



## REASONABLE ACCOMMODATION DOS AND DON'TS

### EMPLOYEES

**DO** contact HRS Disability Services and/or submit a request for [reasonable accommodations](#) if you believe you need an adjustment or change to your work due to a health condition.

- You do not need to use any special language. Use your own words, and HRS Disability Services will let you know if they need any additional information.

**DO** provide information about your physical/cognitive/psychological capacities, skills, training, and experience to HRS Disability Services if they request it.

- HRS Disability Services may need documentation from your health care provider to understand your capacities, how they currently impact your work, and how a reasonable accommodation will enable you to perform the essential functions of your position.
- You do not have to provide your medical records. Your health care provider can use the [Health Care Provider Statement for Reasonable Accommodation Requests](#) form or provide information in another format.
- HRS will not communicate confidential health information to your department.
- Remember that you aren't required to share information about your diagnosis or other details about your condition or treatment with your department.

**DO** engage in the interactive process between you, your department, and HRS Disability Services.

**DO** act in good faith to help identify the essential functions of your position and the business and operational needs of your department.

**DO** look for creative solutions in collaboration with the department and HRS Disability Services.

- This is not a one-size-fits-all process.
- Be prepared to have multiple conversations.
- Feel free to reach out to HRS Disability Services for updates or follow-up conversations.
- You, your department, and HRS Disability Services may need to discuss your needs and the needs of the department to identify whether there are any effective alternatives to the accommodation you've requested. If there is another effective option, your department may offer you that alternative as a reasonable accommodation.

**DO** contact HRS Disability Services if you have questions or concerns. You can also contact the ADA Coordinator for a consultation.

**DON'T** directly request reasonable accommodations from your department.

- Remember that HRS Disability Services facilitates requests for reasonable accommodation.

## SUPERVISORS

**DO** refer employees to HRS Disability Services if they request [reasonable accommodations](#) or express that a health condition is impacting their work.

**DO** engage in the interactive process between you, the employee, and HRS Disability Services.

**DO** act in good faith to identify the essential functions of the employee's position, the business and operational needs of your department, and the financial impact of the requested accommodation.

**DO** look for creative solutions in collaboration with the employee and HRS Disability Services.

- This is not a one-size-fits-all process.
- Be prepared to have multiple conversations.
- Feel free to reach out to HRS Disability Services for updates or follow-up conversations.

**DO** contact HRS Disability Services if you have questions or concerns. You can also contact the ADA Coordinator for a consultation.

**DO** keep information about employees' health conditions, physical/cognitive/psychological capacities, and reasonable accommodations confidential.

- If another employee asks about an employee's reasonable accommodation –schedule change, protected leave, equipment, or other modification –say that you cannot share confidential information.

**DO** remember that having a disability does not mean an employee cannot be a valuable, hardworking contributor to your team.

- No two employees are exactly the same, and there are often many ways to perform essential job functions.

**DON'T** use performance or conduct problems as a reason to deny an employee's request for reasonable accommodations or unilaterally revoke reasonable accommodations that you are already providing.

- Employees with disabilities are required to abide by the same essential performance and conduct standards as employees without disabilities.
- After you notify an employee of performance or conduct problems, they may express that a disability has contributed to those problems and request reasonable accommodations. That is the employee's right, and they can request reasonable accommodations at any time.
- While reasonable accommodations are not retroactive and do not negate any performance or conduct issues that you have already communicated, they may allow the employee to conform to performance and conduct standards going forward. This benefits the department *and* the employee.
- If providing the reasonable accommodation does not ultimately improve the employee's adherence to performance or conduct requirements, you may need to contact HRS Disability Services to

resume the interactive process and explore the effectiveness of additional or replacement accommodations.

**DON'T** attempt to review requests for reasonable accommodation on your own.

- Remember that HRS Disability Services facilitates requests for reasonable accommodation.

**DON'T** attempt to decide whether an employee has a “valid” disability requiring reasonable accommodation.

**DON'T** act based on assumptions or stereotypes about the employee or people with disabilities.

**DON'T** request medical documentation or ask employees to share information about their diagnoses or other details about their conditions or treatments.

- By the time HRS Disability Services notifies you of an employee’s requested reasonable accommodations, they have already received any necessary documentation to support those accommodations.
- HRS will only share information that you have a need to know –like the employee’s physical/cognitive/psychological capacities and how they relate to the job.

**DON'T** treat employees with disabilities differently than other employees – positively or negatively.

- Employees with disabilities are entitled to equal benefits, privileges, and terms and conditions of employment.
- Just refer them to HRS Disability Services when appropriate, provide reasonable accommodations, and otherwise treat them like everyone else.