficient Persons.

The Center and subsidiaries select the type of language services that make the most sense given the following considerations:

- The proportion of their clients who may be considered LEP
- The likely frequency of contact with people who are LEP
- The nature, importance and urgency of the programs or services
The language resource available in the area and related costs.

Based on careful consideration of these four factors, The Center seeks to strike a balance between providing effective and timely access to their programs or services and respecting the choices of LEP persons. Generally, the most common choice is to seek a third-party interpreter service when Necessary.

Section 508

Section 508 is an amendment to the United States Workforce Rehabilitation Act of 1973, a federal law mandating that all electronic and information technology developed, procured, maintained, or used by the federal government be accessible to people with disabilities. This amendment applies, but is not limited the development and maintenance of websites and web-based training courses, as well as instructor-led, mobile, and virtual courses.

Individuals may **request reasonable accommodations** from The Center and subsidiaries that they believe will enable them to have equal opportunity to participate in The Center's programs, activities, and services.

If you need a reasonable accommodation, please contact:
Debbie Quillen, MS CPA, Controller dquillen@centertech.com

Phone: (606) 677 6000 or (606) 677 6021

- You may call, email, or complete the Reasonable Accommodation Form provided on The Center's website. (www.centertech.com).

- You may request a reasonable accommodation from The Center at any time. However, making the request two weeks in advance of a meeting, conference call, or visit will help ensure that The Center is able to fulfill the request for an accommodation.
- Anyone can request a reasonable accommodation on behalf of an individual with a disability who seeks to interact with The Center staff or participate in its programs or activities.

The Center or subsidiary may contact you to obtain information about your request and to better understand your needs. In addition, The Center may review your request to determine:

- Whether the requested accommodation will be effective in allowing you to participate in the activity or program in which you are seeking participation.
- Whether the requested accommodation is reasonable, or an equally effective alternative to the requested accommodation is available; and
- Whether providing you with the requested accommodation would fundamentally alter the nature of The Center's program or impose undue financial or administrative burdens on The Center.

In addition, in some cases, The Center may consult with you in an interactive process to determine on a case-by-case basis what accommodations can be made.

If The Center determines that your requested accommodation would fundamentally alter the nature of the program or impose an undue financial or administrative burden, The Center may deny your request. However, in the unlikely event that this occurs, The Center will work with you to identify an alternative accommodation that allows you to effectively participate in The Center's program, activity, or service.

The Center may not request medical documentation after receiving your request for a reasonable accommodation to participate in The Center's external-facing programs, activities, or services.

You are not responsible for the cost of an auxiliary aid or service The Center provides to you.

Some examples of Reasonable Accommodations include:

- Arranging for qualified sign language interpreters
- Providing on-site captioning
- Producing alternate formats of print materials in large print, or in an electronic format
- Provide remote conference captioning services
- Provide an interpreter for LEP persons
- Furnishing a temporary ramp to access the dais or other areas with one or more stairs to ensure accessibility for individuals who have physical disabilities and may be using a wheelchair or walker