### INTERACTIVE ADA ACCOMMODATIONS PROCESS: WHAT TO EXPECT

NOTE: The interactive workplace accommodations process requires an individualized assessment of each request. This chart provides a framework of the steps taken in most cases, but individual cases may vary. If you have any questions, need an accommodation, or work with or supervise someone that you believe might require an accommodation, please contact HR directly: 860-486-2036 or ryan.bangham@uconn.edu.

More information is available online: www.hr.uconn.edu/ada-compliance/.

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#### The Request

The employee (i.e., "requestor") communicates the need for workplace accommodations to a supervisor or the ADA Case Manager (CM) at HR. An "accommodations request" happens anytime an employee communicates his or her need for assistance at work because of a disability. The request does not need to contain specific words or to be made in a specific format.



#### **Discussion with Requestor**

CM meets with the requestor to explain the interactive process generally and discuss the employee's essential job functions, medical conditions and limitations, and the accommodations sought to allow the employee to perform his or her job. CM also obtains a medical release from the requestor allowing CM to consult directly with the requestor's medical provider(s).



# HR Communicates with Medical Provider

When necessary, CM communicates directly with the requestor's medical providers to obtain information regarding the medical conditions (to determine if the requestor is "disabled" under state/federal law) and accommodations sought. CM will serve as a repository for any confidential medical information, which will not be shared outside of HR.



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#### **Interactive Dialogue**

CM facilitates a discussion between the requestor and the manager to explore the requested accommodations and other alternative accommodations. CM does not make the final decision – rather, CM assists the parties, as needed, to evaluate what accommodations would allow the requestor to perform his or her essential job functions without presenting an undue hardship to the department's business needs.



#### Interim Accommodations

CM will explore with the parties whether any interim accommodations are needed while the interactive accommodations process is underway. CM will work with the requestor and his or her manager to assist in implementing interim accommodations, which may expire at the conclusion of the full interactive process.



# If Request is Medically Supported: HR Discussion with Manager

CM meets with the requestor's manager to discuss the requestor's essential job functions, limitations (but not medical diagnoses), and requested accommodations. The manager explores the request in light of the requestor's job functions and the business needs of the department, including an examination of the hardship, if any, entailed by granting the request.



#### HR Provides Written Summary of Process

At the conclusion of the interactive process, CM memorializes the steps taken to consider the accommodation request and the manager's basis for providing or refusing the requested accommodations.



#### **If Request is Not Medically Supported**

If the employee does not have a "disability" or the request is not medically supported, there is no obligation to continue with the process. CM will provide a written summary of steps taken to the requestor. Managers may still consider whether other steps may be taken voluntarily to help the employee perform his/her job functions.