Job Accommodation and the Interactive Process: The Supervisor's Role

**Summary:** Learn about your role as a supervisor in determining job accommodation if an employee is or becomes disabled.

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<th>What to do</th>
<th>How to do it</th>
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| 1 Identify the need for an employee’s job accommodation. | a. **Identify this need through:**  
  o Observation  
  o Verbal or written notice from the employee  
  o Medical note from the employee’s licensed treatment provider |
| 2 Begin the interactive process in a timely manner. | a. **Identify job-related limitations** with your employee, unless limitations are obvious.  
  b. If not provided, ask the employee to **obtain medical documentation** of job-related limitations to support job accommodation. Documentation may include a completed:  
  o Statement from a licensed treatment provider  
  o Work Status Form  
  o Family and Medical Leave Certification |
| 3 Involve UCSF Disability Management Services. | a. **Contact** Disability Management Services (415) 476-2621, to:  
  o Receive guidance on the interactive process  
  o Obtain other necessary forms  
  o Request an interactive process meeting  
  b. **Fax** the latest licensed treatment provider's statement or other completed form to the Disability Management Analyst, (415) 476-2328. |
| 4 Participate in the interactive process meetings. | a. **Identify the employee’s essential and non-essential functions** using the job description.  
  o Consider whether your employee's limitations are temporary or permanent, as indicated by a licensed treatment provider.  
  b. **Determine if the limitations** interfere with the employee performing the job function in the traditional way.  
  c. **Identify possible job accommodations:**  
  o Discuss which job accommodation request may be reasonable or may cause undue hardship on your department.  
  d. **Document**, indicating:  
  o A clear explanation of your objective analysis of reasonable and unreasonable job accommodation requests  
  o Why an unreasonable job accommodation would cause undue hardship on your department  
  e. **If a reasonable job accommodation cannot be identified:**  
  o Consider alternate vacancies within your department or vice chancellor area  
  o Discuss Priority Reassignment available through Disability Management Services |

**Note:** Do not ask the employee for confidential medical information. Ask for information about how the medical condition affects the employee’s abilities to perform job functions. Be aware that information provided regarding the employee is confidential.
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<td><strong>5</strong></td>
<td>Implement selected job accommodation.</td>
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<td>a. <strong>Document</strong> the selected job accommodation and sign the Job Accommodation Interactive Process form. Include:</td>
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<td>o Start date of accommodation</td>
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<td>o Costs associated with the accommodation</td>
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<td><strong>6</strong></td>
<td>Follow up on the accommodation.</td>
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<td>a. <strong>Discuss the accommodation</strong> regularly with your employee to assess satisfaction and determine effectiveness.</td>
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<td>b. If accommodation is unsuccessful, continue the interactive process to evaluate other accommodations.</td>
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