



Making Reasonable Accommodations— *An Interactive Process*



Learning Objectives

By the end of this module, you will be able to:

- State three reasons why an organization should develop a reasonable accommodation process
- List six steps an organization can take that will lead to the development of a reasonable accommodation process

Accommodation Process

Why develop a reasonable accommodation process?

- Provide consistency in accommodation process
- Ensure successful accommodation outcomes
- Demonstrate good faith effort to comply with the ADA; remember it's the LAW!

ADA Definition

Disability is a mental or physical impairment that substantially limits one or more major life activities.

Here's a non-comprehensive list of major life activities:

- Caring for oneself
- Performing manual tasks
- Seeing
- Hearing
- Eating
- Breathing
- Standing
- Lifting
- Bending
- Walking
- Learning
- Thinking
- Communicating

ADA Basics

The ADA *requires*:
Reasonable Accommodation

**An Interactive Process is
*recommended.***



Developing a Process

Step 1: Recognize Request

Step 2: Gather Information

Step 3: Explore Accommodations

Step 4: Choose Accommodations

**Step 5: Implement
Accommodations**

Step 6: Monitor Accommodations



Step 1

Step One: Recognizing an Accommodation Request



TIPS

Tips for Recognizing an Accommodation Request



Err on the side of caution



Act quickly



Assign responsibility



Conduct training

Developing a Process

Step 1: Recognize Request

Step 2: Gather Information

Step 3: Explore Accommodations

Step 4: Choose Accommodations

**Step 5: Implement
Accommodations**

Step 6: Monitor Accommodations



Step 2

Step Two: Gathering Information



Gathering Information

Tips for Gathering Information



Find out the limitation and problem



Get information from the person with a disability when possible



Remember the ADA rules for medical inquiries

Developing a Process

Step 1: Recognize Request



Step 2: Gather Information



Step 3: Explore Accommodations



Step 4: Choose Accommodations



**Step 5: Implement
Accommodations**



Step 6: Monitor Accommodations

Step 3

Step Three: Exploring Accommodations



Exploring Accommodations

Tips for Exploring Accommodations



Keep an open mind



Invite the service member with a disability to suggest accommodations



Ask the service member's medical provider for ideas



Use JAN when needed

Developing a Process

Step 1: Recognize Request



Step 2: Gather Information



Step 3: Explore Accommodations



Step 4: Choose Accommodations



**Step 5: Implement
Accommodations**



Step 6: Monitor Accommodations

Step 4

Step Four: Choosing Accommodations



Choosing Accommodations

Tips for Choosing Accommodations



Consider the service member's preference



Consider a trial period

Developing a Process

Step 1: Recognize Request



Step 2: Gather Information



Step 3: Explore Accommodations



Step 4: Choose Accommodations



**Step 5: Implement
Accommodations**



Step 6: Monitor Accommodations

Step 5

Step Five: Implementing the Accommodation



Implementing the Accommodation

Tips for Implementing the Accommodation



Make sure all necessary steps are taken to implement the accommodation



Communicate with essential personnel about the accommodation, remembering confidentiality

Developing a Process

Step 1: Recognize Request



Step 2: Gather Information



Step 3: Explore Accommodations



Step 4: Choose Accommodations



**Step 5: Implement
Accommodations**



Step 6: Monitor Accommodations

Step 6



Step Six: Monitoring the Accommodation

Monitoring the Accommodation

Tips for Monitoring Accommodations

-  Check on effectiveness
-  Maintain the accommodation
-  Encourage ongoing communication
-  When purchasing new products and equipment:
 -  Do not forget about existing accommodations
 -  Remember to consider accessibility issues

Review Process



Review Reasons for Process

Why develop a reasonable accommodation process?

- Provide consistency in accommodation process
- Ensure successful accommodation outcomes
- Demonstrate good faith effort to comply with ADA; remember, it's the LAW!



Resources



- Job Accommodation Network: (800)526-7234 for voice or (877)781-9403 for TTY or visit us on the Web at www.AskJAN.org
- CNCS Disability Resource: <https://www.nationalserviceresources.gov/volunteer-member-staff-management/disability-inclusion>

*A link to additional resources does not constitute an endorsement of that organization or material but is provided as Resources that may be helpful to you.

Summary

You should now be able to:

- State three reasons why an organization should develop a reasonable accommodation process
- List six steps an organization can take that will lead to the development of a reasonable accommodation process

Thank You

Congratulations!

You've successfully completed this module:
"Making Reasonable Accommodations –
An Interactive Process"