

ARTICLE XX. Accessibility

Section 1. Non-Retaliation for Inability to Work Due to Inaccessibility. No GSW will be penalized for non-completion of work due to lack of access. Access shall be defined as spaces and systems where the GSW's work needs are met.

Section 2. Requesting Documentation. Formal documentation of a medical diagnosis or evaluation for any particular condition(s) shall not be required to request or meet access needs, including requests for flexible timelines and attendance policies.

Section 3. Requests for Access. Requests for access needs and/or accommodations made to the Disability Resource Center (DRC), University Health and Counseling Services (UHCS), Office of Diversity, Equity, and Inclusion (ODEI), Office of Institutional Diversity and Inclusion (OIDI), or any other office associated with Northeastern Policy 419, and any other office implementing this agreement will receive a decision within two (2) business days. If a request has been approved and cannot be met immediately, a reasonable timeline for meeting the request shall be provided within five (5) business days. If the University cannot meet the request as originally specified, the decision must come with both an explanation for not meeting the original accommodation request and an alternative way to satisfy the relevant access needs of the GSW at no cost to the GSW.

Section 4. Proactive Access. The University shall proactively work to meet the access needs of its community, including, but not limited to:

- (a) By the start of the contract, the University shall implement centralized processes for changing offices and classrooms to meet GSWs' physical, sensory and/or other health needs.
- (b) Providing and bearing the cost for American Sign Language (ASL) interpreters and Communication Access Real-time Translation (CART) services at any event upon request or where it is reasonable to expect that a D/deaf and/or Hard-of-Hearing person might attend;
- (c) Providing and bearing the cost for universal, modern, state-of-the-art text-to-speech and speech-to-text software that can be used on any device (e.g., laptop, computer, tablet, smart phone), as well as updates or new releases of that software, as well as updates or new releases of that software; and
- (d) Completing an audit of accessibility on all campuses within one (1) calendar year of the ratification of this Agreement. The audit will be overseen by a committee; the Union and the University may each designate up to three (3) representatives for this committee. The

committee will review the audit and make a recommendation to the University based on its findings within one (1) month of reviewing the audit. The University shall take reasonable steps to implement the committee's recommendations.

Section 5. Notification of Provider Information. The University shall provide to GSWs receiving accommodations the names, contact information, schedule information, and all other details necessary to use the accommodations services for any and all service providers of those accommodations, whether internal to the University or through a third-party service provider, at least twenty-four (24) hours ahead of their usage. If the accommodations are through a third-party service provider, the University shall provide both direct contact information for that third-party service provider and also contact information for the University representative responsible for coordinating with that third-party provider.

Section 6. Properly Maintained Staff. The University will maintain at least one (1) well maintained webpage to centralize access to physical and mental health services, disability accommodations, and other services relevant to disabled GSWs. The University will maintain at least one (1) full-time staff member responsible for implementing this agreement in regards to physical and mental health services, disability accommodations, and other services relevant to disabled GSWs and this staff member will act as a point of contact for GSW inquiries. All University staff who implement this agreement or work with GSWs, and for GSWs who are fulfilling a teaching role for GSWs, must be trained specifically in accessibility for GSWs. This training will position disability and accessibility from an asset-based lens and models beyond the medical model (e.g., social, revolutionary, complex embodiment models).