

THE REASONABLE ACCOMMODATION INTERACTIVE PROCESS



Step 1: Accommodation Request

The process starts with an accommodation request from an employee with a disability.

The employee who requests the accommodation needs to complete the Request for Reasonable Accommodation Form CD-575, Part A: “Confirmation of Request” along with medical documentation (if the disability is not obvious) and submit it to the Reasonable Accommodation Coordinator (RAC). Sending the medical documentation with your CD-575, may save time in step 2.

Step 2: Gathering Information

To process the request, necessary information is gathered. Necessary information may include medical documentation if the disability is not obvious.

If the disability is obvious, no medical information is needed.

If the disability is not obvious, the employee must provide medical documentation to the RAC.

Step 3: Exploring Accommodation Options

The employee and the supervisor should brainstorm and consider ideas for an accommodation.

The employee and supervisor may work with the RAC to suggest ideas. The RAC may work with outside resources such as [JAN](#) or [CAP](#) to find additional accommodation options.

Step 4: Choosing an Accommodation

The agency is required to provide an effective accommodation, not necessarily the accommodation the employee requested.

The agency may consider a trial period to allow the employee to test the accommodation. If an accommodation is not working, agencies are free to stop the accommodation and explore other options.

Step 5: Implementing the Accommodation

Once the accommodation is chosen, the employee and the supervisor should communicate with each other to ensure the accommodation is actually working.

Step 6: Monitoring the Accommodation

As things change, accommodations may need to also change. The employee and the supervisor should continue ongoing communication to ensure the effectiveness of the accommodation.