



Back-to-Office Hot Seat: Live ADA Role-Plays for Real-World Wins

Ryan Bruce

Cayla Mettenberger

Autumn Schachern

Allison Wheeler

New York Life Group Benefit Solutions

Today's agenda



Intro



Overview



Review handouts



Scenarios

- Software Engineer
- Call Center
- HR Generalist



Wrap-up



Introductions



**Ryan
Bruce**

MEd, CRC, SPHR, CLMS –
Director, Client Solutions,
New York Life
Group Benefit Solutions



**Cayla
Mettenberger**

MS, CRC –
Vocational Coach,
New York Life
Group Benefit Solutions



**Autumn
Schachern**

MS, CRC –
Vocational Coach,
New York Life
Group Benefit Solutions



**Allison
Wheeler**

Associate
General Counsel,
New York Life
Group Benefit Solutions



Start by defining Essential Job Functions

Essential functions are the basic job duties that an employee must be able to perform, with or without reasonable accommodation.

Factors to consider:

- ▶ The primary purpose of the job is performing a particular function
- ▶ # of employees available to perform the function
- ▶ Expertise required to perform the function



Recognizing an Accommodation Request

In general, it is an employee's responsibility to request a reasonable accommodation from the employer.

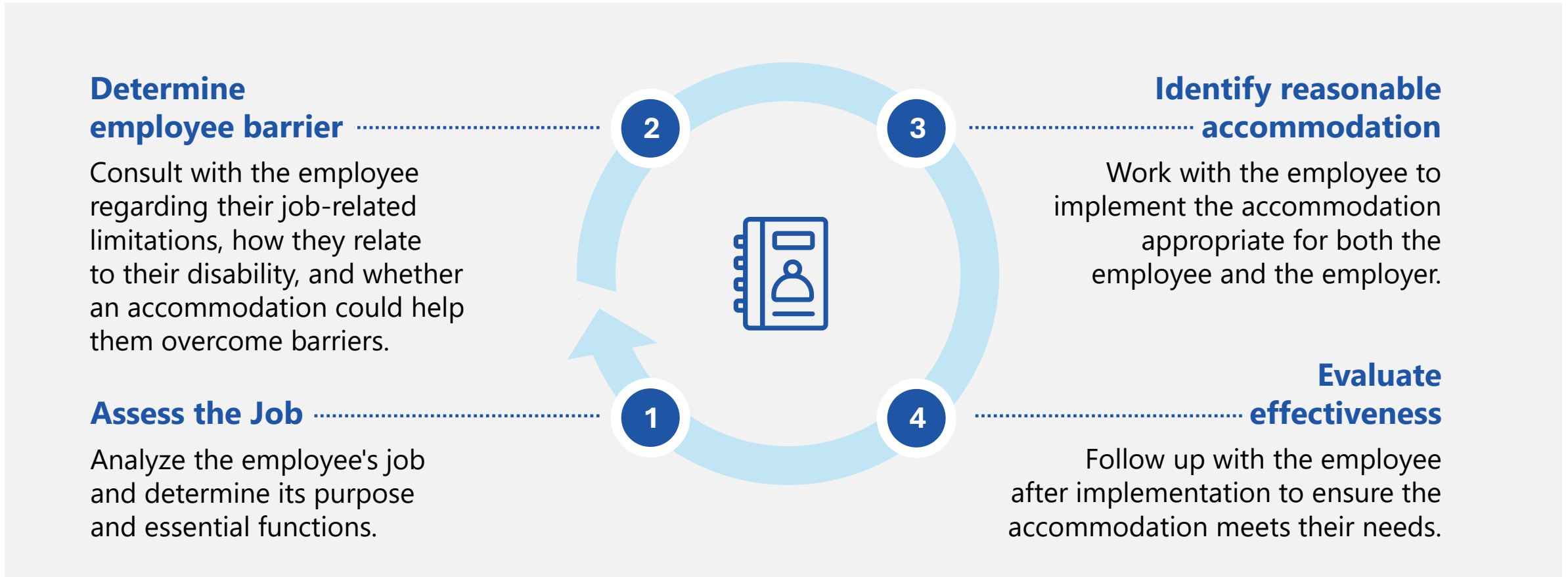


Tips to remember

- ▶ Err on the side of caution
- ▶ Act quickly
- ▶ Assign responsibility
- ▶ Conduct training



Building an effective Interactive process



Let's walk through some scenarios together



Break out into three groups

15 minutes each

Software Engineer



Call Center



HR Generalist



**Let's sync up and talk
through what we've learned**



Accommodations Snapshot

- **Q4 2025: 100+** work-from-home requests resolved with successful on-site ADA solutions
- **695** referrals for business/office related occupations
 - 52% of referral volume
- **352** referrals for healthcare related occupations
 - 26% of referral volume
- **66** referrals for production, construction, installation related occupations
 - 5% of referral volume



Resources



[Helping to Ensure ADA Compliance | New York Life Insurance Company](#)

[ADA Guide for Employers](#)

[ADA Administration Flyer](#)

[Effective ADA Communication](#)



Thank you

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Questions?

