

Reasonable Accommodation Process

This flow chart outlines the steps in the reasonable accommodation process, which, according to the EEOC, includes: determining a job's essential functions; consulting with the employee with a disability to determine his or her abilities and needs; identifying potential accommodations in consultation with the employee; and selecting the best accommodation.

An employee requests an accommodation.



The employer examines the employee's job and determines its essential functions.



The employer consults with the employee to find out his or her physical or mental abilities and limitations as they relate to performing the job's essential functions.



The employer determines if the individual has a disability covered by the ADA.



The employer makes an individualized determination, based on objective medical or other evidence, of whether a person with a disability poses a direct threat of harm to himself or herself or others, and if so, whether the threat can be removed by reasonable accommodations.



The employer and employee identify potential accommodations. The employer may consult with other experts on accommodating individuals with disabilities.



If more than one accommodation would be effective, the individual's preference is considered but the employer makes the final choice and may choose an accommodation that is less expensive or easier to provide.



The employer must consider, on a case-by-case basis, whether a reasonable accommodation would impose an undue hardship on the business. If a particular accommodation would impose an undue hardship, it does not have to be provided, but the employer must consider whether an alternative accommodation is available that would not impose a hardship.



If a reasonable accommodation that would not cause an undue hardship is available, the employer provides it in a timely manner.