



**EMPOWERING
EMPLOYEES
THROUGH
CONSULTING
SUPPORT**



Civility by Design Services

Civility by Design delivers affordable, high-quality technical expertise to federal employees navigating workplace rights and processes. We provide clear, practical guidance on reasonable accommodations, EEO complaints, anti-harassment protections, and related workplace matters—ensuring employees have the tools and confidence to advocate for themselves, often as a bridge before pursuing legal representation.

While we do not provide legal representation, we offer specialized technical support that helps employees understand complex processes, evaluate their options, and prepare for next steps with confidence. Our services are available through both retainer packages for ongoing access and à la carte options for employees who need targeted assistance with a specific process stage or issue.

Initial Consultation

A confidential, 45-minute informational session to discuss your specific employment needs. This session provides an opportunity to explore how Civility by Design can support you, clarify next steps, and identify which services may best meet your needs. The consultation may include a brief review of documents but does not include case work.

Access Retainers

Our Civility Connect Access (CCA) retainer model allows clients to access our knowledge, experience, and expertise when needed for a 6- to 12-month period. CCA retainers can be applied to the reasonable accommodation, EEO, and/or anti-harassment processes.

With Civility by Design on retainer, clients gain:

- Priority access when needed
- Quick response times (usually within hours)
- A trusted advisor who understands their workplace challenges
- Consistent support for process navigation

- A trauma-informed perspective to guide growth and resilience
- Practical solutions to challenges as they arise
- Strategic guidance during critical decision points

Retainer Options

Civility Connect Essential – Four (4) hours of consultation within a 12-month period; ideal for clients seeking limited but reliable access.

Civility Connect Core – Seven (7) hours of consultation within a 12-month period; designed for clients who anticipate regular check-ins and guidance.

Civility Connect Pro – Ten (10) hours of consultation within a 12-month period; provides maximum access and continuous support for clients seeking comprehensive guidance.

Retainer services do not include specific case work or deliverables. Retainer months run consecutively.

A la Carte Services

Reasonable Accommodation

Initial Request – Drafting a strategic, compliant request for submission, ensuring workplace barriers, medical condition, and limitations are clearly identified.

Supplemental Request – Strengthening an existing request with additional statements, clarifications, or supporting medical documentation.

Appeal of Denial – Developing a clear, persuasive appeal when an accommodation request is denied or deemed ineffective, grounded in EEOC guidance under the Rehabilitation Act.

Appeal with Additional Medical Documentation – Enhancing an appeal by addressing gaps, clarifying the nexus between medical conditions and barriers, and obtaining supportive medical provider input.

EEO Complaint Process

EEO Pre-Complaint (Informal) Guidance and Support

Technical guidance and consultancy to help employees make the most of the federal EEO pre-complaint stage—the most critical point in the process.

Consulting services include clarifying issues, reviewing timelines and documentation, identifying potential claims, and preparing employees to communicate effectively with an EEO Counselor or in alternative dispute resolution. While we do not provide legal representation, we offer technical, non-legal guidance that equips employees with the clarity and confidence needed to navigate this stage.

Formal Complaint Drafting

If the matter is not resolved during pre-complaint counseling, we provide support in drafting the formal complaint for acceptance consideration, ensuring issues are properly framed and aligned with Agency and EEOC requirements before submission. Employees are coached on how to prepare for the investigative stage of the process to include response to affidavits, request for documents, identification of relevant witnesses, rebuttal statements, deadlines and cooperation.

Sufficiency Reviews

Substantive Review of a Report of Investigation (ROI)

Comprehensive, non-legal analysis of the agency's Report of Investigation to help employees fully understand how evidence and testimony were evaluated. Services include identifying strengths and weaknesses in the case, spotting evidentiary gaps, reviewing procedural compliance, and highlighting potential inconsistencies. Employees gain clear, actionable insights to make informed decisions about whether to proceed to a hearing, pursue settlement, or explore alternative resolution strategies.

Substantive Review of a Final Agency Decision (FAD)

Thorough, structured review of the agency's Final Agency Decision to clarify how claims were addressed and the rationale behind the findings. This non-legal service identifies potential procedural errors, inconsistencies, or omissions, helping employees evaluate possible appeal grounds and next steps. Clients receive a clear assessment of options and strategic considerations for responding effectively and advancing their case if desired.

At Civility by Design, we believe every employee deserves respect, fairness, and a voice in the workplace. Whether you need guidance, clarity, or the courage to take the next step—we're here for you.

Visit us at www.Civility-by-Design or contact us at info@civility-by-design.com to learn more or to retain our services.

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