Interactive ADA Accommodations Process For Staff and Faculty: What to Expect

NOTE: 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, please contact OEO at: 505-277-5251 or at: oeounm@unm.edu.

The Request

The Employee is responsible for requesting the workplace accommodation for a disability. The request should be made to the employee's supervisor. Verbal accommodation requests are acceptable but best practice is the request is made in writing and a copy forwarded to OEO.

Interactive Dialogue

The Supervisor meets with the Employee to discuss the Employee's essential job functions, limitations, and the accommodations needed to allow the Employee to perform his or her job. The Supervisor may seek clarification of vague requests.

Medical Certification Needed

Medical Information

Medical documentation is not necessary for each case. If necessary, the Supervisor may request the medical certification form. If the Supervisor needs additional medical information, they can contact EOHS.

Medical Certification Not Needed

Supported by medical documentation

NOT Supported by medical documentation

Determination by Supervisor

The Supervisor explores the request in light of 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. The supervisor may suggest alternative accommodations.

Request Approved

All approved accommodations should be documented, and the information forwarded to OEO. The Supervisor should discuss the effectiveness of the accommodations within 10 business days. The Employee and Supervisor can re-engage in the process if the accommodations are ineffective or if the Employee's condition changes.

Request Denied

If the Supervisor determines the request an undue hardship, or the request is not supported by medical documents, the request may be denied. The employee may appeal the denial in writing to OEO within 10 (business) days.