

# Managing Medical Accommodation Requests



## What is the Americans with Disabilities Act (ADA)?

The Americans with Disabilities Act (ADA) is a civil rights law that prohibits discrimination based on disability. The ADA requires employers to provide reasonable accommodations to employees with disabilities and imposes accessibility requirements on public accommodations.

## How are disabilities defined & determined at BYU?

BYU broadly defines a disability as any major life function that is impacted by a medical condition (e.g., seeing, walking, hearing, talking, etc.). If there are any questions as to whether a condition is a disability, Human Resources (HR) recommends assuming that it is and then forwarding the concern to the Equal Opportunity (EO) office so their trained professionals can help handle and address the situation correctly.

## How do I handle an accommodation request?

It is very important that managers/supervisors/leads **do not** assume someone can or cannot do a certain job. When an employee brings a medical need or concern to your attention, call the EO office or your HR consultant to discuss how best to accommodate the employee's disability. For example, if an employee has a medical condition that prevents them from climbing a ladder, do not assume a different type of ladder or climbing equipment will work without first consulting HR.

All employees must be able to fulfill the essential functions of their jobs. Essential job functions and physical requirements must be present on the job description so informed decisions regarding accommodations may be made to assist employees in fulfilling these functions. However, accommodations cannot replace a required job function. This is why it is important to review and update job descriptions as roles evolve and change.

Satisfactory job performance is still a requirement of employment regardless of accommodations.

### Equal Opportunity Office

\_\_\_\_\_  
Contact Name

\_\_\_\_\_  
Contact Details

### HR Representative

\_\_\_\_\_  
Contact Name

\_\_\_\_\_  
Contact Details

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## 1 Listen & Inquire

### **Do not attempt to counsel or direct the employee**

Do not attempt to counsel or direct the employee regarding a disability. Ask the employee:

- “What do you need in order to complete the essential functions of your job?”
- “Can you suggest a workplace accommodation that we might consider that would assist you in completing the functions of your job?”

### **Do not make guarantees or promises regarding accommodations**

## 2 Consider

### **Is this a reasonable request?**

### **Does this put a large burden on BYU and your operation?**

### **Can the employee continue working while reviewing accommodation?**

For the questions above, if the answer is:

- Absolutely no, you may consider approving the request.
- Yes or possibly no, talk to the EO office. They will work with the employee and you on the interactive process, which includes working with their medical provider by securing a medical release.
- Unsure, do not hesitate to contact the EO office.