

ADA Accommodation Request Process Steps

Employee submits request for ADA accommodation to HR

HR reviews initial request to determine eligibility under ADA

HR contacts employee to initiate the interactive process to discuss

- how the employee's job duties are negatively impacting their disability(ies)
- what accommodation(s) is/are being required
- how the required accommodation(s) will allow the employee to perform the essential functions of their job,
- considerations for reasonableness vs. undue hardship

HR sends employee required ADA paperwork, including authorization to release medical information

Employee returns completed ADA paperwork to HR within 15 days of receipt of paperwork

HR sends request to employee's treating physician for additional medical information to determine disability(ies) and relationship between symptoms and recommended accommodation(s)

HR reviews paperwork from treating physician to determine if

- it appropriately identifies a medical condition(s) covered under ADA
- if the employee's job duties negatively impact the condition(s)

HR contacts employee's supervisor to discuss

- whether the department can reasonably grant the requested accommodation(s)
- if granting the requested accommodation would create an undue hardship
- what alternatives are available for consideration if the requested accommodation would create an under hardship

HR contacts employee to provide update regarding

- whether the department can approve the requested accommodation(s), or
- proposed alternative accommodation(s) for discussion and consideration

If needed, **HR facilitates meeting between employee and supervisor** to review/negotiate accommodation options

HR sends email to employee

- detailing accommodation(s) approved, denied, and/or amended under ADA
- outlining the duration for the accommodation(s) and/or the timeframe for reevaluating the accommodation(s) or recertifying the status of employee's medical condition

When prudent, HR will send a copy of the letter to employee via certified mail (example: employee is not responsive to email)

HR sends email notification to supervisor summarizing the communication sent to the employee regarding the ADA accommodation(s)