

# REASONABLE ACCOMMODATION PROCESS

## JOB AID FOR MANAGERS

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### THE REASONABLE ACCOMMODATION REQUEST

- Manager/supervisor receives request
- No "magic words" are required
- No need for the request to be in writing
- Manager **must** document process
- RA process is **not** optional
- Manager begins interactive discussions with requesting employee

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### ASSEMBLE RA ADVISORY TEAM

- Management official contacts RAPOC
  - RAPOC assists in assembling Advisory Team
  - Team includes management official(s) and may include officials from medical, safety, legal and the HRO (LER, Staffing, and HRSC) as required
  - Meetings scheduled by manager as required
  - Manager (w/ assistance from RA team) communicates requirements to the requesting employee **in writing**

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### RA ADVISORY TEAM BEGINS WORK

- Manager makes determinations with advice and guidance from team and information from employee
  - Qualified person w/ a disability?
  - Employee limitations/needs
  - Obtains medical documentation
  - Begins interactive talks with employee
  - Considers feasible accommodations
  - Conducts an **individualized assessment**

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### MANAGER MAKES DETERMINATION & NOTIFIES EMPLOYEE (IN WRITING)

- Considers possible accommodations for employee's position of record
- Considers **ALL** options
  - Job restructuring
  - Leave
  - Modified/Part-Time schedule
  - Modified workplace policies
  - Reassignment (as a last resort)

OVER

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### MANAGER CONSIDERS REASSIGNMENT OF REQUESTING EMPLOYEE AS A LAST RESORT

- Reassignment considerations...
  - Equivalent Vacant Funded Position
  - First local search, then expanded
  - Management offers position to employee
  - Employee accepts, is reassigned
  - Employee declines, may be removed for inability to perform essential functions of position

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### MANAGER MAKES FINAL DETERMINATION W/ ASSISTANCE FROM RA ADVISORY TEAM

- Decision to GRANT accommodation
  - Timely execution/installation of equipment
  - Train employee in proper use of equipment
  - Ensure service accommodation is effective
  - Follow up to ensure effectiveness
- Decision to DENY accommodation
  - In writing
  - Notify of right to reconsideration (EEO, ADR etc.)

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### CONFIDENTIALITY

- THROUGHOUT the process manager MUST
  - Keep employee medical information CONFIDENTIAL
  - Do not reveal an accommodation has been granted (except need-to-know)
- Disclosure is OK for:
  - Safety/first-aid personnel
  - Managers/supervisors who have a need-to-know to execute the accommodation

**Time. Effort. Diligence. Teamwork.**

**PLUS**

**THE REASONABLE  
ACCOMMODATION PROCESS**

**PRODUCTIVE & ENABLED  
EMPLOYEES**