<table>
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<th>Step</th>
<th>Issue</th>
<th>Human Resources (HR)</th>
<th>Supervisor (Sup)</th>
<th>Employee (EE)</th>
<th>Other information</th>
</tr>
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</table>
| 1    | EE may need or requests an accommodation to perform the essential functions of the job | ADA Coordinator and/or HR Generalist become aware of any of the following situations:  
  a. Know or should have known (obvious)  
  b. EE depletes FMLA hours  
  c. EE has Worker’s Compensation injury | When the EE cannot perform the essential functions of the job with or without an accommodation, it is the responsibility of the Sup to contact HR  
If the Sup is unaware of the request or need, the Sup will be notified | EE needs to communicate their need EE may request an accommodation orally or in writing | The request can come to any source & for any known or should have known situations-  
**Request should be forwarded to HR as soon as possible**  
Interactive process starts  
The union is not involved in the process unless there are extenuating circumstances or the EE notifies the union and requests their participation |
| 2    | Is EE a qualified individual with a disability? (see definitions)     | ADA Coordinator verifies the EE is a qualified individual with a disability  
Medical information is acquired if needed  
ADA Coordinator works with HR Generalist | Sup is notified of the status of the employee but not involved in confidential medical information | EE needs to provide signed medical release form to ADA Coordinator  
EE has the option to decline  
E’s responsibility is to provide medical documentation upon request  
If EE does not provide the medical information, the case is closed | 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 |
| 3    | Once a disability is confirmed, the interactive process continues with the EE: limitations & job duties | The ADA Coordinator & HR Generalist will meet with the EE  
Involvement at this point depends on the situation | EE engages in the interactive process by discussing what reasonable accommodation they may be requesting | Accommodations must be reasonable and not create an undue hardship (see definitions)  
(Per policy: 30 days response to accommodation request)  
Timeframe begins when an oral or written request is made |
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<td>4</td>
<td>Accommodations options reviewed</td>
<td>ADA Coordinator &amp; HR Generalist coordinate with Sup</td>
<td>Sup makes decision on what accommodation to offer EE with input from ADA Coordinator and HR Generalist. If the Sup believes it is an undue hardship, Sup will need to provide documentation &amp; justification. Sup must be involved in the process.</td>
<td>EE needs to communicate needs and or any change to medical status.</td>
<td>Accommodation must be effective - does not have to be the top choice of the EE. Process must be documented. EE is notified after accommodation is selected. If a situation needs to be elevated, it is sent to the HROS Administrator - LWOP as an accommodation is approved by DA.</td>
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<td>5</td>
<td>Accommodation is implemented</td>
<td>ADA Coordinator documents the accommodation and completes the ADA file. HR works with Sup on implementation responds to changing needs or issues.</td>
<td>Works with HR on implementation. If the accommodation creates an undue hardship at any point, Sup will communicate to HR.</td>
<td>EE needs to communicate the effectiveness of the accommodation.</td>
<td>Accommodation is monitored to be sure it is effective. If accommodation is not effective or is proving to be an undue hardship, revisit the interactive process.</td>
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<td>6</td>
<td>No accommodation available to enable EE to perform essential functions of current job or the only effective accommodation would pose an undue hardship – evaluate the need for reassignment to a vacant position</td>
<td>ADA Coordinator works with EE on the process. HR reviews current job openings and assesses whether EE meets the minimum qualifications of openings. Ensure communication with chain of command.</td>
<td>If a position is identified as a reasonable accommodation - the sup &amp; Administrator for the new position are consulted &amp; availability of the position is decided.</td>
<td>EE must continue the interactive process to determine if an accommodation can be made. EE must meet the minimum qualifications and be able to perform the essential functions of the job with or without an accommodation.</td>
<td>Communication on the timeline and process is crucial for all parties. EE is notified once a new position has been selected and confirmed. Timeframe needs to be defined and reasonable on a case by case basis.</td>
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<td>7</td>
<td>No accommodation for current job and no other job available as an accommodation</td>
<td>ADA Coordinator provides written documentation closing the case</td>
<td>Works with HR on exit process</td>
<td>EE works with HR on the exit process</td>
<td>Communication on the timeline and process is crucial for all parties</td>
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**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 accommodation process, or simply 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.

**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 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.