INTERACTIVE ADA ACCOMMODATIONS PROCESS: WHAT TO EXPECT

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 the Benefits & Wellness team directly: 317-940-9355 or fmla@butler.edu

1

The Request

The employee communicates the need for workplace accommodations to a supervisor or the Benefits & Wellness team. An accommodations request happens anytime an employee communicates their 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 however, the request must be made to one of the two entities above in order to constitute an official request..



Discussion with Requestor

HR communicates with the employee to explain the interactive process. HR gathers information regarding the employee's essential job functions, medical conditions and limitations, and the accommodations sought to allow the employee to perform their job. HR also provides the employee with a medical inquiry form to be completed by their provider and a authorization for release. Both forms must be returned to fmla@butler.edu



HR Communicates with Medical Provider

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





Interactive Dialogue

HR facilitates a discussion with the employee and then the manager to explore the requested accommodations and other alternative accommodations. HR assists the parties, as needed, to evaluate what reasonable accommodations would allow the employee to perform their essential job functions without presenting an undue hardship to the department's business needs.



Interim Accommodations

HR will explore with the parties whether any interim accommodations are needed while the interactive accommodations process is underway. HR will work with the employee and their manager to assist in implementing interim accommodations, which may expire at the conculsion of the full interactive process.



If Request is Medically Supported: HR Discussion with Manager

HR communicates with the employee's manager to discuss the requestor's essential job functions, limitations (but not medical diagnoses), and appropriate accommodations. The manager explores the request in relation to the employee'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

A the conclusion of the interactive process, HR communicates, in writing, to both the employee and the manager the steps taken to provide any mutually agreed-upon accommodations.



BUTLER

If Request is Not Medically Supported

If the employee does not meet the state/federal definition of a disability the request is not medically supported, there is no obligation to continue with the process. HR will provide a written summary of steps taken to the employee. Managers may still consider whether other steps may be taken voluntarily to help the employee perform their job functions. Employees may share additional information and/or documentation at any time, and the interactive process will begin again at that point.