**AGENCY LOGO**

**Example of an Accommodation Procedure**

Please note that timelines given in this example are not set by statute or regulation. The ADA and State law require agencies to respond to requests for accommodation in timely manner. What is “timely” will vary from agency to agency and from situation to situation.

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|  | **Who** | **Function or Activity** |
| 1. | Agency Leadership | Identifies a position to be the ADA Coordinator for the agency. In addition to coordinating the ADA accommodation requests for the agency, this position will be the agency’s main resource on all ADA matters and will identify, and where necessary compile, outside resources for agency use. |
| 2. | Employee, a family member or health professional | Requests specific accommodation or identifies specific limitations imposed by the disability. Requesting employee submits request to their supervisor or HR staff. The requesting employee need not mention the ADA or use phrases like "reasonable accommodation" in their request, which can be made orally or in writing. |
| 3. | Supervisor / Manager | Upon receiving request for accommodation, contacts HR staff / ADA Coordinator. Some Union contracts require that agencies “acknowledge in writing all written requests for accommodations made under policy 50.020.10 within seven (7) calendar days of receiving them.” |
| 4. | Requesting Employee and Supervisor / Manager and HR Staff / ADA Coordinator | It may be necessary for the employee to provide documentation about the disability and / or functional limitations. If the information submitted does not clearly explain the disability or the need for the accommodation, the agency may request supplemental medical information. The agency also has the right to have the medical information reviewed by another medical expert.  All medical information will be kept confidential and in locked files, separate from personnel files. |
| 5. | Requesting Employee Supervisor / Manager and HR Staff / ADA Coordinator | Through an informal, interactive process, explore potential accommodations that overcome the limitations. Employee may have another person present (i.e. a family member, representative). As part of the interactive process, some or all of the following steps take place:   1. The agency reviews the employee’s position description to identify the essential functions and requirements of the job. 2. The agency consults with the requesting employee regarding the precise job-related limitation imposed by the employee’s disability and how those limitations can be addressed with a reasonable accommodation. 3. The effectiveness of each accommodation is assessed to determine if the employee can perform the essential functions of the position. 4. The supervisor confers with Human Resource Staff, requesting employee, managers / supervisors, ADA Coordinator and technical assistance, as necessary, to determine whether the accommodation is reasonable or is an undue hardship. 5. If the accommodation(s) is / are reasonable and not an undue hardship, the agency considers the preference of the requesting employee, and selects and implements the accommodation that is most appropriate for both the employee and the agency. |
| 6. | Supervisor / Manager and HR Staff / ADA Coordinator | Within thirty (30) days from receipt of request, the agency notifies the employee requesting accommodation of its determination in writing and of the specific accommodations it proposes to make. The agency is not expected to adhere to this time frame if needed documentation is not provided in a timely manner, if the employee requests alternative accommodations (see Step 8), or if other extenuating circumstances arise. |
| 7. | Requesting Employee | Accepts or rejects the proposed accommodation based on its effectiveness, and may propose different accommodation(s). An employee who rejects an effective accommodation and is unable to perform the essential functions of the job may not be qualified to remain in the job. |
| 8. | Supervisor / Manager and HR Staff / ADA Coordinator | If alternative accommodations are proposed, refer to Steps 4, 5, and 7. |
| 9. | Supervisor / Manager and HR Staff / ADA Coordinator | If an accommodation cannot be granted because of undue hardship to the agency and the employee is unable to perform the essential functions of their position due to their disability, the agency will look for a reassignment to a vacant or soon-to-be-vacant position as an option. The vacant position should be at the same salary range or lower than their current classification. The employee must meet the minimum qualifications (MQs) for the new position. Reassignment is generally the accommodation of last resort. |