

FAQs

Q: What does equal and independent access mean?

A: Employers, housing providers, and business owners must provide accommodations or modifications in policy or physical space to allow a person with a disability to continue working, living in their home, or accessing the public space.

Q: What does equal and independent access look like?

A: Examples include:

- A housing provider installs a ramp at the front entrance of the building so residents using wheelchairs may enter and exit independently.
- A customer brings his service animal into a restaurant and enjoys service like any other customer.
- An employer provides an employee who has low vision a screen reader for her computer so she may perform her job.

Q: Who covers the cost for the accommodation?

A: It is the responsibility of the employer, housing provider, or business owner to cover the cost for the accommodation in almost all instances.

Q: How does an employer, housing provider, or business owner determine an appropriate way to accommodate a person with a disability?

A: The employer, housing provider, or business owner must first engage in a conversation with the person requesting the change to determine feasible options to allow the person with the disability to continue working, living in their home, or accessing the public space or business.

If you believe you have experienced or witnessed discrimination, **we can help.**

Call **311** and ask for the **NYC Commission on Human Rights** or call the Commission directly at **(212) 416-0197**.

NYC

Commission on
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Mayor's Office for
People with Disabilities

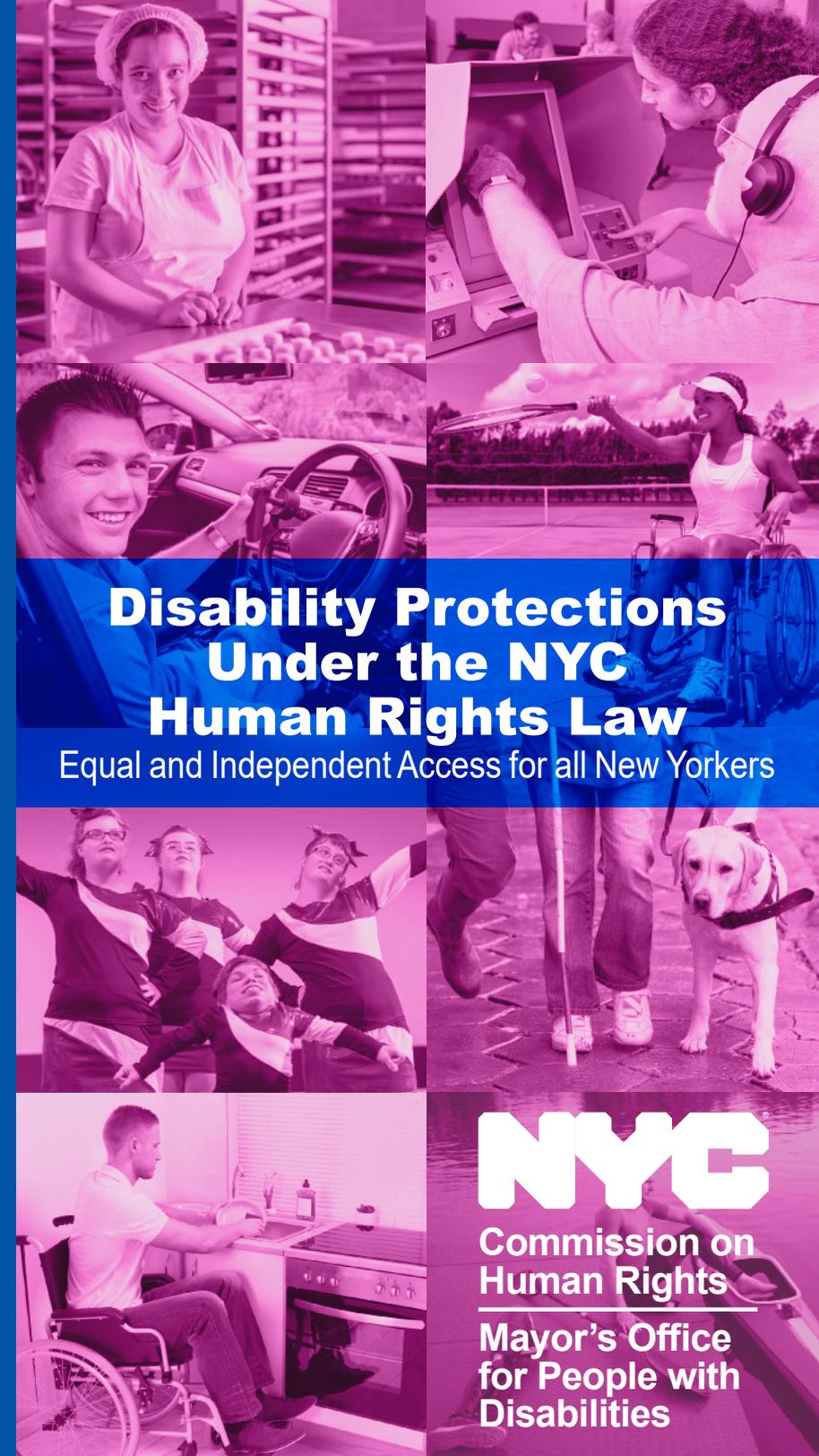
[NYC.gov/HumanRights](https://nyc.gov/HumanRights)

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Disability Protections Under the NYC Human Rights Law

Equal and Independent Access for all New Yorkers

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Equal and Independent Access for all New Yorkers

The New York City Human Rights Law prohibits discrimination based on a person's disability and promotes independent and equal access for people with disabilities in New York City. The Law is generally more protective than the Americans with Disabilities Act (ADA). It requires an individualized assessment of a person's needs and creates an obligation to provide an accommodation that addresses those needs. It also presumes all accommodations are reasonable unless it would cause an "undue hardship" on the employer, housing provider, or business owner to do so.

Scenarios to Help you Identify Discrimination

1. Barry is deaf and mainly communicates with ASL. When he calls a cardiologist to make an appointment, he explains his disability and then requests an ASL interpreter be at his appointment. The receptionist tells him not to worry and that the doctor will communicate in writing instead. Barry reiterates his request but the receptionist tells him he will have to bring his own interpreter. Barry decides not to make an appointment which jeopardizes his health.
2. Kelly has a chronic condition that requires that she goes for medical treatment once a week during the work day as supported by documentation that she showed her supervisor. Her supervisor told her that she could only use her sick time, and when she had

no sick time left, she would be let go. Kelly was let go after she used up her sick time.

3. Four years ago, John's disability required him to rely on a scooter for mobility. The width of the bathroom door in his apartment is too narrow for him to fit through with his scooter. John has repeatedly asked his landlord to widen the bathroom door so he can access it independently. The landlord has told John that his building is not for people with disabilities and that he would have never rented to him initially if he had known he had a disability.
4. Mary went on a job interview and the employer asked her several questions about her mental health history. She had all the necessary qualifications, but after she disclosed her history of anxiety, the employer never contacted her again.

