

Slide 1:

Reasonable Accommodation: Best Practices for an Interactive Process

Job Accommodation Network

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Slide 2:

The Job Accommodation Network (JAN) is a free consulting service that provides information about:

- job accommodations,
- the ADA, and
- small business and self-employment options.

Slide 3:

Visual Image of West Virginia University, where JAN is located

Slide 4:

JAN is:

- Personal
- Prompt
- Courteous
- Knowledgeable
- Professional
- Confidential

Slide 5:

Using JAN

- Sensory
- Cognitive
- Motor
- small Business

Slide 6:

Using JAN

- Accommodation Ideas

Questions about:

Work Schedules
Work From Home
Job Restructure
Management Style
Personal Needs

Slide 7:

Using JAN

Americans with Disabilities Act

Questions about:

Definition of Disability
Medical Inquiries
Reasonable Accommodation
Undue Hardship
Complaint Process

Slide 8:
Accommodation Process
Accommodation Request
Information gathering
Accommodation Option Identification
Accommodation Selection and Implementation
Accommodation Maintenance

Slide 9:
Best Practices – Why?
Why should employers respond to an accommodation request?
Requirements of federal and state laws
Reduction of damage awards
Catalyst to a successful accommodation:
Experience
Training
Insurance
Productivity
Diversity

Slide 10:
Best Practices – When?
When should employers respond to an accommodation request?
Reasonable amount of time
As soon as possible
Improve productivity
Address safety concerns

Slide 11:
Best Practices – Who?
Who should respond to an accommodation request?
Person receiving the accommodation request
Designated person
Committee
Confidentiality

Slide 12:
Best Practices – How?
How should employers respond to an accommodation request?
Informal

Formal (accommodation request forms, written procedures for processing an accommodation request, and timelines for responding to the request)

Determine effective accommodations

Maintain consistency

Inform employees about what to expect

Slide 13:

Best Practices – What?

What should employers do when an accommodation request is received?

Consult with the employee

Limitations

Abilities

Job tasks

Get info from medical care provider

Tap into available resources

Slide 14:

Best Practices – What?

What should employers do when an accommodation request is received?

Accommodation Issues

Job Tasks

Work environments

Equipment

Policies

Slide 15:

Best Practices – What?

What should employers do when an accommodation request is received?

Accommodation Options

Removing structural barriers

Modifying or purchasing equipment

Changing or eliminating a policy

Providing a service

Restructuring a job

Reassigning to another position

Slide 16:

Best Practices – Next?

What's next?

Maintaining accommodation

Who to contact

Periodic meetings

Method for transferring information to new supervisors or managers

Slide 17:

Best Practices – Resources

EEOC's Internal Accommodation Procedures

http://www.eeoc.gov/policy/docs/accommodation_procedures_eeoc.html

Enforcement Guidance: Reasonable Accommodation and Undue Hardship Under the Americans with Disabilities Act

<http://www.eeoc.gov/policy/docs/accommodation.html>

Medical Inquiry in Response to an Accommodation Request

<http://www.jan.wvu.edu/media/medical.htm>

Sample Reasonable Accommodation Request Form for Employers

<http://www.jan.wvu.edu/media/raemployersform.htm>

Slide 18:

Using JAN

Searchable On-line Accommodation Resource (SOAR) at <http://www.jan.wvu.edu/soar>

Slide 19:

Employer Assistance & Recruiting Network (EARN)

EARN lowers recruiting costs and meets staffing needs by connecting employers with workforce talent and solutions.

A service of the Office of Disability Employment Policy, U.S. Department of Labor

Web site: www.earnworks.com

E-mail: earn@earnworks.com

1-866-327-6669 (EARN-NOW) Voice/TTY

Slide 20:

Computers/Electronics Accommodations Program

CAP Office 703-681-8813 (Voice) 703-681-0881 (TTY)

www.tricare.osd.mil/cap

Slide 21:

Contact JAN

(800) 526-7234 (V/TTY)

(800) ADA-WORK (V/TTY)

<http://www.jan.wvu.edu>

jan@jan.wvu.edu

Please call, e-mail, or visit us on the Web!