



Your Company's "On-Call" Human Resources Department

## MANAGER TRAINING Document 1

# ACCOMMODATING EMPLOYEES WITH DISABILITIES

Employers should have a clear and lawful policy regarding accommodating employees with disabilities. The foundation for such a policy must be based in open communication between the disabled employee and the employer. Here are a few examples of policy format and language that should be considered:

1. The policy should be separate and in addition to the typical nondiscrimination and anti-harassment guidelines found in most companies.
2. The policy should spell out what the interactive dialogue process consists of, including information about documenting the existing disability and discussing options for reasonable accommodation including the possibility of a deteriorating condition in the future.
3. The policy should stress the necessity for open and ongoing two-way conversations about the employee's needs and how those requirements might affect the way the worker performs the essential functions of the job.
4. The policy should designate specific individuals who will review and handle accommodation requests.
5. Managers should be trained to observe behaviors and listen carefully to ensure awareness of a potential need for an accommodation.
6. Once a manager is aware of an employee's need for accommodation, he/she is legally required to engage in dialogue with the employee to determine job-related limitations that might stem from the disability. Individual assessment is essential to evaluating the accommodation situation.
7. After the accommodation matter is resolved, the employer should follow up with the employee to ensure that nothing has changed.
8. Employers should document the conversations and communication regarding the accommodation matter.

Connect with the HR experts at HR 1Source for help with creating a policy regarding accommodating employees with disabilities at work or any other "people" issue that you encounter in the workplace.

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