



## Reasonable Accommodation Fund - Standard Operating Procedure

### UN Volunteers assignment with disabilities

<b>Responsible Unit</b>	Volunteer Solutions Section (VSS)
<b>Focal Point</b>	Volunteer Solution Section
<b>Approval Date</b>	May 2021
<b>Effective Date</b>	14 June 2021
<b>Planned Review Date</b>	30 September 2021
<b>Last Revision Date</b>	1 October 2021
<b>Applicability</b>	All UN Volunteers



Definition: Reasonable accommodation may differ depending on the disability and individual requirements. **“Reasonable accommodation”** means necessary and appropriate modification and adjustments not imposing a disproportionate or undue burden, where needed in a particular case, to ensure to persons with disabilities the enjoyment or exercise on an equal basis with others of all human rights and fundamental freedoms (Article 2, UN Convention on the Rights of Persons with Disabilities)

[UNDP Guidance Note on Reasonable Accommodation](#)

Reasonable Accommodation flyer ([ENG](#), [FRA](#), [ESP](#))

Reasonable Accommodation needs assessment forms ([hearing](#), [seeing](#), [motoric](#), [mental](#), [learning](#), [general](#))

## 1.0 Relevant Regulations and Rules

UN Volunteer Conditions of Service (CoS), Section: “Working Arrangement”

## 2.0 Policies

For UN Volunteer assignments funded by UN Entities or donors, reasonable accommodation provisions and funds will be provided by UN Host Entities and in line with their policies, guidance, and funding for reasonable accommodation. The role of HE is captured in the standard Description of Assignment (DOA) and Host Entity roles and responsibilities flyer available in the Partner Tool Kit ([https://toolkit.unv.org/sites/default/files/2021-04/Roles\\_and\\_Responsibilities\\_of\\_Host\\_Entity\\_EN.pdf](https://toolkit.unv.org/sites/default/files/2021-04/Roles_and_Responsibilities_of_Host_Entity_EN.pdf)). The proforma guide and proforma calculators UVP also refer to the need for HE to budget additional USD 5,000 per assignment.

**For UN Volunteers assignments serving with the United Nations Volunteers programme (UNV as the host Entity)**, reasonable accommodation provisions will be covered from the UNV reasonable accommodation fund (RAF) in line with the procedure described below and the [UNDP guidance note](#) on reasonable accommodation.

For more information on what are reasonable accommodation needs, types of reasonable accommodation, needs assessments and examples, please consult: [UNDP Guidance Note on Reasonable Accommodation](#) Reasonable Accommodation flyer ([ENG](#), [FRA](#), [ESP](#))



Reasonable accommodation may be required for 1. an inclusive selection process 2. to carry out assignments 3. disability acquired during the assignment.

Reasonable accommodation for an inclusive selection process can be for example additional time for a written test, a sign language interpreter. It is the responsibility of UNV to inform the Host Entity for such needs. It is the responsibility of the Host Entity to conduct an inclusive selection. Relevant information on how to conduct an inclusive selection is contained in a guide shared with the host entity via the standard candidates' submission message.

Assessment of reasonable accommodation needs to carry out the assignment is carried out **after the offer issuance**, to avoid any discrimination related to special needs. Should the Host Entity (not be able to address all aspects of needed reasonable accommodation, UNV reserves the right to withdraw the offer in line with the UNV COS applicable provision. UNV shall however inform the candidate about the aspects of the needed reasonable accommodation that the HE can cover and allow the candidate to decide to accept the offer (or not) under such conditions. This is in line with human rights and inclusion principles.

### 3.0 Procedures

#### Reasonable accommodation needs for an inclusive selection.

For UN Volunteers serving with UN Entities

	Responsible	Process Step	Description	Documents	System Role	Comments
1	Candidate	Profile creation – Declare disability requirements/disabilities	<ul style="list-style-type: none"> <li>Self-declare specific disability during registration and indicate special needs (in UVP)</li> </ul>		Candidate	
2	VSC Operations Associate -Volunteer Recruitment	Inform Host Entity	At the stage of the candidate's submission check if candidate self-declared disability, inform Host Entity that special needs may exist and need to be taken into consideration during the selection process.	<a href="#">Guideline for inclusive interviews and assessment</a>  <a href="#">Guidance for Supervisor and managers for managing personnel PWD</a>	n/a	Standard candidate's submission message contains links to guides to conduct inclusive selection and to manage personnel living with disabilities.

3	Host Entity Hiring Manager or Supervisor	Arrange for a reasonable accommodation!	Liaise with the candidate and provide reasonable accommodation.	<a href="#">Guideline for inclusive interviews and assessment</a>	n/a	
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For UN Volunteers serving with UNV

	Responsible	Process Step	Description	Documents	System Role	Comments
1	Candidate	Indicate special needs!	<ul style="list-style-type: none"> <li>Self-declare specific disability during registration and indicate special needs (in UVP)</li> </ul>		Candidate	
2	VSC Operations Associate - Volunteer Recruitment	Inform UNV Hosting Section, Office	At the stage of the candidate's submission check if candidate self-declared disability, inform Host Entity that special needs may exist and need to be taken into consideration during the selection process.	<a href="#">Guideline for inclusive interviews and assessment</a>  <a href="#">Guidance for Supervisor and managers for managing personnel PWD</a>	n/a	Standard candidates' submission message contains links to guides to conduct inclusive selection and to manage personnel living with disabilities.
3	UNV Hiring Manager or Supervisor	Identify reasonable accommodation needs!	Liaise with the candidate and identify reasonable accommodation needs and define costs.	<a href="#">Guideline for inclusive interviews and assessment</a>	n/a	Not all reasonable accommodation requires funding. See more in the Reasonable Accommodation flyer ( <a href="#">ENG</a> , <a href="#">FRA</a> , <a href="#">ESP</a> ) & <a href="#">UNDP guidance note</a>
4	UNV Hiring Manager or Supervisor	Request funding	Submit request for funding to the Volunteer Solutions Section indicating: <ul style="list-style-type: none"> <li>What is needed?</li> <li>Why?</li> </ul>	Addresses email to the Chief, Volunteer Solutions Section and Cc: Programme	n/a	

			<ul style="list-style-type: none"> <li>Estimated cost supported by an invoice.</li> </ul>	Specialist/Analyst Volunteer Solution Section		
5	Chief, VSS	Review and approve funding	<ol style="list-style-type: none"> <li>Review and approve funding.</li> <li>Communicate COA to the requesting office.</li> <li>When not approved, VSS communicates with the office that submitted the request on reasons and possible solutions /way forward.</li> </ol>	Via email with the official email signature	n/a	For details on “undue burden” see <a href="#">UNDP guidance note</a> on reasonable accommodation and noted at the end of the SOP
6	VSS Onsite team	Record in VM K-base	Keep record on the VM K-base (restricted access archive)			
7	VSC-OA	Upload approval in Volunteer’s file	OA uploads approval in Volunteer’s file			
8	UNV Hiring Manager or Supervisor	Procure good / services	Procure good / service! Or Informs the candidate that reasonable accommodation cannot be provided and indicates reasons.		Atlas finance	

**Reasonable accommodation needs to carry out the assignment or required during the assignment due to acquired disability.**

	Responsible	Process Step	Description	Documents	System Role	Comments
1	VSC Operations Associate - Volunteer Recruitment	Send reasonable accommodation needs assessment questionnaire	Upon offer generation and if requested, send reasonable accommodation needs assessment to candidates who self-reported disability at the application / registration stage.		Candidate	Offer includes the following text. <a href="#">link</a>
2	VSC Operations Associate Volunteer Recruitment	Contact Host Entity	<ul style="list-style-type: none"> <li>○ Transfer to the Host Entity the needs assessment received from the candidate and request the HE to get in contact with the candidate/ UN Volunteer to discuss arrangement for reasonable accommodation.</li> <li>○ Inform the host entity that should the budget be insufficient to cover the entire cost of the reasonable accommodation, the <u>host entity may request UNV to withdraw the offer in line with the COS provision. And that the candidate will be consulted in case partial coverage would be acceptable.</u></li> </ul>		n/a	<b>Important:</b> UNV shall however inform the candidate about the aspects of the needed reasonable accommodation that the HE can cover and allow the candidate to decide
3	Host Entity Hiring Manager or Supervisor	Arrange for reasonable accommodation	<ul style="list-style-type: none"> <li>○ Liaise with the candidate and provide reasonable accommodation.</li> <li>○ Provide UNV with the CoA should HE request UNV to process one time or regular</li> </ul>		n/a	Not all reasonable accommodation requires funding. See more in the Reasonable Accommodation flyer ( <a href="#">ENG</a> , <a href="#">FRA</a> , <a href="#">ESP</a> )

			monthly payment. (Position COS in case of UNVs working with UN agencies)			& <a href="#">UNDP guidance note</a>
4	VSC Operations Associate Volunteer Management	Follow up	Follow up with the candidate to know if the discussion took place and if reasonable accommodation was provided.			Regular check in
5	VSC Payroll Associate	Processes payment for reasonable accommodation through payroll	When reasonable accommodation requires <u>regular monthly payment</u> to UN Volunteer or one-time reimbursement, upon request from the Host Entity, VSC may process such payment using payroll element. (UNER_REA_ACC)		Payroll	<p>In the majority of cases, the financial aspects related to reasonable accommodation shall be handled by the host entity i.e., procurement of goods or services.</p> <p>Refer to this <a href="#">template</a> for the reimbursement of reasonable accommodation for UN volunteer person with disabilities, who requires personal assistance.</p> <p>The element to pay reasonable accommodation through payroll for is UNER_REA_ACC</p>

## For UN Volunteers serving with UNV

	Responsible	Process Step	Description	Documents	System Role	Comments
1	VSC Operations Associate - Volunteer Recruitment	Starts reasonable accommodation needs assessment questionnaire	Upon offer generation and if requested, send reasonable accommodation needs assessment to candidates who self-reported disability at the application / registration stage.		Candidate	Offer includes the following text. <a href="#">link</a>
2	VSC Operations Associate Volunteer Recruitment	Contact Hosting Section Office	<ul style="list-style-type: none"> <li>○ Transfer to the Host Entity the needs assessment received from the candidate and request the HE to get in contact with the candidate/ UN Volunteer to discuss arrangement for reasonable accommodation.</li> <li>○ Inform the host entity that should the budget be insufficient to cover the entire cost of the reasonable accommodation, the <u>host entity may request UNV to withdraw the offer in line with the COS provision. And that the candidate will be consulted in case partial coverage would be acceptable.</u></li> </ul>		n/a	<b>Important:</b> UNV shall however inform the candidate about the aspects of the needed reasonable accommodation that the HE can cover and allow the candidate to decide
3	UNV Hiring Manager or Supervisor/ Office	Discuss reasonable accommodation needs	Liaise with the candidate and discuss reasonable accommodation needs and define costs.		n/a	Not all reasonable accommodation requires funding. sees more in the



						Reasonable Accommodation flyer (ENG, FRA, ESP) & <a href="#">UNDP guidance note</a>
4	UNV Hiring Manger or Supervisor	Request funding	Submit request for funding to the Volunteer Solutions Section indicating: <ul style="list-style-type: none"> <li>• What is needed?</li> <li>• Why estimated cost supported by an invoice?</li> </ul>	Addresses email to the Programme Specialist/ Analyst at the Volunteer Solutions Section CC Chief Volunteer Solution Section	n/a	
5	Chief, VSS	Review and approve funding	Review and approve funding and communicate COA to the requesting office.  When not approved, VSS communicates with the office who submitted the request on reasons and possible solutions way forward.	Via email with the official email signature	n/a	For details on “undue burden” see <a href="#">UNDP guidance note</a> on reasonable accommodation  For UN volunteers serving with UNV as host entity, RA is charged from Special Voluntary Fund (SVF) under Volunteer Solutions Section’s budget
6	VSS Onsite team	Record in VM K-base	Keep records on the VM K-base (restricted access archive)			
7	VSC OA	Upload approval in Volunteer’s file	OA uploads approval in Volunteer’s file			
8	UNV Host Section / Office	Procure good / services	Manage and ensure procurement of good / services. Or		Atlas finance	

			Informs the candidate that reasonable accommodation cannot be provided and indicates reasons.			
9	VSC OA	Processes payment for reasonable accommodation through voucher	When reasonable accommodation requires <u>regular monthly payment</u> to a UN Volunteer or a one-time reimbursement, upon request from a UNV Host Section / Office, VSC may process such payments using Char of Account as per the approval of VSS.		Payroll	<p>In majority of cases financial aspects related to reasonable accommodation shall be treated by the host entity i.e., procurement of goods or services.</p> <p>Approval from VSS Chief will be used as a supporting document for the payment.</p> <p>Refer to this <a href="#">template</a> for the reimbursement of reasonable accommodation for UN volunteer person with disabilities, who requires personal assistance.</p>
10	VSC OA	Follow up	Follow up with the candidate to know if the discussion took place and if reasonable accommodation was provided.			Regular check in

Criteria for clearing the request: Reasonability and prevention of undue burden.



Generally, an undue burden refers to action(s) requiring excessive resource(s) when considering factors such as nature and structure of operation, financial implications, and the organizational survival of the organization.

General factors undue burden exists:

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- cost of accommodation
- implementable in reasonable timeframe
- required to enable individual to perform in the organization.
- availability of funding
- impact of accommodation on operation in the office
- anticipated duration of the employment relationship
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Factors to proof if adjustments are reasonable:

- being a work-related accommodation for an employee with a disability needed to perform the essential job functions.
- not posing an undue burden on the organization
- for costly accommodations and where the employment relationship is less than 3 months, UNV can evaluate whether the accommodation will benefit other employees beyond the one requesting.

### **Abbreviations**

VSC – Volunteer Service Section

VSS – Volunteer Solutions Section

OA – Operations Associate

PWD – Persons living with Disabilities.

RAF - reasonable accommodation fund

UVP – Unified Volunteering Platform

COS – Condition of Service