

RESIDENT AGREEMENT OF APPOINTMENT (IV.B.1.) UNIVERSITY OF TENNESSEE COLLEGE OF MEDICINE CHATTANOOGA GRADUATE MEDICAL EDUCATION (GME) PROGRAMS

Resident/Fellow	:
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Program:

Residency and Fellowship Programs at the University of Tennessee College of Medicine Chattanooga (UTCOMC) are under the aegis of the Department of Graduate Medical Education for our campus. Residents, and Fellows, are trainee employees of the University of Tennessee, an entity of the State of Tennessee, and are not employees of any affiliated hospital, clinical site or private practice group. College of Medicine are accredited by the Accreditation Council for Graduate Medical Education (ACGME). The residency programs are primarily accredited by the Accreditation Council for Graduate Medical Education (ACGME) or the certification boards of certain specialty programs, or are Non-Standard programs approved by our Graduate Medical Education Committee (GMEC). The Designated Institutional Official (DIO) has authority to oversee the GME Programs with the Director of Graduate Medical Education and the GMEC. The Program Directors of the Residency and Fellowship Programs have the authority to supervise all of the activities for Resident and Fellow physicians in the Programs. Copies of the policies referenced in this document are housed in the web-based New Innovations Residency Management System Intranet (www.new-innov.com/login) and can also be found on the GME website at www.comchattanooga.uthsc.edu/gme.

Qualifications for Appointment (ACGME Institutional Requirements IV.A.1. and IV.A.2.)

In order to be accepted for an appointment, the Resident/Fellow must:

- 1. Meet all institutional, departmental, and specialty eligibility requirements for their respective training programs; (see Policy 100)
- 2. Meet minimum and essential technical standards and functions, similar to those established by the University of Tennessee Center for the Health Sciences (UTHSC) for admission to medical school: motor skills; sensory and observational skills; communication skills; conceptual, integrative and quantitative skills; and behavioral/social skills and professionalism (see Policy 150).
- 3. Successfully pass USMLE Steps 1 and 2 (CK and CS) or equivalent examinations (COMLEX- USA) and submit a copy of the results to his/her Program Director and GME before beginning training (see Policy 630);
- 4. Successfully pass USMLE Step 3 or equivalent examinations if starting as a PGY-3 or higher and submit a copy of the results to his/her Program Director and GME before beginning training (see Policy 630):
- 5. Meet all federal regulations for work authorization including providing adequate documentation for completion of the I-9 and eVerify. Residents must have a valid social security number prior to beginning training. Residents on employment visas are responsible for meeting all guidelines for lawful entry and continued stay in the United States. Failure to maintain the legal right to work in the United States will result in immediate termination of employment; (see Policy 100 and 140);
- 6. Meet all guidelines established by the Tennessee Board of Medical Examiners for obtaining authorization to participate in the training Program, typically a resident exemption from licensure paid by the institution or an unrestricted medical license at the expense of the resident (see Policy 260 and complete the Competency form);
- 7. Not be listed on any HHS/Office of Inspector General's OIG) list or Excluded Parties List System (EPLS) of individuals excluded from federal health care programs and not be listed on the Tennessee Abuse Registry (see Policy 100).
- 8. Pass a criminal background prior to final appointment to begin training (see Policy 130);

- 9. Pass a drug screen prior to final appointment to begin training (see Policy 740)
- 10. Provide an original, final transcript (denoting award of the MD/DO degree) sent directly from the trainee's medical school to the GME Director. An ECFMG certificate will be acceptable documentation for international medical school graduates if a final transcript is unavailable (see Policy 100);
- 11. Provide documentation from a U.S. licensed physician (not a family member) that the trainee is physically and mentally fit to begin a residency or fellowship (see UT GME Health Statement form);
- 12. Provide documentation of all appropriate immunizations and completed OSHA required Respiratory Mask Fit test—men must be clean shaven-- (through screening by Erlanger Work Force (see UTHSC Policies 360, 361, and 362);
- 13. Obtain a national provider identification (NPI) number and provide to GME;
- 14. Obtain Basic Life Support (BLS) certification and Advanced Cardiac Life Support (ACLS) certification prior to or during orientation and provide a copy to the GME Office. Pediatrics Residents are required to obtain Pediatric Advanced Life Support (PALS) certification instead of ACLS certification. Family Medicine Residents are required to obtain both ACLS and PALS certification. Surgery and Orthopaedic Surgery Residents are required to obtain Advanced Trauma Life Support (ATLS) certification in addition to ACLS certification. Emergency Medicine Residents are required to obtain ACLS, PALS, and ATLS certification. Pediatrics, Family Medicine, and OB/GYN residents are required to obtain NRP certification during orientation (see Policy 100).
- 15. Register with the Tennessee Controlled Substance Monitoring Database and CMS PECOS. PECOS forms will be completed at Orientation (see Policy 100).

Resident/Fellow Responsibilities (ACGME Institutional Requirement IV.B.2.a.)

Throughout the residency/fellowship program, Residents and Fellows must:

- Develop a personal program of self-study and professional growth with guidance from the teaching staff in order to acquire and maintain throughout his/her professional career for the knowledge, clinical skills, attitudes, and behaviors required to fulfill all objectives of the Residency/Fellowship educational program and to achieve the competencies deemed appropriate for his/her chosen discipline.
- Make the patient's welfare his/her first priority by participating in safe, effective, and compassionate
 patient care under supervision, commensurate with his or her level of advancement and
 responsibility.
- Participate fully in the educational and scholarly activities of his/her Program and in all mandatory GME conferences and participate in in-house and home night-call in conformity with institutional guidelines.
- Meet and attain GME curricular objectives and make satisfactory progress in meeting those objectives
 as established by the Program Director and/or as stated in the Program Handbook. For ACGME
 accredited programs these curricular objectives include the ACGME six core competency domains:
 Patient Care, Medical Knowledge, Practice-Based Learning and Improvement, Interpersonal and
 Communications Skills, Professionalism, and Systems-Based Practice.
- Assume responsibility for teaching, peer evaluating, and supervising other Residents, Fellows, and
 medical students, providing candid and constructive feedback on their performance to encourage quality
 improvement.
- Participate in institutional programs and activities involving the medical staff, work in inter-professional
 teams, and adhere to established practices, procedures and policies of the Graduate Medical Education
 Program, applicable Program Handbook, and of all affiliated hospitals and clinical training sites,
 including the timely completion of medical records.
- Participate in institutional committees and councils, especially those that relate to patient care review and quality improvement activities.
- Abide by the University of Tennessee policies, procedures, and work rules, including HR 0580 *Code of Conduct, the Policy on Sexual Misconduct, Relationship Violence, and Stalking, GME policies, the individual Program Handbook, information security, as well as the by-laws of affiliated hospitals and clinical training sites.*
- Assume responsibility for assuring their fitness for practice including management of their time before, during and after clinical assignments and recognition of impairment, including illness, fatigue, and substance use (see Policies 320 and 340).

- Develop an understanding of ethical, socioeconomic, and medical/legal issues that affect graduate medical education and of how to apply cost containment measures in the provision of patient care.
- Embrace the professional values of honesty, compassion, integrity, and dependability.
- Adhere to the highest standards of the medical profession and pledge to conduct him or herself accordingly in all interactions. The Resident or Fellow will demonstrate respect for all patients and members of the health care team without regard to gender, race, national origin, religion, economic status, disability, sexual orientation or other statutorily protected status.
- Secure direct assistance from faculty or appropriately experienced residents whenever the trainee is confronted with high-risk situations or with clinical decisions that exceed his/her confidence or skill to handle alone.
- The Resident or Fellow should understand the need for appropriate faculty supervision in all interactions with patients.
- Participate in evaluation of the quality of education provided by the Program.
- Follow all University and Hospital infection control policies.
- Provide annual documentation of results of tuberculosis skin tests throughout training.
- Consent to GME providing copies of your immunization, TB, and fit testing documentation to the facilities in which you rotate upon request.
- Abide by the University of Tennessee policies, procedures, and work rules as well as rules and regulations
 of the University's teaching hospitals and clinics.
- Comply with all HIPAA guidelines and complete the HIPAA and GME on-line compliance training modules within 60 days of employment.
- Complete all annual training module updates by the given deadline.
- Maintain Advanced Cardiac Life Support (ACLS) certification throughout entirety of residency/fellowship and provide copy of recertification to Department of GME. Pediatric Residents must maintain Pediatric Advanced Life Support (PALS) certification in lieu of ACLS.
- Immediately report to the Associate Dean/DIO and Director of GME, in writing, any changes in eligibility for the program including criminal background (any arrests, indictment, plea of nocontest, or convictions of any misdemeanor or felony crimes except for minor traffic violations), any action by a state healthcare professions licensing board (including the filing of a complaint, investigation, or license denial reprimand, suspension, restriction, revocation, surrender or other discipline, related to any healthcare license), eligibility to participate in a medicine training program (Competency Information and guidelines established by the Tennessee Board of Medical Examiners), or any other requirement above.
- Attend the annual SVMIC conference in the fall (or view the recording) as well as other mandatory conferences required by the institution or the program.
- Failure to comply with GME policies and procedures including but not limited to clinical experience and educational work hours, fitness for practice, ACLS, and immunizations may result in the Resident or Fellow being placed on leave without pay and removed from the training program until he or she has complied with the policy and/or procedure.

<u>Duration of Appointment</u> (ACGME Institutional Requirement IV.B.2.b.)

The duration of this appointment is made on an annual basis with the expectation that continuation within the one-year appointment and annual reappointment throughout the duration of the Residency or Fellowship period will be based upon evidence of satisfactory progress in scholarly, professional growth, and the availability of training positions in the UTCOMC GME Programs, and GME policies including, Disciplinary Actions and Dismissal, and Reappointment and Promotion policies.

Financial Support (ACGME Institutional Requirement IV.B.2.c.)

The University of Tennessee and its affiliated hospitals provide salary and benefits to ensure financial support for its Residents and Fellows. The annual compensation rates for Residents and Fellows are available on the GME website at www.comchattanooga.uthsc.edu/gme (see Policy 221).

<u>Conditions for Reappointment, Promotion, and Non-Reappointment</u> (ACGME Institutional Requirements IV.B.2.d.)

If the resident has fulfilled all of the educational requirements, attained the knowledge and skill necessary to progress to the next level of post-graduate training, and has satisfied the requirements of GME Policy #620, Resident Reappointment, Promotion, and Non-Renewal. The Program Director may promote the resident to the next level of post-graduate training, with a commensurate renewal of this Agreement, not to exceed one additional period of twelve (12) months. A written notice of intent should be given no less than 30 days prior for non-renewal, non-promotion, or dismissal. If a resident is not reappointed or promoted, an academic appeals process and grievance procedures are available to ensure that residents/fellows have access to adjudicate complaints and grievances. Procedures are available on the GME website.

USMLE Step 3 Requirement for Promotion

All residents entering programs at the PGY1 or PGY2 level will be required to pass Step 3 (or equivalent examination) prior to their PGY3 advancement date. Failure to meet this requirement will result in non-renewal of the resident's appointment. All PGY-2 Residents must register for Step 3 no later than February 28th of the PGY-2 level. Failure to register will result in the Resident being placed on leave without pay until the Resident provides proof of registration to the Program Director and the Department of GME. Failure to provide proof of a passing score before June 30th will result in non-reappointment to the program, and the Resident may be terminated. It is the Resident's responsibility to provide evidence of passage of Step 3 (or equivalent exam) to the Program Director and Department of GME. For off cycle Residents, they must provide proof of passing or at least registration by the 8th month of training in the 2nd year of training.

Grievance Procedures. (ACGME Institutional Requirements IV.B.2.e.)

Residents may raise and resolve issues without fear of intimidation or retaliation including complaints related to the work environment or issues related to the program or faculty (see Policy 730).

Academic Appeals and Due Process. (ACGME Institutional Requirements IV.B.2.e.)

Residents will be evaluated periodically throughout the year, welcome constructive feedback from faculty and all others who observe their performance, and recognize that objective assessments are indispensable guides to improving skills as a physician. Rotation specific goals and objectives and teaching and evaluation methodologies ensure that residents/fellows completing programs will be capable of practicing independently and have met all six general competencies. In the event of an adverse decision affecting the timely completion of training, the resident/fellow is granted the right for a review of the record and/or to present his or her views and any extenuating circumstances in accordance with the GME Academic Appeals and Due Process. (see Policy 720).

Professional Liability Insurance (ACGME Institutional Requirements IV.B.2.f.)

Residents and Fellows are provided immunity from professional liability through the Tennessee Claims Commission Act (TCA 9-8-301 et seq.). The Claims Commission covers defense and judgment payments for acts determined to be within the scope of a Resident's/Fellow's employment, even if the case is filed after the Resident/Fellow has completed training (occurrence based) More details are available on the University of Tennessee General Counsel website, http://counsel.tennessee.edu (see Policy 280).

Hospital and Health Insurance (ACGME Institutional Requirement IV.B.2.g.)

Health, individual disability policies, and life insurance coverage is mandatory for residents. Health, vision, and dental insurance is provided for residents/fellows and eligible dependents and is effective on the resident's first recognized day of residency/fellowship employment. Residents are responsible for approximately 20% of the premium of the type of health coverage selected. For plan benefits and resident costs, visit the GME website. Per ACGME requirements, if the first day of health insurance eligibility is not the first day that residents/fellows are required to report, then the residents/fellows will be given advanced access to information regarding interim coverage so that they can purchase coverage if desired (see Policy 230).

Disability Insurance (ACGME Institutional Requirement IV.B.2.h.)

Disability and life insurance are provided for Residents/Fellows through the GME designated carriers and may not be cancelled during residency/fellowship training. The Department of GME provides a stipend to offset the cost of the life and disability insurance (see Policy 230).

Vacation, Parental, Sick, and Other Leave (ACGME Institutional Requirements IV.B.2.i.)

The UT GME Leave Policy addresses all leave including vacation (annual leave), sick, parental, family medical, and educational leaves. Specific details may vary slightly from program to program based upon individual specialty board requirements. Individual program policies are available in the offices of the Program Directors and are available to the Resident/Fellow upon request. It is the responsibility of each Program Director to advise Residents and Fellows of the effect of any time away from training upon program completion and board eligibility. All approved training extensions necessary to meet board eligibility are paid with full benefits. Current requirements for eligibility for specialty board examinations can be found through a link on the statewide UT GME System website www.uthsc.edu/gme (see Policy 250).

<u>Timely Notice and Impact of Leave on Program Completion and on Board Eligibility</u> (ACGME Institutional Requirements IV.B.2.j. and k.)

It is the responsibility of each Program Director to immediately advise Residents and Fellows regarding the effect of any time away from training upon program requirements for completion. Similarly, Program Directors are required to discuss the impact on time away from the program on eligibility to take board certification exams and meet eligibility requirements. These are both part of our GME Leave Policy. As stated above, all approved training extensions necessary to meet board eligibility are paid with full salary and benefits throughout the extension period. Current requirements for eligibility for specialty board examinations can be found through a link on the UTHSC GME website: www.uthsc.edu/gme (also see the UTCOMC GME Policy 250).

Clinical Experience and Educational Work Hours. (ACGME Institutional Requirement IV.B.2.l.)

Residents and Fellows must abide by the ACGME Common Program Requirements, including clinical and educational work hours, as well as the UTCOMC GME Policy on Clinical Experience and Educational Work Hours and logging and monitoring these via the Duty Hours Module in our web-based New Innovations Residency Management System (see Policy 330 and 335).

Moonlighting (ACGME Institutional Requirements IV.B.2.l. and IV.J.1.a. through 1.d)

Residents/Fellows may not participate in patient care responsibilities outside the educational program (moonlighting) that would interfere with their performance. Residents/Fellows may only moonlight if approved in advance by the Program Director and must be monitored continually using the forms required by the institution (see Policy 355). Moonlighting hours must be included in total duty hours reported. If moonlighting is permitted, it may not occur on the main Erlanger campus in situations involving supervision of other residents. In programs that permit monitored moonlighting, performance will be monitored for the effect of these activities. Negative effect on performance may lead to withdrawal of permission. Violation of this policy could result in disciplinary actions, up to and including dismissal from the program (see Policy 350).

Resident Support Services – Behavioral Health

(ACGME Institutional Requirement IV.H.1.)

The Resident/Fellow Insurance Package includes behavioral health benefits for counseling services for trainees and eligible dependents (see Policy 230). In addition, the University offers a free Residents Assistance Program called NexGen Total Well-Being Program through ENI, which provides confidential professional counseling, legal and financial resources, referrals, and help with issues such as academics, relationship problems, substance abuse, emotional problems, stress, and much more. These benefits are provided at no charge to Residents and Fellows, including up to six counseling session for each problem. Financial and legal services will likely be offered at a discount through the NexGen provider network. The institution has institutional as well as program level well-being activities, encouraging Residents and Fellows to recognize signs of stress and fatigue, caring for themselves as well as their patients. Finally, in cooperation with the local Medical Society, Residents and Fellows have access to a confidential program for medical and counseling services – the LifeBridge Health Program. These services are

Resident Services – Physician Impairment (ACGME Institutional Requirement IV.H.2.)

The UTCOMC has established a program called Aid to Impaired Residents (AIRs) that addresses physician impairment due to but not limited to substance abuse (see Policy 320).

Resident Services – Harassment (ACGME Institutional Requirement IV.H.3.)

Residents and Fellows are made aware that the University of Tennessee and its campuses do not tolerate sexual or other forms of harassment or belittlement by and/or directed at members of the academic or hospital community. All complaints should be filed with the UTHSC Office of Equity and Diversity. The Director of Finance and Administration for the Chattanooga Campus is the initial point of contact for all employees in Chattanooga. She coordinates reporting and investigation with the UTHSC Office of Equity and Diversity. The *Policy on Sexual Misconduct, Relationship Violence, and Stalking,* and other antiharassment policies are available on the GME and the UTHSC Office of Equity and Diversity website www.uthsc.edu/oed (also see UTCOMC Policy 410).

<u>Resident Services – Accommodations for Disabilities</u> (ACGME Institutional Requirement IV.H.4.)

As a public institution that receives federal funding, the University of Tennessee Health Science Center is required to comply with the Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973. The Health Science Center is committed to providing a campus and educational experience that is accessible to all. Both the ADA and Section 504 prohibit covered entities from discriminating against persons with disabilities in the provision of benefits or services or the conduct of programs or activities, on the basis of their disability. The University will make reasonable modifications in its policies, practices, and procedures to avoid discrimination on the basis of disability, unless the modification would result in a fundamental alteration of the program or activity. Any resident seeking an accommodation should contact the Office of Equity and Diversity (https://www.uthsc.edu/oed/disabilities.php). Policy is available on the GME website.

The UTCOMC has established technical skills and physical requirements, based on similar requirements established for acceptance into medical school, which must be demonstrated by Residents and Fellows in order to perform their physician responsibilities in the GME Programs. A policy has also been established to provide reasonable accommodations for trainees with disabilities consistent with all applicable laws and regulations (see Policy 150 and Policy 160).

Supervision (ACGME Institutional Requirement IV.I.1.1. and 1.2)

The UTCOMC has established an institutional policy regarding supervision of Residents/Fellows, and ensures that each of its programs have established written, program-specific supervision policy consistent with the institutional policy and the respective ACGME Common and specialty/subspecialty-specific Program Requirements (see Policy 400 and Policy 405).

Vendor and Industry (ACGME Institutional Requirement IV.K.)

The UTCOMC has a policy and explicit guidelines outlining the appropriate relationship between GME Programs and health-related vendor representatives and industry and promotional activities (see Policy 800).

Non-Competition (ACGME Institutional Requirement IV.L.)

Residents and Fellows will not be required to sign non-competition guarantees or restrictive covenant agreements.

Disasters (ACGME Institutional Requirement IV.M. and M.1.)

In the event of a natural or catastrophic disaster, the UTCOMC has a policy and procedures that will allow continuation of training for our GME programs and our Residents and Fellows (see Policy 550).

Closures and Reductions (ACGME Institutional Requirement IV.N.1. and 2.)

In the event of a Program closure or complement reduction, the University will provide reasonable assistance to Residents and Fellows in locating another ACGME program in which they can complete their training (see Policy

Other Benefits and Services (ACGME Institutional Requirements II.F.1. and 2.a.)

- Incoming Residents and Fellows who attend all required orientation sessions prior to the first official day of training (typically July 1 or the 1st of a month when the Resident/Fellow begins off cycle) are also eligible for a \$250 Orientation Stipend added to their initial paycheck (at the end of the first month of training).
- Also, Residents and Fellows will be eligible for a \$500 GME Electronic Communication Stipend from the
 University when they enter a residency or fellowship program in Chattanooga for the first time also
 added to their initial paycheck at the end of the first month of training.
- On-call meal provisions vary within the various teaching hospitals. However, access to food and snacks are available 24 hours per day while Residents/Fellows are on duty in all institutions.
- Call rooms are available in all hospitals for Residents/Fellows who take in-house call or may be too fatigued to safely return home.
- Lab coats are provided but no laundry services are available.
- Parking is provided at no cost to Residents/Fellows.
- The University agrees to take reasonable precautions to ensure a healthy and safe working environment.
- The University will provide ready access to adequate communication resources and technological support.
- The University and its affiliated hospitals provide ready access to adequate communication resources and technological support.
- he affiliated hospitals provide services and health care delivery systems including patient support services (peripheral intravenous access placement, phlebotomy, and laboratory and transport services), laboratory, pathology, and radiology services, and a medical records system that documents the course of each patient's illness and care.
- Residents and Fellows have electronic access to hospital medical records from within and outside the hospital.
- Residents and Fellows who are injured or exposed to illness while on duty are provided access to the
 hospital's employee health services for evaluation and follow-up, and they are protected via Workers
 Compensation Insurance for resident work-related exposures or incidents requiring treatment (see Policies
 200, 220, 221, 225, 230, 240, 245, and 250, as well as UTHSC Policy 360, 361, and links to Workers
 Compensation Benefits and Instructions on the UTHSC website).

Discrimination.

Residents and Fellows are made aware that formal charges of discrimination based on race, sex, age, religion, national or ethnic origin, disability, marital status, sexual orientation, veteran status, or other statutorily protected status, shall be filed with the UTHSC Office of Equity and Diversity in accordance with the policies and procedures outlined on the GME website.

ACCEPTANCE OF RESIDENCY/FELLOWSHIP APPOINTMENT

I understand and agree to my responsibilities to the University of Tennessee Graduate Medical Education Programs. I have received and reviewed the content of the above Agreement, including all references to policies and procedures described and located on the GME website. I acknowledge that additional policies governing my participation in the GME Programs are included in the policies and procedures on the web-based New Innovations Residency Management Suite Intranet (www.new-innov.com/login) and on the GME website at www.comchattanooga.uthsc.edu/gme are subject to change at the sole discretion of the UT College of Medicine Chattanooga.

CONSENT TO RELEASE OF TRAINING INFORMATION

I understand, agree, and consent to the release of any and all records regarding my residency or fellowship training and work performance, as well as a comprehensive reference/evaluation by University of Tennessee Graduate Medical Education (GME) officials ME, in its sole discretion, to any accreditation, credentialing, Medical Staff appointment, transfer of documentation for a new residency or fellowship program, or quality committee or organization, institution of higher education, or healthcare regulatory boards, upon proper request as determined in the discretion of GME officials, or upon lawful order of a court or other authorized agency. This consent shall remain in effect and survive after the termination, lapse, or term of this Agreement.

Resident/Fellow Name:			
Signature (Resident/Fellow Acceptance of Appointment)		Date Signed	
Residency/Fellowship Program:			
Signature UT Graduate Medical Education (GME) Appro	val	Date Signed	

To Be Completed by the Department of Graduate Medical Education:			
Date Training Begins:	Anticipated Completion:		
PGY Level:	Annual Salary: (as of July 1, 2019)		

All qualified applicants will receive equal consideration for employment and admissions without regard to race, color, national origin, religion, sex, pregnancy, marital status, sexual orientation, gender identity, age, physical or mental disability, or covered veteran status.

Eligibility and other terms and conditions of employment benefits at The University of Tennessee are governed by laws and regulations of the State of Tennessee, and this non-discrimination statement is intended to be consistent with those laws and regulations.

In accordance with the requirements of Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990, The University of Tennessee affirmatively states that it does not discriminate on the basis of race, sex, or disability in its education programs and activities, and this policy extends to employment by the University.

Inquiries and charges of violation of Title VI (race, color, national origin), Title IX (sex), Section 504 (disability), ADA (disability), Age Discrimination in Employment Act (age), sexual orientation, or veteran status should be directed to the Office of Equity and Diversity (OED), 920 Madison Avenue, 8th Floor, Memphis, Tennessee 38163, telephone 901-448-2112 (V/TTY available). Requests for accommodation of a disability should be directed to the ADA Coordinator at the Office of Equity and Diversity.