



ADA Reasonable Accommodation Process Revised 5/2021

Step	Issue	ADA Coordinator/ Human Resources (HR) Generalist	Supervisor (Sup)	Employee (EE)	Other information
1	<p>Employee [EE] may need or requests an accommodation to perform the essential functions of the position</p> <p>Interactive process begins upon notice for the above situation</p>	<p>ADA Coordinator and/or HR Generalist become aware of any of the following situations:</p> <ul style="list-style-type: none"> a. Know or should have known (obvious) b. EE depletes FMLA hours c. EE has Worker’s Compensation injury <p>Interactive process begins upon notice for the above situations</p>	<p>When the EE cannot perform the essential functions of the position with or without an accommodation, it is the responsibility of the Sup to contact HR</p> <p>If the Sup is unaware of the request or need, the Sup will be notified</p>	<p>EE needs to communicate their need and must request an accommodation orally or in writing</p>	<p>The request can come from any source & for any known or should have known situations-</p> <p><i>Request should be forwarded to HR as soon as possible</i></p>
2	<p>Is EE a qualified individual with a disability? (see definitions)</p>	<p>ADA Coordinator verifies the EE is a qualified individual with a disability by reviewing medical information</p> <p>This medical request must be submitted by the EE within 15 business days of the request</p> <p>If there is not sufficient information to determine if EE is disabled, additional information is requested</p>	<p>Sup is notified of the status of the employee but not involved in confidential medical information unless the EE would like the Sup involved</p>	<p>EE needs to provide signed medical release form to ADA Coordinator if the need for additional information exists</p> <p>EE’s responsibility is to provide medical documentation upon request</p> <p>If EE does not provide the medical information, the case is closed</p>	<p>If EE is not a qualified individual with a disability, does not have a disability or chooses not to participate, the process stops & documentation is provided to the individual from the ADA Coordinator ending the interactive process and closes case</p>

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3	Accommodations requested or suggested are reviewed in an interactive process meeting	ADA Coordinator or HR Generalist inform Sup of need to reengage in interactive process and will schedule meeting	<p>Sup makes, approves, or denies request.</p> <p>Sup may deny request and offer a different accommodation if it is effective for both employee and Sup</p> <p>If the sup believes it is an undue hardship, sup will need to provide documentation & justification and process moves to step 5</p>	EE engages in the interactive process by discussing what reasonable accommodation they may be requesting	Accommodation must be effective and may not be the accommodation requested choice of the EE
4	Accommodation is implemented	ADA Coordinator completes ADA accommodation memo and then signed by EE, Sup and ADA Coordinator and saves to the ADA file	<p>Works with HR on implementation</p> <p>If the accommodation creates an undue hardship at any point, sup will communicate to HR</p>	<p>EE needs to communicate the effectiveness of the accommodation</p> <p>EE needs to communicate their needs and or any change to medical status or the effectiveness of accommodation(s)</p>	<p>Accommodation is monitored for effectiveness</p> <p>If accommodation is no longer effective or is proving to be an undue hardship, an interactive process meeting will be conducted</p>

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5	<p>No accommodation available to enable EE to perform essential functions of current position or the only effective accommodation would pose an undue hardship – evaluate the need for reassignment to a vacant position</p> <p>EE has option to accept or deny reassignment however choosing to deny could lead to closure of ADA case</p> <p>If a position is identified, EE is transferred to vacant position without going through the competitive process and documented as an accommodation by ADA Coordinator</p>	<p>EE will be required to complete application to provide work experience for job search</p> <p>HR reviews current vacancies and assesses whether EE meets the minimum qualifications of openings in which they may be qualified</p> <p>EE must meet the minimum qualifications and be able to perform the essential functions of the position with or without an accommodation</p> <p>If a position is identified, the Sup & Administrator for the new position are consulted & availability of the position is determined</p>	<p>Sup and EE must continue the interactive process to determine if an accommodation is needed in new position</p>	<p>EE and Sup must continue the interactive process to determine if an accommodation is needed in new position</p>	<p>Communication on the timeline and process is crucial for all parties</p> <p>Timeframe of job search must be reasonable and determined on a case-by-case basis</p>
6	<p>No accommodation for current position and no other position available as an accommodation</p>	<p>ADA Coordinator provides written documentation closing the case</p> <p>HR completes exit process ADA Coordinator may provide contact information outside of agency</p>	<p>Works with HR on exit process</p>	<p>EE works with HR on the exit process</p>	<p>Communication on the timeline and process is crucial for all parties</p>

Definitions:

Disability: An individual with a physical or mental impairment that substantially limits one or more major life activities, has a record of an impairment or has is regarded as having an impairment.

Interactive Process: The interactive process, refers to the collaborative effort involving an employer and employee to determine if the employee can return to work subsequent to a disease, disorder or an occupational or non-occupational injury. In addition, this includes discussion on whether the employee can perform the essential functions with or without an accommodation.

Reasonable Accommodation: Reasonable Accommodation: "In general, an accommodation is any change in the work environment or in the way things are customarily done that enables an individual with a disability to enjoy equal employment opportunities."

- modifications or adjustments to a job application process that enables a qualified applicant with a disability to be considered for the position such qualified applicant desires; or
- modifications or adjustments to the work environment, or to the manner or circumstances under which the position held or desired is customarily performed, that enable a qualified individual with a disability to perform the essential functions of that position; or
- modifications or adjustments that enable the EE with a disability to enjoy equal benefits and privileges of employment as are enjoyed by its other similarly situated EEs without disabilities.

Undue hardship: Refers to an accommodation that would be unduly costly, extensive, substantial, or disruptive or that would fundamentally alter the nature or operation of the business. An employer does not have to provide a reasonable accommodation that would cause an "undue hardship" to the employer. Undue hardship must be based on an individualized assessment of current circumstances that show that a specific reasonable accommodation would cause significant difficulty or expense. A determination of undue hardship should be based on several factors, including:

- the nature and cost of the accommodation needed;
- the overall financial resources of the facility making the reasonable accommodation, the number of persons employed at this facility, the effect on expenses and resources of the facility;
- the overall financial resources, size, number of EEs, and type and location of facilities of the employer;
- the impact of the accommodation on the operation of the facility.