An applicant, candidate, or employee discloses a disability or chronic health condition and links this to a challenge at work.

An applicant, candidate, or employee has an obvious disability or chronic health condition creating a challenge at work

Is the employee disabled? Do I need to get additional medical information?

No

Document in the tracking system and inform the applicant, candidate, or employee

Yes

Determine whether the person needs an accommodation:

- To apply for a job
- To be onboarded
- In order to enjoy the benefits of employment (e.g. participate in a company retreat),or
- Because of a challenge in meeting their job requirements

Initiate the interactive process to determine need. Review the job description for essential functions. Meet with the individual to gain an understanding of the level of impairment and the challenge they are experiencing

Use your resources - consult with your Accommodation Specialist, JAN, ERG, a local disability organization

Accommodation not possible due to: the person is no longer qualified, the accommodation creates undue hardship, the individual's behavior creates a direct threat to health and safety

Document in the tracking system and inform the applicant, candidate, or employee

The applicant or employee is or remains qualified and can be accommodated

Determine an effective accommodation in consultation with the applicant or employee

Implement the accommodation effectively including notifying all necessary personnel involved in the implementation (e.g. supervisor, facilities, IT, security, etc.). This may require installation of software or equipment, training on a software program, etc

Effective Accommodation

Continue to monitor as needed or every six months

Document in the tracking system and inform the applicant, candidate, or employee

Ineffective Accommodation

Continue the interactive process until it is determined the person is not qualified or no accommodation is possible

Document in the tracking system and inform the applicant, candidate, or employee