

TELEWORK ACCOMMODATION REQUEST FLOWCHART

STEP ONE ACCOMMODATION REQUEST

Once you receive a request from an employee to telework because of a medical condition, you should determine whether it's an accommodation request related to a disability.

IS THE REQUEST COVERED UNDER YOUR CURRENT TELEWORK POLICY?

IF YES

Grant the request without going through the entire interactive process but proceed to step five in case accommodations are needed for their home office.

IF NO

Can the employee's job, or part of the job, be performed from home? See question 4 on the EEOC's [Work at Home/Telework as a Reasonable Accommodation](#) guidance page.

IF YES

Proceed to step two.

IF NO

Let the employee know that telework is not possible in the current job and ask if the employee is interested in exploring options to work at the place of employment or reassignment to a job that can be done from home.

IF YES

Conduct the interactive process to explore other options.

IF NO

Deny the request to telework and proceed to step six.

STEP TWO

GATHERING INFORMATION

The next step is to determine whether it is necessary to request medical documentation showing that the employee has a disability and needs the requested accommodation. When an employee requests an accommodation and the disability and need for the accommodation are not obvious or already documented, the employer can require reasonable [medical documentation](#).

1. DO YOU NEED MEDICAL DOCUMENTATION TO SUPPORT THE REQUEST?

IF YES

Request medical documentation, but [check to see what information you already have](#) about the disability and limitations. Do not ask for information you already have or information that is unrelated to determining the existence of a disability and the necessity for an accommodation.

IF NO

Proceed to step three.

2. DOES THE MEDICAL INFORMATION SUPPORT THE REQUEST?

IF YES

Proceed to step three.

IF NO

Let the employee know that the medical information is not sufficient and if requested, give the employee time to provide additional information.

STEP THREE

DO YOU WANT TO EXPLORE OPTIONS OTHER THAN TELEWORK?

DO YOU NEED MEDICAL DOCUMENTATION TO SUPPORT THE REQUEST?

IF YES

The first step is to understand why telework is being requested. What are the employee's limitations that led to the request? Once you have this information other options may be obvious, or it may be obvious that telework is the only effective option. If neither is obvious, you and the employee can brainstorm ideas or [contact JAN](#) for ideas. Once you have a list of effective options, move on to step four.

IF NO

Proceed to step four.

STEP FOUR

CHOOSING THE ACCOMMODATION

When possible, a best practice is to choose the employee's preferred accommodation, but under the ADA the employer can opt for any effective option.

ARE YOU GOING TO ALLOW TELEWORK?

IF YES

Proceed to step five.

IF NO

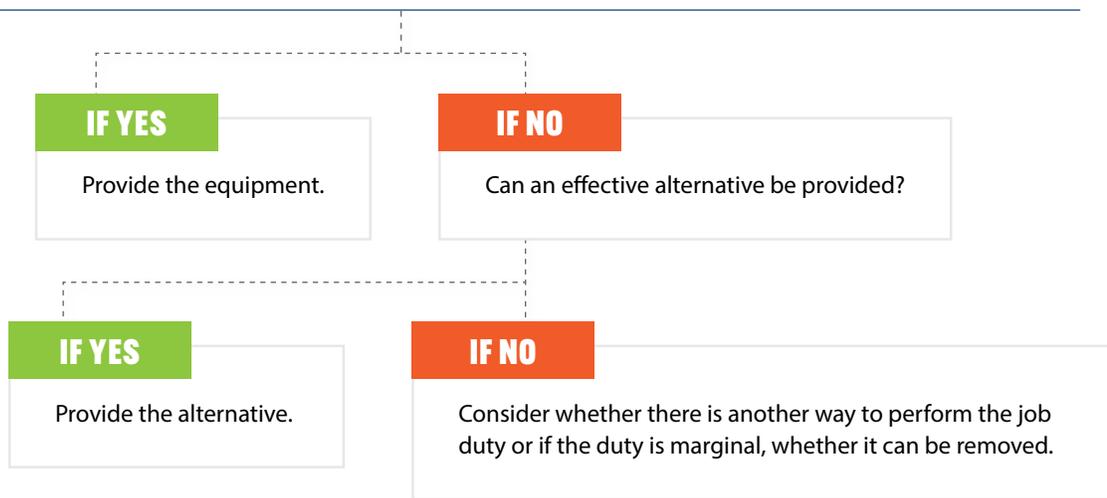
Meet with the employee to discuss the alternative option you chose.

STEP FIVE

IMPLEMENTING THE ACCOMMODATION

Under the ADA, employers must take whatever steps are necessary to make sure that an accommodation is effective — absent undue hardship. Regarding telework, this can mean providing equipment, technical support, and additional accommodations for the home office.

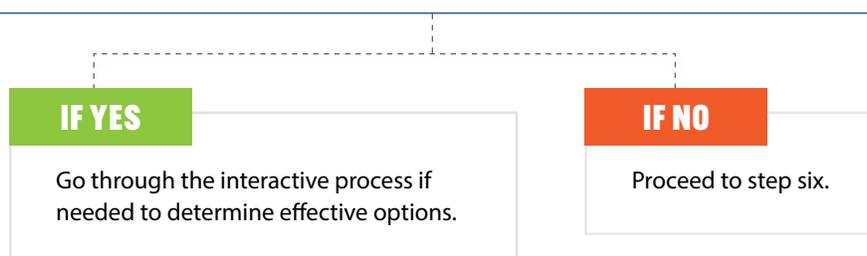
1. IF NEEDED, CAN THE SAME EQUIPMENT USED IN THE OFFICE BE PROVIDED FOR THE HOME OFFICE?



2. IS ADEQUATE TECHNICAL SUPPORT AVAILABLE?



3. DOES THE EMPLOYEE NEED OTHER ACCOMMODATIONS FOR THE HOME OFFICE?



STEP SIX

DOCUMENTING AND MONITORING THE ACCOMMODATION(S)

Document all agreed upon accommodations. If an accommodation was not granted due to undue hardship, make sure you make detailed record of the request, the reason it was deemed a hardship, and alternative considerations that were made.

Make sure that implemented accommodations continue to be effective by [checking in](#) with the employee periodically and letting the employee know who to contact if any problems arise. If an accommodation involves equipment that may need regular maintenance or upgrade, be sure that it is scheduled and monitored to maintain effectiveness.