

2022 WORKPLACE ACCOMMODATIONS PULSE SURVEY

ABOUT THE SURVEY

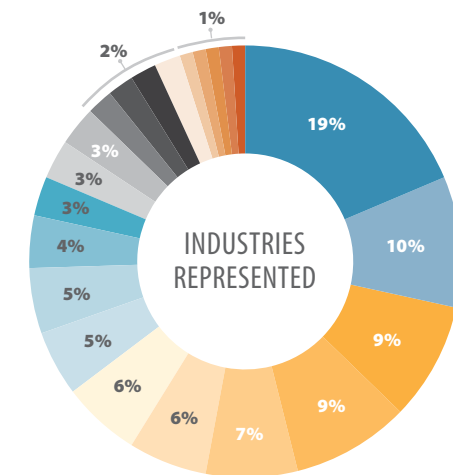
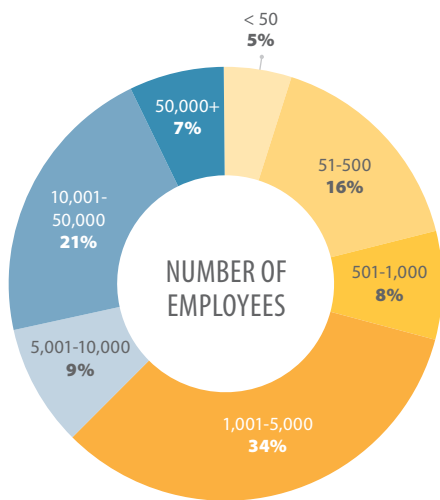
The definition of a workplace has expanded greatly in the past several years, impacting both when and how organizations conduct business. As a result, we've seen shifts in accommodation management as employees and employers alike respond to this evolution.

DMEC partnered with Matrix Absence Management and Reliance Standard Life Insurance to explore how organizations are addressing the expanding scope of workplace accommodation management. The 284 respondents gave insight into how employers are maneuvering through a turbulent era of accommodation management — from responding to new request types to addressing fluctuating volumes of accommodations.

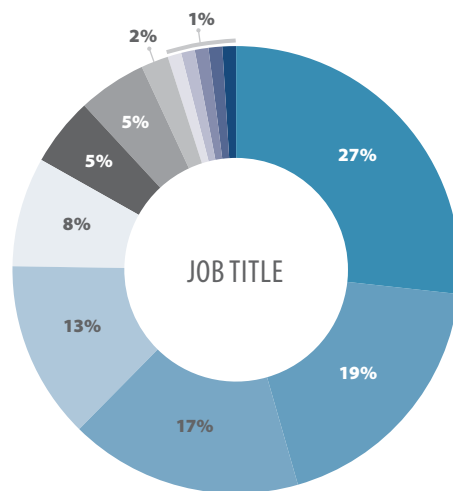
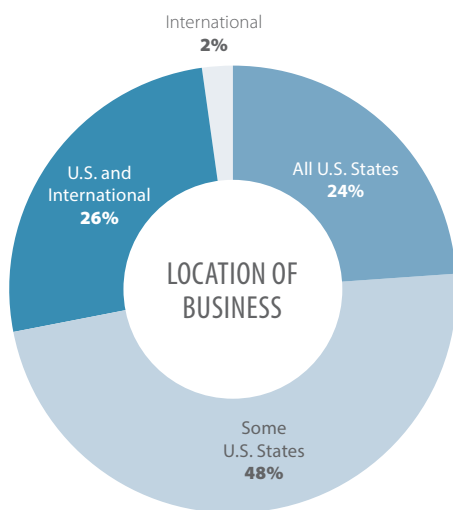


DEMOGRAPHICS

The pulse survey collected feedback from professionals serving companies of various sizes, within an assortment of industries.



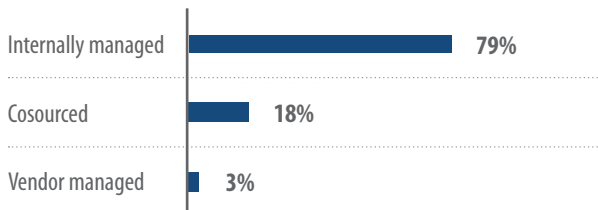
- Healthcare
- Insurance
- Machinery/Manufacturing
- Education/Research/Schools/Universities
- Technology
- Government
- Banking/Financial Services
- Other
- Retail/Service
- Association/Non-Profit
- Real Estate
- Energy/Utilities
- Biotechnology
- Transportation
- Telecommunications
- Law Practices/Legal Services
- Food & Beverage
- Engineering
- Hospitality/Restaurants/Tourism
- Defense/Security
- Brokers/Consultants
- Architecture/Building/Construction



- Manager, Supervisor, Team Lead
- Associate, Coordinator, Specialist, Representative, Generalist
- Associate Director, Director, Senior Director
- Other
- Analyst
- Consultant
- Business Partner
- Executive Vice President, Vice President, Senior Vice President
- Healthcare Provider
- Counsel, General Counsel
- CEO, COO, Chairman, President, Owner, Founder
- Administrative Assistant, Executive Assistant
- Account Executive/Manager

SURVEY RESULTS

Do you consider your ADA accommodation administration to be managed internally, managed externally by a vendor, or cosourced (meaning a vendor conducts some activities and your organization conducts others)?



Based on the listed measures of success, how confident are you in the ADA accommodation management at your organization?

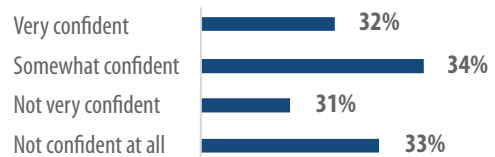
Compliance



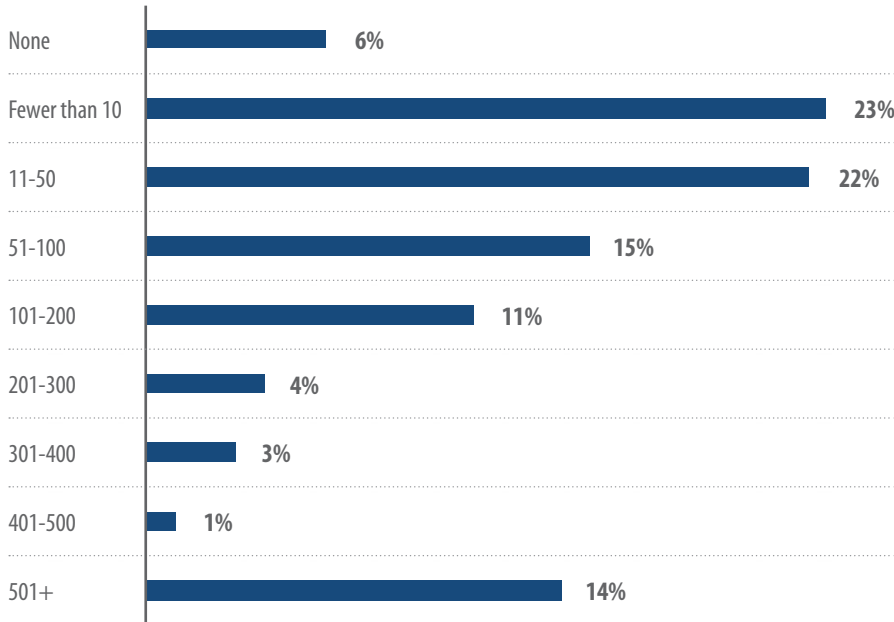
Employee Satisfaction



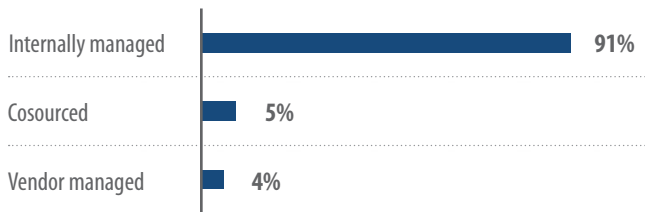
Employer Satisfaction



Approximately how many ADA accommodation requests has your organization received in the past 12 months?



Do you consider your religious accommodation administration to be managed internally, managed externally by a vendor, or cosourced (meaning a vendor conducts some activities and your organization conducts others)?



Based on the listed measures of success, how confident are you in the religious accommodation management at your organization?

Compliance



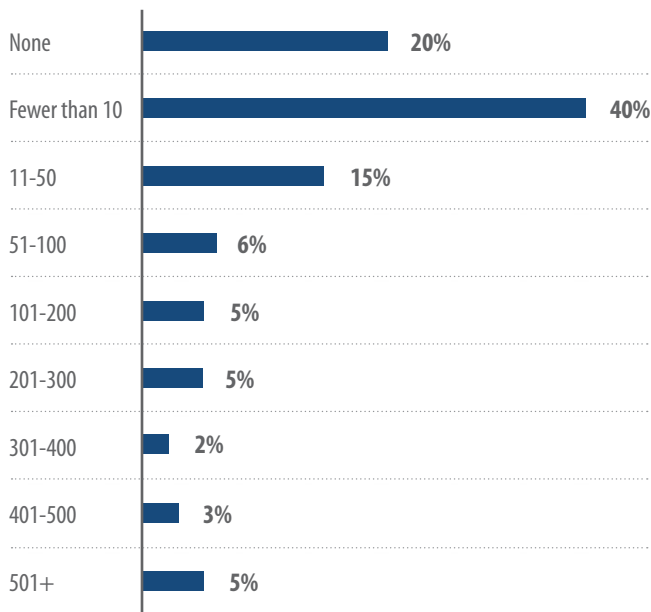
Employee Satisfaction



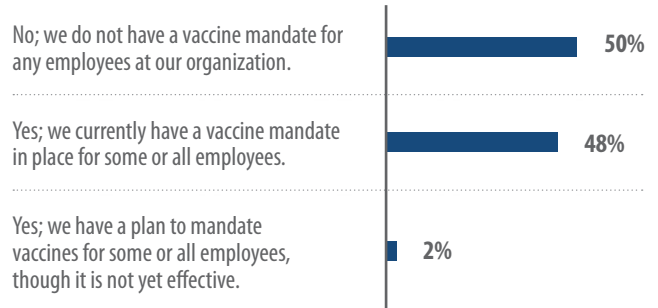
Employer Satisfaction



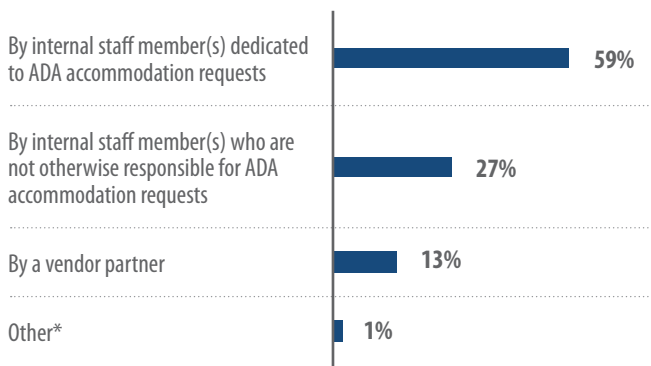
Approximately how many religious accommodation requests has your organization receive in the past 12 months?



Does your organization require COVID-19 vaccination for employees?

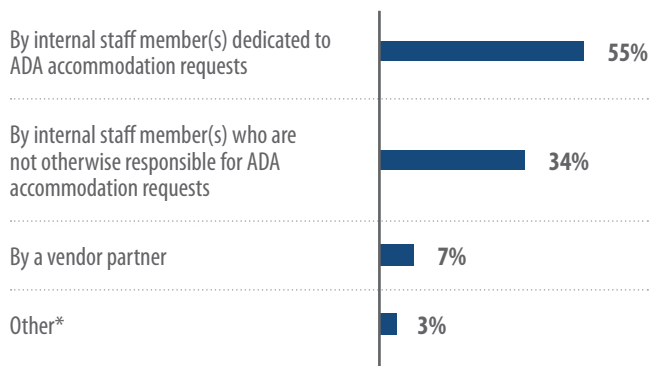


How are medical vaccination exemption requests handled?



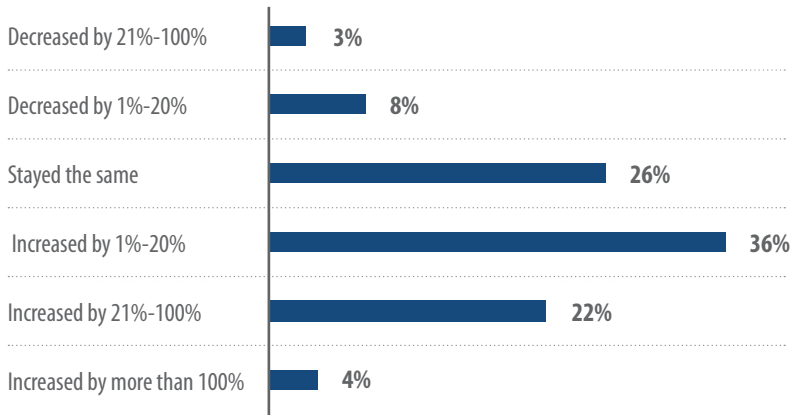
* Other responses included we have had a vendor, but we are transitioning to handle the requests internally.

How are religious vaccination exemption requests handled?

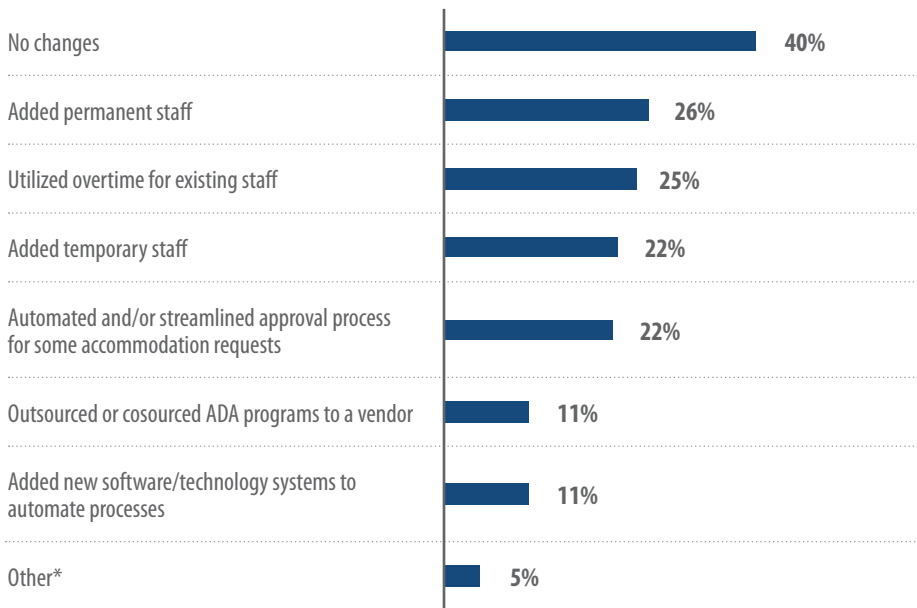


* Other responses included HR employee relations team and ADA escalations team.

When compared to May 2021 levels, has your current volume of ADA accommodation requests:

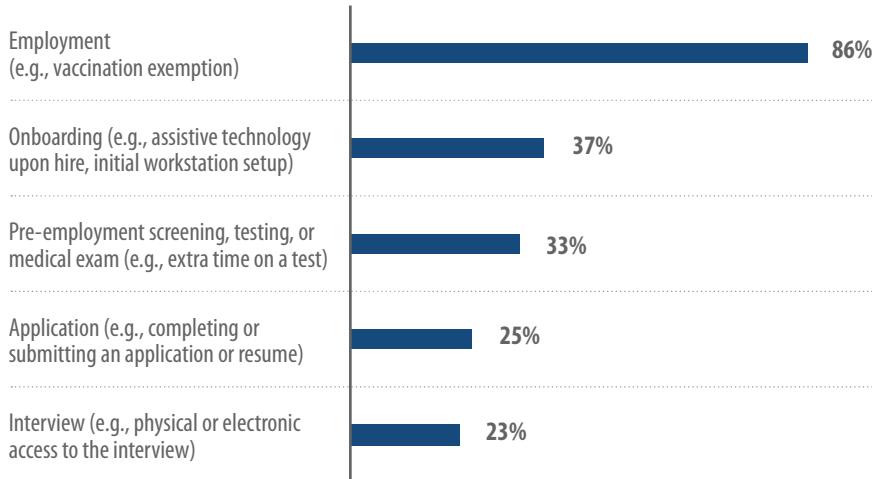


How have you addressed staffing given the increase in accommodation requests?

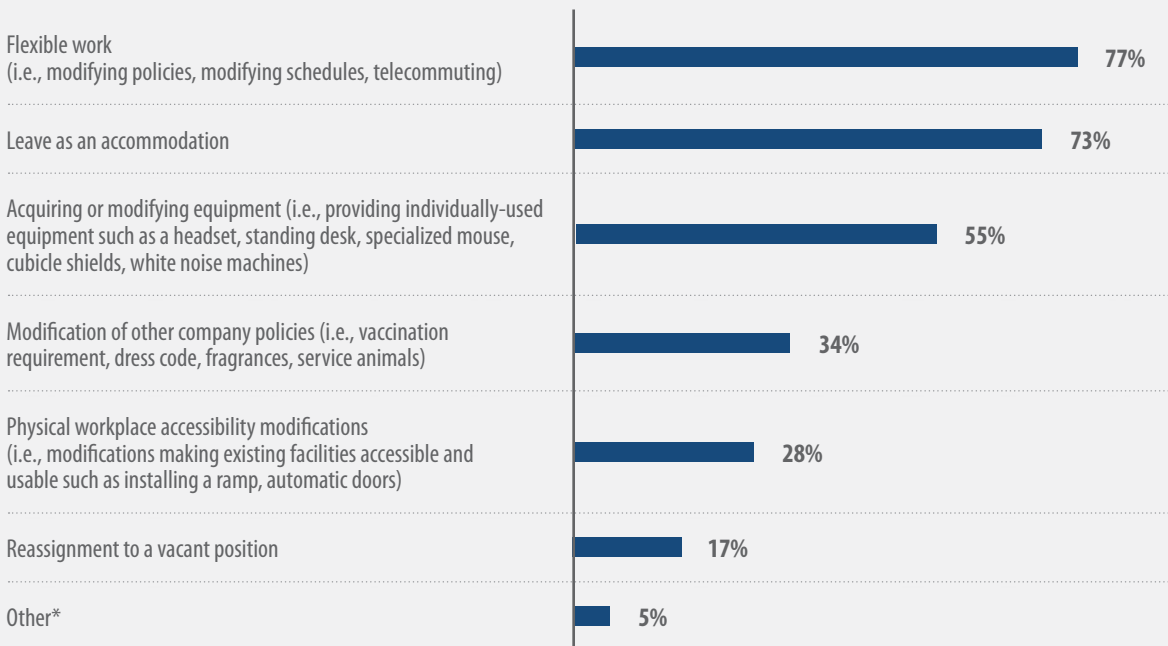


* Other responses included vendor considering increasing staff; schedule changes; and reallocated staff from other departments.

In the past 24 months, at what stage(s) of application/employment have accommodation requests been initiated?



What types of accommodations are most prevalent in your workplace?

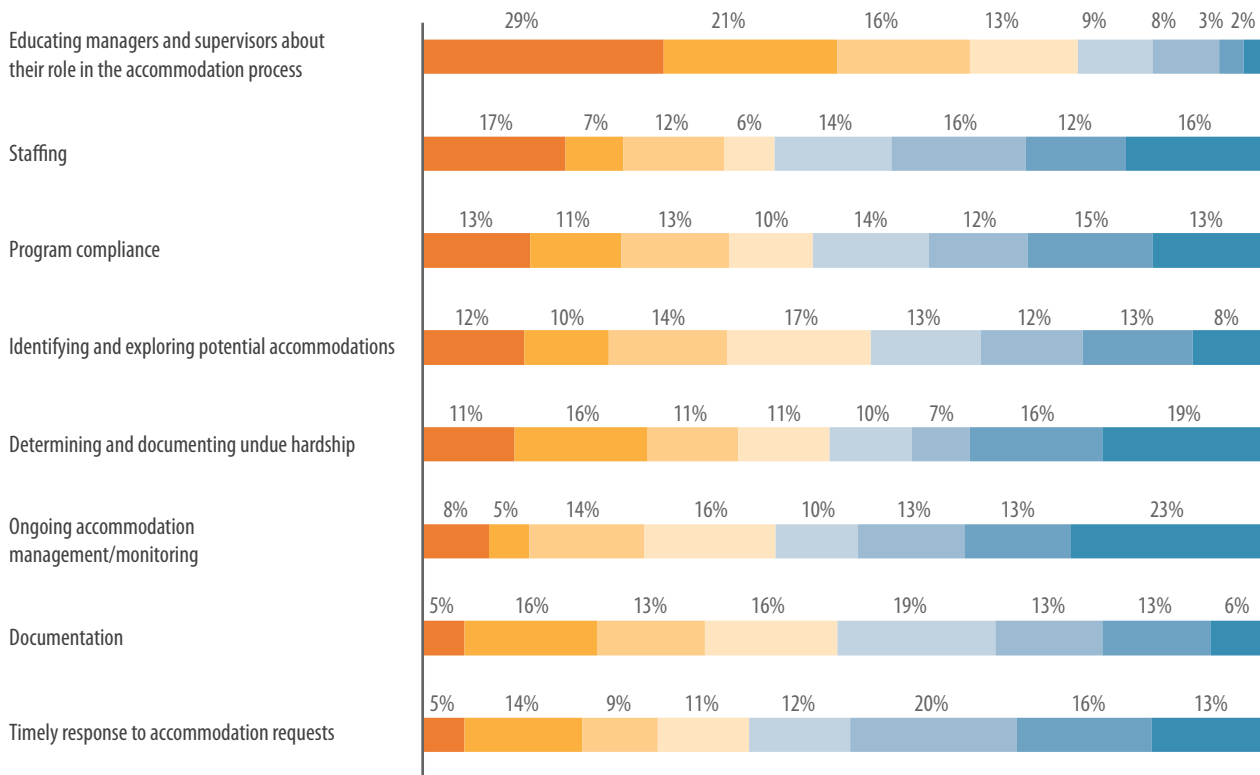


* Other responses included temporary modified job duties.

What area of accommodation management do you find the most challenging?

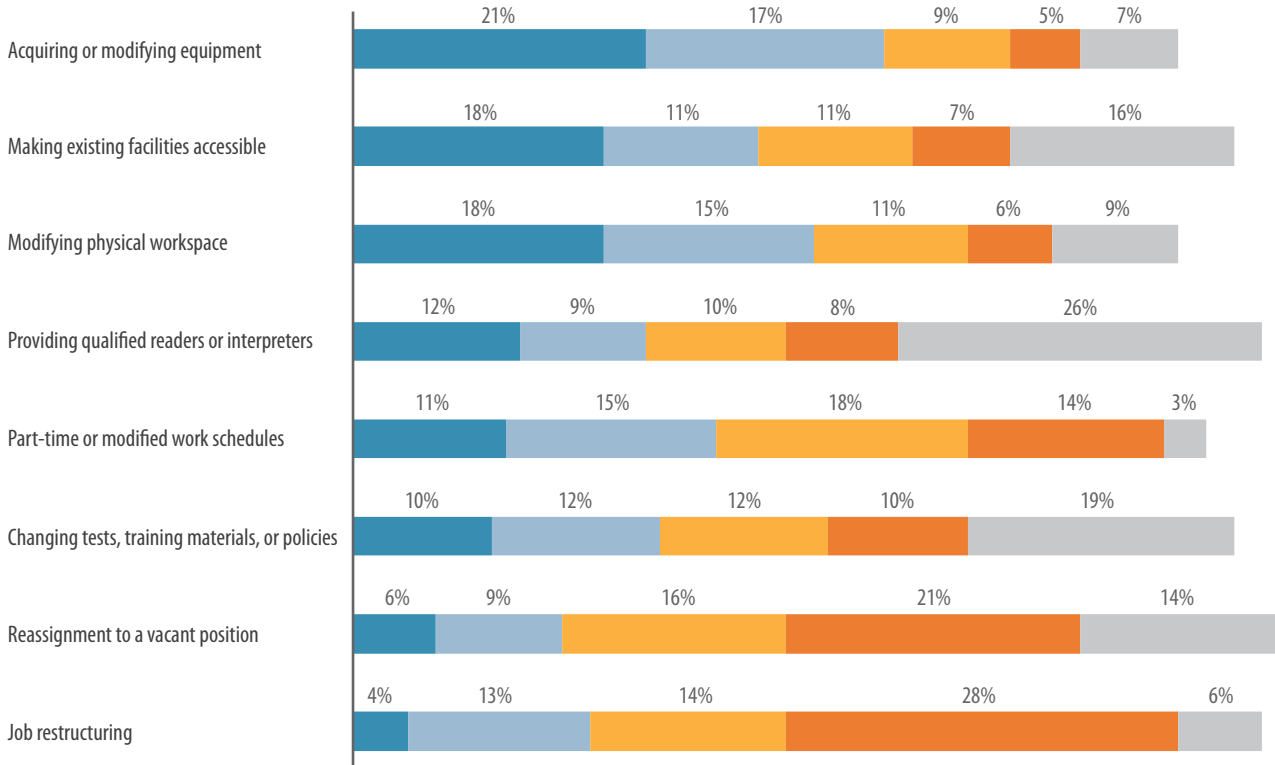
Rank Order

Most Challenging 1 2 3 4 5 6 7 8 Least Challenging

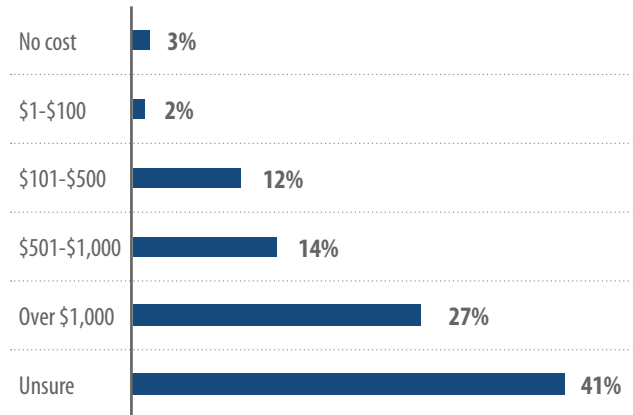


How challenging do you find managing the following types of accommodations to be?

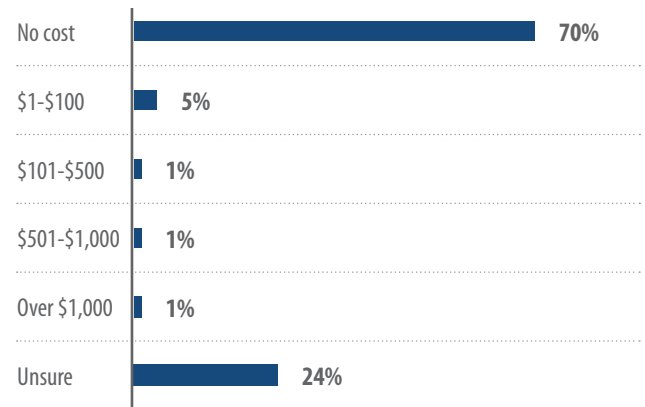
■ Not at all challenging
 ■ Somewhat challenging
 ■ We have not managed this type of accommodation.
■ Slightly challenging
 ■ Very challenging



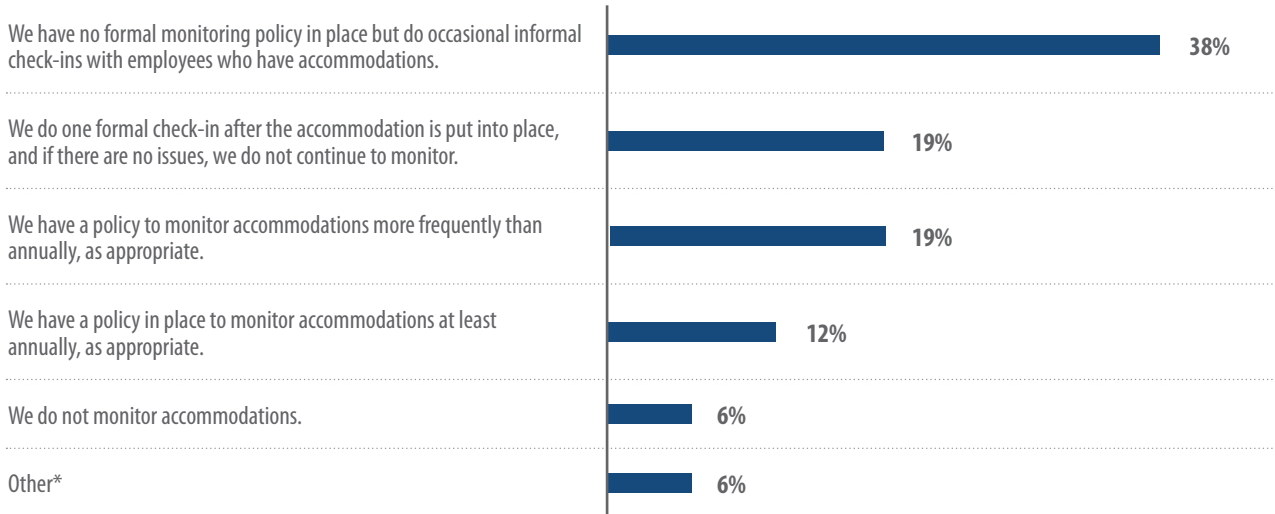
What is the highest cost accommodation your organization has granted?



What is the lowest cost accommodation your organization has granted?

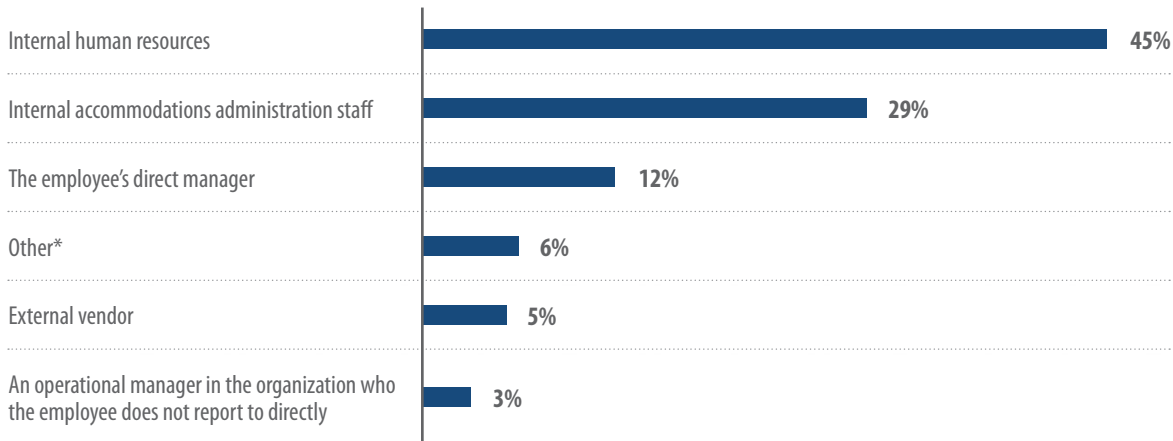


How frequently are accommodations monitored once they are put in place?



**Other responses included every six months until permanent (and then annually); and once the accommodation is completed, it is sent to the employee's department to update as needed.*

Who is responsible for accommodation monitoring for your organization?



**Other responses included executive staff and benefits administrator.*

This survey was
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