

Business Process for Workplace Accommodations

Workplace Accommodations

Under the Americans with Disabilities Act (ADA), EAB is required to make, upon request, a reasonable accommodation to qualified employees with disabilities if the accommodation is needed to perform the essential functions of a job, unless doing so would pose an undue hardship.

Initiating a Workplace Accommodation Request

The reasonable accommodation process begins when an employee requests an accommodation for their disability. When the disability is not apparent or observable, an employer may ask the employee about the disability and functional limitations in light of the employee's request for accommodation. EAB's Benefits Team manages this process. If you wish to request an accommodation, please reach out to Benefits@eab.com.

The Interactive Process

Upon learning of the possible need for a reasonable accommodation under the ADA, Benefits will engage in a process in which Benefits, the employee, and, potentially, the employee's healthcare provider, share information about the nature of the disability, the limitations that may affect the employee's ability to perform the essential job duties, and modifications that will allow the employee to perform the essential duties of their job. This is referred to as the "interactive process." During the interactive process, Benefits may ask the employee to have their healthcare provider complete a Medical Certification Form. This form is used to substantiate that an employee has an impairment, associated limitations, and requires accommodation under the ADA. Benefits will maintain this and other records related to the accommodation request in accordance with applicable confidentiality requirements.

What constitutes a reasonable accommodation will be determined on a case-by-case basis. Employers are not obligated to provide the accommodation requested by the employee. An employer may choose among reasonable accommodations as long as the chosen accommodation is effective. Employers may deny an employee's request for a reasonable accommodation if it would impose an undue hardship on the business and there is no alternative reasonable accommodation. Benefits will notify the employee of its decision in writing.

Implementing & Monitoring Approved Accommodations

Benefits will partner with the Talent Business Partner and, when necessary, the employee's manager, to implement the approved accommodation and monitor its effectiveness. Employees who receive accommodations are encouraged to reach out to Benefits@eab.com if there are changes or problems with an accommodation.