

Supervisor and Manager Guidance and Checklist for Reasonable Accommodation (RA) Requests



Recognizing a Reasonable Accommodation Request

It may be a Reasonable Accommodation request if an **EMPLOYEE** or a **REPRESENTATIVE OF AN EMPLOYEE** (spouse, relative, medical professional, etc.) does ANY of the following:

- 1 Mentions a need for a change in the employee's working environment **and** ties the need to a medical condition **even if** the employee does not say the words "Reasonable Accommodation"
- 2 Demonstrates a significant change in behavior that may warrant a change in the working environment **even if** the employee does not make a specific request for a change
- 3 Specifically uses the words "Reasonable Accommodation" in association with a requested workplace change

If you recognize the potential need for an RA, **initiate a conversation with the employee, and if appropriate, submit a request through the [Accommodations Tracking System \(ATS\)](#) immediately or within two days of notification.** The RA office will contact the employee to verify they are requesting an RA.

Engage the employee in an interactive process by asking, "How can I help you?"

Focus the conversation on the **essential job functions** they are having trouble performing and **what limitations need to be accommodated.**

Quick Reference Guide

✗ Do Not

DO NOT wait until the formal recommendation from the RA office to provide an accommodation to an employee.

DO NOT suspend performance or conduct management processes for employees with RAs.

DO NOT request or accept any medical records or information on the specific medical disability from the employee.

DO NOT take a hands-off approach after submitting the request to the RA office.

✓ Do

Provide an **IMMEDIATE** and **TEMPORARY** accommodation to employee that fulfills the requested accommodation whenever possible, and document the temporary accommodation in an email to the employee and RA office.

! The temporary accommodation will depend on the employee's individual situation, but should defer to the employee's request in most cases. Contact the RA office or review the [JAN website](#) for assistance with determining an appropriate temporary accommodation.

Consult with WRO and the RA office to confirm performance expectations with the provision of an RA. Continue using supervisory performance management processes, regardless of the presence of an RA (unless leave is the provided accommodation).

Engage in an ongoing and interactive discussion with the employee focused on their essential job functions and the specific limitations to performing their job functions. Defer any medical records offered by the employee to the RA office.

Coordinate with the RA office and your MO for assistance throughout the process; act as an advocate and champion for the RA process; establish rapport and a personal connection with the employee; and confirm the employee's needs are met throughout the RA process.

Step-by-Step RA Process and Timeline

The RA process takes approximately 60 days, but may vary based on a number of factors.

Supervisory Action	Action Required Within:
☐ Submit the request to the RA office via ATS (optional) or an email to an RA Specialist , if not already completed by the employee	Immediately or within 2 days of notification of request
☐ Coordinate with employee and your MO to provide an immediate and temporary* accommodation, and document the temporary accommodation and date implemented in an email to the employee and assigned RA specialist	As soon as possible
☐ Provide RA office with employee's essential job functions and position description via email	3 business days of receipt of request from RA office
☐ Engage in ongoing communication with employee and RA office to confirm temporary accommodation meets employee needs	Ongoing
☐ Monitor status of employee request via ATS, RA specialist, and/or direct communication with employee	Ongoing
☐ Receive summary of findings from RA office and approve, deny, or recommend alternate RA and provide supporting rationale or data	3 business days of receipt
☐ Receive decision letter from RA office and accept the decision letter or request the RA office to revise the decision letter	5 business days of receipt
☐ Once accepted, print and hand deliver or email the decision letter to employee, discuss the decision with employee, and document notification date in ATS	3 business days from acceptance
☐ Receive notification of employee's acceptance, rejection, or appeal of decision letter from the employee within 5 business days, and if appealed, enter RA reconsideration process and maintain temporary accommodation	10 business days of appeal
☐ Implement RA	As soon as possible

* See quick reference guide on the previous page for additional information on providing a temporary accommodation

Additional Support Resources

[OEEA RA Office \(CDC\)](#)

Assistance with providing an immediate/temporary or permanent accommodations or questions on the RA process

[HRO/WRO \(CDC\)](#)

Concerns or questions regarding employee performance or bargaining units throughout the RA process

[Job Accommodation Network \(JAN\) \(DOL\)](#)

Free, online resource with guidance, tools, and other materials to assist supervisors with navigating Reasonable Accommodation, including:

[A to Z of Disabilities and Accommodations](#)

to search for potential accommodations based on work-related function, limitation, and more

[Employer's Practical Guide to RA](#)

for guidance on leading practices, and practical guidance for recognizing RA requests and providing effective accommodations