Interactive Process Flowchart

MGR suspects or observes the EE is having difficulty performing an assigned job function due to an ADA disability, "I have noticed you are having difficulty performing "x" job function lately. Is there anything I can do to help?

— NO →

EE denies needing assistance or an accommodation related to an ADA disability.

CONTACT ADAC

MGR contacts the ADAC to document the EE denied the need for assistance or an accommodation.

— YES →

EE confirms the need for an obvious RA and the MGR quickly and easily implements.

CONTACT ADAC

The MGR notifies the ADAC of what RA was implemented for documentation purposes. The ADAC sends confirmation letter of the RA implemented to EE. The ADAC follows up at a later date to confirm RA is still working or if there is a change that is needed.

— YES →

EE confirms the need for a RA, however, the solution is not obvious and more information is needed to determine what RA will be implemented, when available. The MGR contacts the ADAC to initiate and continue the IP.

EE requests a need for an accommodation verbally, in writing, or is observed by an ER representative through "adequate and sufficient notice."

— YES →

ADAC contacts EE and confirms the need for a RA.

— NO →

EE denies a need for a RA. ADAC documents and asks the EE to let ER know if he/she realizes a RA may be needed.

— NO ←

ADAC contacts EE to determine whether a RA is needed upon RTW.

— YES ↑

EE is getting ready to RTW after being on medical leave.

— YES →

ADAC meets with the EE, explains the RA process, documents, and starts to create the story:

- Explains the ADAC's role
- Provides brief definition of disability under the ADA and what is a RA
- Explains what the ADA law can and cannot do for the EE
- Explains Information that may be requested of the EE
- Describes expectations and timelines
- Explains Possible Outcomes
- EE confirms they understand the process - ADAC answers any questions EE may have
- EE confirms or denies they want to move forward with the process

— NO →

EE decides a RA is not needed after the ADAC meets with him/her and explains the RA process. ADAC documents the conversation.

— YES ↓

ADAC gathers information:

- Identifies the EE's functional limitations or workplace barriers he/she is experiencing
- Identifies the type of RA the EE is seeking
- RA ideas from EE, if any
- Reviews, analyzes, or creates JD, and confirms EJF & MJF with MGR, if applicable
- Identifies whether any policy and procedures and/or other laws and regulations apply
- Determine whether the request involves FMLA and/or WC
- Determine how long the accommodation is needed
- ADAC researches accommodation ideas that apply to the request when needed
- Gathers medical documentation only when necessary

— YES →

Exploring RA options:

- RA ideas provided by the EE and/or HCP
- MGR, HR, or ADAC's - RA suggestions
- Does medical leave or extended medical leave need to be considered?
- What modifications need to considered?
- Is there a direct threat or undue hardship concern?
- Does reassignment need to be considered?
- More clarification needed from HCP, second opinion, etc?
- Help from other in-house professionals, OR other outside organizations or specialist?

— YES ↓ / CONCERNS ←

Undue Hardship OR Direct Threat Concern that is job-related and consistent with business necessity

DIRECT THREAT

- Does a Medical Evaluation/Testing need to be done based on current risk. Follow ADA's Direct Threat guidelines

UNDUE HARDSHIP

- Decisionmakers review undue hardship factors according to the ADA guidelines

Acronyms
RA - Reasonable Accommodation
EE - Employee
MGR - Manager
ADAC - ADA Coordinator
JD - Job Description
EJF - Essential Job Functions
MJF - Marginal Job Functions
IP - Interactive Process
HCP - Healthcare Practitioner
RTW - Return(ing) To Work
FMLA - Family Medical Leave
WC - Workers Compensation

— YES →

Choose RA:

- Is the specific RA request from EE reasonable?
- If not, how will the RA chosen be just as effective?
- How will it help the EE and how will its effectiveness be measured?
- What modifications or changes will need to be implemented?
- What policy, procedures, regulations will need to be applied, coordinated, modified, or changed as a result of the RA chosen?
- Does a temporary or light duty RA need to be implemented?
- Is reassignment the ONLY option?

— YES →

Direct threat confirmed or undue harship determined reassignment needs to be considered.

REASSIGNMENT

— NO →

Undue hardship OR Direct Threat NOT confirmed.

RETURN TO CHOOSING RA

REASSIGNMENT

Notify EE that the only option available is reassignment to a vacant position:

1. Confirm EE's interest in reassignment
2. Gather additional relevant knowledge skills, and abilities the EE has that may need to be considered
3. Research current vacant positions or positions that may be available in the very near future
4. Confirm whether reassignment is available. If no reassignment is available would temporary medical leave or a temporary RA enable the EE to return to current position or vacant position? If not, then move forward with medical separation

— NO →

Notify the EE that a RA has been denied:

1. Explain why medical separation was chosen
2. Explain what efforts were made to RA
3. Explain right to appeal the decision
4. Explain how ER will assist with the transition

— YES ↓ / NEXT STEP →

Notify the EE of RA chosen:

1. Details of the accommodation and anticipated start day
2. What is the accommodation expected to do?
3. RA must be agreed upon with EE
4. Ask EE to document how RA is or is not working

NEXT STEP

Monitoring RA:

1. Is it working?
2. If not, what needs to be modified or changed?

— NO →

— APPEAL →

EE appeals and the decision-maker(s) review and either validates or changes decision. If ER confirms decision, move forward with medical separation. If appeal does not validate decision then go back to exploring RA options.

MEDICAL SEPARATION

The ER terminates the EE based on medical separation and assists EE with the transition.

— YES →

RA is NOT working or needs to be modified or changed. Try again:

1. Gather information
2. Explore accommodations options
3. Choose another RA to implement
4. If no RA available in the current position, or if direct threat or undue hardship is determined, consider reassignment.
5. If reassignment not working, consider other vacant positions before moving forward with medical separation.

— YES ↓

Reassignment is found, agreed upon, and implemented.

— YES →

If RA is working:

ER periodically follows up with EE to see if RA is still working or needs to be changed.

IF REASSIGNMENT IS NOT WORKING →