



Employer Guide for Determining Accommodations

Introduction

At TRU Career and Experiential Learning, we believe that people work and learn in different ways and, from time to time, may require workplace accommodations¹ to meet the expectations of a job. Sometimes accommodations are needed to level the playing field for people who have ongoing functional impacts² due to a medical condition, injury and/or disability. From a universal design perspective, TRU aims to help employers identify and remove workplace barriers to minimize the need for workplace adaptations.

Many employers still require medical documentation to support requests for accommodations from both an operational and budgetary perspective. The following guidelines are intended to support employers with the decision-making process often associated with approving accommodations by offering ways to reduce the number of steps that employees are required to take to get the support they need. We suggest approaching the decision-making process by including employees in conversations about what will support them doing their best work. Often, solutions are simple and inexpensive.

The following general guidelines and tools are intended to help employers decide whether medical documentation is necessary and to effectively collaborate with employees to determine possible accommodations. As every company operates differently and under various accessibility policies, please feel free to contact us TRU Career and Experiential Learning for a more in-depth consultation on becoming a more accessible workplace.

¹ 'Accommodations' are adjustments made to a person's work environment and/or schedule that allows them to meet the expectations of a job.

² 'Functional Impacts' are symptoms caused by a medical condition, injury or disability that alter the way people work and learn.

Determining Accommodations

If an employee discloses a need for workplace adaptations, start by asking the them whether they have had workplace adaptations in the past.

If Yes,

- Ask the employee what adaptations they have had in the past.
- Determine whether medical documentation is required to support the requested adaptations.
- Ask the employee whether they have applicable medical documentation.
- If applicable, provide the employee with a **Medical Form** to be filled out by a doctor.
- Initiate the company approval process once completed medical documentation has been returned.

If No,

- Ask the employee what adaptations they think would be helpful.
- Provide employee with **Accommodations Self-Assessment** if needed.
- Refer to **Accommodations Matrix** for guidance, if needed.
- Determine whether medical documentation is required to support requested adaptations.
- Ask the employee if they already have medical documentation available.
- If applicable, provide the employee with a **Medical Form** to be filled out by a doctor.
- Initiate the company approval process once completed medical documentation has been returned.

Deciphering Medical Documentation

If the employee has been asked to provide medical documentation, does the medical documentation provided indicate **functional impacts** related to a medical condition, injury or disability that support the employee's request?

If Yes,

- Initiate the company approval process for adaptations or see next question for additional query.

If No,

- Ask employee to fill out self assessment and/or request more medical documentation to support employee's request.

Does the medical documentation provide recommendations for adaptations that support the employee's request?

If Yes,

- Initiate the company approval process for adaptations or see next question for additional query.

If No,

- Refer to **Accommodations Matrix** for assistance with determining appropriate adaptations and/or request more medical documentation to support the employee's request.

Does the documentation indicate the presence of a persistent medical condition or disability?

If Yes,

- Initiate the company approval process for adaptations or see question 1-3 for additional query.

If No,

- Ask employee to fill out **Accommodations Self Assessment**.
- Refer to **Accommodations Matrix** for assistance with determining adaptations; and/or request more medical documentation to support the employee's request; and/or see the **Decision-Making Tree** for accessing adaptations with out medical documentation.