

Supervisor Resource Series: Reasonable Accommodation

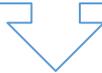
A supervisor's guide to observing and identifying triggers for the interactive process of identifying reasonable accommodation for an employee's disability.

A referral to the process of identifying accommodations could apply if...

- A. The employee **discloses a disability or health condition** that impacts them in performing their work, or being at work.

What do I do now?

1. If the employee shares that their work performance has been impacted by a health condition or disability, thank them for the information and let them know you will be in touch with Human Resources regarding next steps.



2. Connect directly to your [HR Service Delivery Team](#) rather than passively referring the employee to HR.

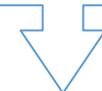
- B. You are **observing a change** in the employee's **behavior** or **performance** at work (link to reasons for...)

What do I do now?

1. **Have a conversation with your employee. Reflect your observations** and ask if there are any factors they may be aware of that are causing changes in their work performance and/or behavior.



2. If the employee reports no health or disability related reasons, **document the conversation in your employee file** and encourage the employee to let you know if anything changes. Take appropriate action (i.e., job coaching, performance management, etc.) as needed to address work performance and/or behavior concerns.

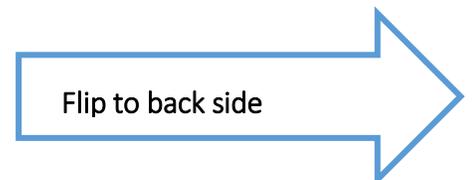


3. If the employee shares there is a health or disability related reason, thank them for the information and let them know you will be in touch with Human Resources regarding next steps.



4. Connect directly to your [HR Service Delivery Team](#) rather than passively referring the employee to HR.

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DO NOT:

- Do nothing.
- Ask or pry for information and/or details about your employee's health condition(s)
- Contact the employee's health care provider(s)
- Make promises or deals with individual employees outside of the accommodation process. [Click here for the official policy statement.](#)
- Make changes to position descriptions or workload
- Deny requested job accommodations without engaging in the interactive process. [Click here to read more about the interactive process.](#)
- Make discriminatory or harassing statements. [Click here for the official policy statement.](#)
- Assume the employee has a health condition or disability that impacts their work performance

Questions?

Contact Leslie Ginder, Employee Leave and Accommodation Coordinator,
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