Reasonable Workplace Accommodation Procedures

About These Procedures

Effective Date:	February 19, 2025
Responsible Office:	Office for Access & Equity, Accessibility and Accommodations Division
Related Policy:	Reasonable Accommodations Policy (CAM HR-67)
To learn more:	https://oae.illinois.edu/accommodations
	Phone: 217-333-0885, option #1
	Email: accessibility@illinois.edu

1. Introduction

The University of Illinois at Urbana-Champaign ("University") is committed to equal employment opportunity for all individuals including the provision of reasonable accommodations to employees and job applicants pursuant to applicable laws and university policies.

Under the Reasonable Accommodations Policy (CAM HR-67), the Accessibility and Accommodations Division of the Office for Access and Equity is responsible for receiving and evaluating accommodation requests from employees and job applicants and for facilitating the interactive process with the requestor and the employing unit to identify the reasonable accommodations that will be provided.

2. Scope

These procedures describe how AAD will receive, evaluate, and process requests from employees and job applicants for reasonable accommodations based on disability; pregnancy, childbirth, and related conditions; religious beliefs and observances; domestic violence, sexual violence, gender violence, or any criminal violence of which the individual or a family or household member of the individual was a victim[1]; and any other basis for which AAD may facilitate reasonable workplace accommodations pursuant to the Reasonable Accommodations Policy.

The Division may modify or update these procedures as needed, in consultation with the Associate Vice Chancellor for Access and Equity, the ADA Coordinator, University Counsel, and/or other relevant stakeholders as needed. Such adjustments will be communicated to affected individuals in a reasonable time,

[1] The Accessibility and Accommodations Division's scope includes facilitating reasonable accommodations under the Victims' Economic Security and Safety Act for employees who are victims of domestic violence, sexual violence, gender violence, or any other crime of violence or who have a family or household member who is a victim of such violence. However, individuals wishing to file a report or complaint of a violent crime, or seek an investigation, should go to https://wecare.illinois.edu for information about resources and reporting options, or in case of emergency call 911.

which may be after a request has been received or an accommodation process has commenced, provided that such adjustments are not unfair or prejudicial to any individual and do not conflict with applicable law, regulation, policy, or contract.

Student academic accommodations and other accommodations outside of the employment context are not covered by these procedures. For more information, please see https://go.illinois.edu/accommodations.

3. Definitions

Accessibility Specialist(s): the Division employee(s) responsible for facilitating the Interactive Process with the requestor and the employing unit. The Accessibility Specialist reviews medical documentation, meets with the requestor and the employing unit, recommends reasonable accommodations, prepares documents related to the reasonable accommodation, and maintains the records of the matter in the AAD case file.

Accommodation Medical Request Form (AMRF): a form to be completed by the requestor's health care provider (in applicable cases) describing the employee's diagnoses, functional limitations, and any recommended accommodations. Only applicable to disability accommodations and in certain cases for pregnancy-related accommodations.

ADA Coordinator: the administrator designated by the University to coordinate and monitor the University's efforts to comply with Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, and other federal and state laws and regulations pertaining to the rights of persons with disabilities. The position of ADA Coordinator is separate from the Accessibility and Accommodations Division in OAE. For more information, see https://go.illinois.edu/ADACoordinator.

Appeal: a request by an employee or job applicant for the ADA Coordinator or other designated administrator to reverse a negative determination of eligibility or a reasonable accommodation decision. See Section 6.

Applicant: an individual who has submitted, or is attempting to submit, an application for employment with the university and/or is being considered by the university as a candidate for employment, whether in a competitive or noncompetitive hiring process. "Employment" for the purposes of this definition includes any role described in the definition of "Employee" below.

Authorization to Release Medical Records: the form completed by the requestor to authorize their health care provider to release medical information to the Division to support the accommodation request.

Business Day: Any day in which the normal operating business of the University is conducted. Generally, this means Monday through Friday, excluding University holidays.

Case Manager: the Division employee responsible for providing confirmation of an accommodation request, collecting documentation from requestors, and assisting with scheduling, questions, and case management.

Days: Business days, unless explicitly specified as calendar days.

Determination of Eligibility: the determination made by the Division, based on the information provided by the requestor, as to whether the requestor has satisfied the applicable criteria to be eligible for a reasonable accommodation based on the type of accommodation requested (e.g., disability, pregnancy, religious, etc.) A

positive determination of eligibility on at least some portion of the accommodation request is required before the Division will move forward with the next steps in the accommodation process.

Director: The Director of the Accessibility and Accommodations Division of OAE.

Disability: a physical or mental impairment that substantially limits one or more major life activities.

Division: Unless otherwise specified, all references to "the Division" refer to the Accessibility and Accommodations Division of OAE.

Employee: an individual employed by the University of Illinois Urbana-Champaign, including but not limited to: tenure system faculty, specialized faculty, academic professionals, visiting academic professionals, visiting scholars, residents, civil service personnel, extra-help personnel, academic hourly personnel, graduate assistants (including teaching assistants and research assistants), pre-professional graduate assistants, pre- or post-doctoral research associates, and any other graduate or undergraduate student employees in their employment context.

Employing Unit: the department, college, office, or other administrative unit of the university that employs the requestor, or in which a requestor is applying for employment. The term "employing unit" or simply "unit" is used at times in this document to refer collectively to the individuals representing the employing unit in the interactive process, which will typically include the employee's immediate supervisor and a Human Resources representative and may also include other individuals with expertise or authority relevant to the accommodation request. If the employee has appointments in more than one unit, all units in which the employee's accommodation request(s) are applicable will be included in the interactive process, and the terms "unit" and "employing unit" as they appear in this document shall be construed in the plural.

Ergonomic Assessment: an evaluation by a Certified Ergonomic Assessment Specialist (CEAS) of the employee's workspace, job related tools, and environment using OSHA ergonomic assessment tools to determine risk factors and potential reasonable accommodations to assist the employee in performing the essential functions of their position.

Essential Function: a duty that an employee must be able to perform as part of their job, as opposed to a task that is marginal or incidental. Factors that may be relevant in identifying essential functions include: whether the position exists to perform that function; the impact of not requiring that the employee to perform that function; whether it is feasible to assign the task to other employees; the employing unit's judgment, whether unique credentials or expertise are required to perform the function; and the weight given to that function in the employee's regular performance reviews. Essential functions do not always represent the majority of the employee's time; in some cases, they can be short-duration or intermittent tasks. Job descriptions, collective bargaining agreements, and the actual work experiences of present or past employees in the position can all serve as evidence of essential functions.

Interactive Process: the informal confidential dialogue between the requestor and the University, including AAD and the employing unit, to identify reasonable accommodations.

Interim Accommodation: any accommodation that is provided while the interactive process is still under way and has not yet concluded. Providing an interim accommodation, when it is reasonable and appropriate to do so, is a necessary component of the accommodation process and of the university's compliance with the

ADA and other applicable laws and policies. An interim accommodation may be issued for several reasons, including: mitigating an immediate health or safety concern; providing an accommodation that is effective for the requestor and reasonable for the employing unit for a limited period to allow time for AAD and the unit to identify a longer-term solution; providing support to a requestor while awaiting receipt of medical documentation needed to fully evaluate the accommodation request. Interim accommodations may be extended, revised or rescinded at any time as part of the ongoing interactive process. Any changes will take effect when OAE issues an update to the employee and unit.

Job Description: a document developed and issued by the unit that provides an understanding of the duties and responsibilities related to a job.

OAE: Office for Access and Equity.

Qualified Employee with a Disability: an individual who meets the requirements for the position and can, with or without reasonable accommodation, perform the essential functions of the job in question.

Reasonable Accommodation: a modification or adjustment to a job-related activity, an employment practice, or the work environment that makes it possible for a qualified employee with a disability to perform essential job functions and enjoy equal employment opportunities (or to apply for employment) and does not create an undue hardship for the employer.

Reasonable Workplace Accommodation Document: the formal written document that is generated by AAD describing the accommodation(s) being provided by the university to the requestor.

Reassignment: a reasonable accommodation in which the employee is reassigned to an available vacant position for which they are qualified.

Request for Reasonable Accommodation: any communication in which a requestor (or a person acting on their behalf) requests or expresses a need for modification in the employment context because of a disability, health condition or other qualifying basis. An accommodation request does not have to include any specific terms such as “reasonable accommodation,” “disability,” or “ADA.”

Requestor: the employee or applicant who is requesting a reasonable accommodation. In cases where a representative of the employee or applicant has initiated the accommodation request, the term “Requestor” will still refer to the employee or applicant on whose behalf the accommodation request has been requested. In any case where the Division is processing an accommodation request for an individual who is not an employee or applicant, that individual will be referred to as the Requestor.

Temporary Accommodation: an accommodation that has a fixed end date. Temporary accommodations may be extended, revised or rescinded at any time as part of the ongoing interactive process. Any changes will take effect when OAE issues an update to the employee and unit.

Undue Hardship: an action requiring significant difficulty or expense. Undue hardship is evaluated on a case-by-case basis based on factual and non-speculative factors, such as whether the accommodation would require unduly extensive, substantial, or disruptive changes to the work environment or would fundamentally alter the nature or operation of the employer. Undue hardship does not include other people’s concerns or perceptions about the individual’s disability, or negative impact on the morale of other employees.

Consideration of financial cost is relative to the entire university's budget, not departmental or unit resources, and therefore is almost never a relevant factor.

Unit: see "Employing Unit."

4. The Reasonable Accommodation Process

4.1. Core principles and roles

The purpose of the accommodation process is to identify reasonable accommodations that fulfill the needs of the employee and the employing unit, through a collaborative, non-adversarial, consensus-seeking dialogue among all the participants.

The role of the requestor is to provide accurate information enabling the Accessibility Specialist (AS) to have a clear understanding of their limitations and needs, engage in collaborative dialogue, and be responsive to communications from the Division.

The role of the AS is to impartially evaluate the requestor's disability and functional limitations, facilitate collaborative dialogue with the requestor and the employing unit, be responsive to communications from the other participants, assess whether proposed accommodations will meet the employee's needs, and recommend accommodations to the employing unit.

The role of the employing unit is to provide an understanding of the employee's job duties and the operational context, engage in collaborative dialogue, be responsive to communications from the Division, assess whether proposed accommodations will meet the needs of the unit, approve the final accommodation after consensus is reached, and implement the accommodation.

The role of the ADA Coordinator, when needed, is to provide independent review and recommendations to the employing unit, including analysis of risk and compliance issues.

The remainder of Section 4 describes the process that will be followed for disability accommodation requests. The process for religious accommodations and for pregnancy, childbirth, and related conditions will be substantially similar in most aspects other than documentation requirements. Please see Section 5 for more information.

4.2. Initiating an accommodation request

A requestor, or a representative acting on their behalf, may initiate an accommodation request directly with the Division in one of the following ways:

- Online portal: https://go.illinois.edu/AccommodationPortal.
- Email: accessibility@illinois.edu.
- Phone: 217-333-0885, option 1.

A requestor may request a reasonable accommodation at any time, orally or in writing, however reasonable accommodations are not retroactive.

If a request is submitted by a representative, the Division will follow up with the requestor directly to confirm the request.

4.2.1. Referral by supervisor or another employee

A supervisor, human resources representative, or other university employee in a position of authority may receive an accommodation request from a requestor. Such a request need not include the terms "accommodation", "disability", etc., but may simply be a statement that the employee is having difficulty performing their job due to a health condition. It may also come in the form of a doctor's note or in connection with another request such as a return from FMLA or pregnancy leave.

A supervisor or HR representative may not initiate an accommodation request for an employee without the employee's involvement, although the supervisor or HR representative may call or email the Division with the employee present, or with their permission, to request that the Division assist the employee in initiating a request for a reasonable accommodation.

In the context of accommodations, supervisors and unit representatives should not ask an employee about their medical conditions, and employees should not provide medical documentation directly to their supervisor or unit representatives. Employees should seek advice from their unit HR representative about turning in medical documentation related to Family Medical Leave Act (FMLA) requests, workers compensation, or return-to-work slips.

4.2.2. Expedited processing

In certain circumstances, a request for a reasonable accommodation warrants expedited processing, including: the employee needs a reasonable accommodation urgently because of an immediate safety concern; the entire duration of the accommodation need is shorter than the length of time the standard interactive process is expected to take; or the requestor is in the process of applying for a job or preparing for an interview. When the information shared with the Division indicates a potential need for expedited processing, the Case Manager will seek approval from the Division Director for expedited processing.

The expedited review process may include, on a case-by-case basis:

- an accelerated review of supporting documentation;
- the possibility of initiating the interactive process with the employing unit before full supporting documentation is available and a determination of eligibility has been made;
- discussion of the proposed accommodation by phone or email with the employing unit rather than a full meeting. (As in all cases, the employing unit's approval is necessary to implement an accommodation.)

Any accommodation implemented before AAD has received and reviewed all necessary supporting documentation will always be issued as an interim accommodation, subject to revision after the outstanding documentation is received as part of the ongoing interactive process.

4.3. Engagement between requestor and AAD

4.3.1. Collecting documentation

Upon receipt of a request for a reasonable accommodation, in disability cases, the Case Manager will review the request and any accompanying documentation. If the requestor has not submitted medical documentation, the Case Manager will provide the requestor with an Accommodation Medical Request Form (AMRF). Employees may also choose to access the AMRF directly and provide the completed form to the Division with their initial request. In disability cases where the requestor has indicated that the disability and the need for a reasonable accommodation is obvious and no medical documentation is needed, the Division may still request documentation upon later review if it is determined to be necessary to support the request. The requestor retains the right to submit any documentation they feel supports their request. The requestor's self-report regarding their disability, resulting limitations, and past experiences with effective and ineffective accommodations will be considered, and may be sufficient for establishing disability and a need for accommodation.

The Division may obtain information and records from the requestor's health care provider directly, if the requestor authorizes the Division to do so and completes an Authorization to Release Medical Records form (or equivalent). The scope of the authorization is limited to the requestor's disability and the functional limitations for which the reasonable accommodation is being requested.

Medical documentation submitted in support of an accommodation should be reasonably recent and relevant. The Division will evaluate this on a case by case basis, based on factors including but not limited to: the nature of the accommodation request; the credentials and specialization of the health care provider; the nature and extent of the provider's treatment of the requestor; whether the disability, diagnosis, symptoms, and/or limitations are of a chronic or long term nature vs. a transient or fluid nature; the health care provider's statements about the expected duration of the limitations; and the burden on the requestor of obtaining the medical documentation in question. The requestor is encouraged to share relevant information about their job duties and functions with their health care provider in order to enable them to provide professional insight into the job-related impacts of the disability and potentially appropriate accommodations. At any point in the interactive process the Division may require clarification of any medical information previously submitted or request new or additional medical information. The Division may also give the requestor a list of questions for the health care provider or other appropriate professional to answer.

The Genetic Information Nondiscrimination Act of 2008 (GINA) generally prohibits employers from requesting or requiring genetic information from an applicant, employee or family member. Requestors and healthcare providers should not provide any genetic information when responding to a request for medical information.

4.3.2. Determination of eligibility

The Accessibility Specialist (AS) will determine whether the requestor has satisfied the applicable criteria to be eligible for a reasonable accommodation based on the type of accommodation requested (e.g., disability,

pregnancy, religious, etc.) A positive determination on at least some portion of the accommodation request is required before the Division will move forward with the next steps in the accommodation process.

If the decision is a denial, in whole or in part, the Division will send a denial of eligibility to the employee, stating the reason for the denial and notifying the requestor of their appeal rights and the appeals process. The requestor may appeal that denial as provided in Section 6. If the decision is a denial in whole and is not reversed on appeal, the file will be closed. The requestor retains the right to request a reasonable accommodation at a later date.

4.3.3. Additional dialogue with requestor

If a determination of eligibility has been made, the Accessibility Specialist will meet or communicate with the requestor as needed to establish a shared understanding of:

- the requestor's diagnosis and limitations;
- the nature of the job-related challenge(s) the requestor is seeking accommodation for;
- the proposed accommodations that the requestor is seeking;
- the potential need for an interim accommodation while the interactive process continues;
- any additions or changes to the supervisory or HR roles that would be relevant for AAD to engage with in the following phase of the process.

The AS will document relevant information from the above discussions in the case file, and will also ensure that a copy of the job description or equivalent document has been obtained from the requestor or from the university's database, if available.

As needed based on the nature and complexity of the accommodation request, the AS will clarify in writing with the requestor what proposed accommodations the requestor is seeking before that information is shared or discussed with the employing unit. (The AS does not make any determinations or statements at this stage regarding whether any proposed accommodations would be reasonable for the employing unit to implement.)

4.4. Engagement between AAD and the employing unit

4.4.1. Notification and pre-meeting correspondence

The Division will send a notification and invitation email to the employing unit. By default, the email will go to the requestor's immediate supervisor and unit HR representative, unless a different protocol has been pre-arranged with the employing unit that applies to all accommodation requests in that unit. The email will include: the name of the requestor; a copy of the most recent job description that the Division has in its records; proposed dates and times for a meeting; and an opportunity for an optional orientation/refresher regarding the accommodation process. No medical information or records will be shared with the employing unit in this or any other communication from the Division.

The employing unit will be asked to provide in return: an up-to-date job description if the Division has an older or incomplete version or is lacking one; availabilities for the proposed meeting times; and the names of any additional stakeholders who need to be included in the process. (If the employing unit at any time wishes to include more individuals in any aspect of the accommodation process, based on the authority or expertise needed to evaluate and approve the accommodation, they should notify the AS rather than forward emails or meeting requests to individuals not originally included.)

If the unit does not have a job description for the requestor's position, they may submit a faculty prospectus, job posting, most recent job performance evaluation, or similar document. The Accessibility Specialist must have some documentation of the requestor's essential job functions with sufficient time for the AS to review prior to the Interactive Process meeting.

Upon determining a meeting date and time for the participants, the Division will send a meeting confirmation email, which will include a brief description of the requestor's functional limitations; any accommodations that are being requested or proposed (with the disclaimer that no accommodations have been prejudged to be reasonable prior to the dialogue with the employing unit), and an optional Departmental Information Form which the employing unit can fill out with additional information about the essential job functions, the unit's operational context, and any additional information relevant to the accommodation discussion. The AS may have additional communications with the requestor during this phase in order to address any apparent discrepancies and ensure consistent understanding of the essential job functions and operational context.

If the employing unit representatives have questions regarding the requestor's functional limitations or requested accommodations, they should direct those questions to the Accessibility Specialist and not the requestor, so as to ensure consistent communication and adherence to process. This provision does not limit the ability for the employing unit to communicate directly with the requestor regarding any and all other matters in the ordinary course of business.

The purpose of the email exchange above is to maximize the opportunities for information sharing between the Division and the employing unit prior to the IP meeting so as to maximize the value of the IP meeting as an opportunity for informed dialogue.

4.4.2. The Interactive Process (IP) meeting

The participants in the IP meeting will include the employing unit representatives, the Accessibility Specialist, and in some cases one or more additional representatives from the Division. The requestor will not be present for the meeting.

In the meeting the participants will discuss requestor's functional limitations, the essential job functions, the unit's operational context, and potential accommodations. They will explore any and all possible accommodations in order to identify a consensus outcome that meets the needs of the employing unit (as evaluated by the employing unit representatives) and the needs of the requestor (as evaluated by the Accessibility Specialist).

The Accessibility Specialist's role is to facilitate exploratory discussion, make recommendations, and provide feedback on any accommodation suggestions offered by the unit based on their understanding of the essential functions and the requestor's disability, while maintaining the confidentiality of the requestor's

medical information. Further meetings or follow-up communications will be arranged if needed to continue the dialogue.

Additional stakeholders such as Illinois Human Resources and/or University Counsel may be consulted, and such consultations will be carried out jointly with the AS and the employing unit representatives included.

The AS will keep a record of the potential accommodations discussed, whether the AS or the unit supported them, and their rationales. The AS will consult with the Director as needed throughout this phase of the process.

The AS may consult separately with the requestor during this phase if the AS deems it appropriate to seek the requestor's input on any proposed accommodations discussed by the AS and the employing unit.

This phase of the process may yield one of the following results:

- If the AS and the employing unit reach a consensus on the reasonable accommodation(s) to be provided to the requestor, proceed directly to Section 4.5, "Final steps".
- If the AS and the employing unit reach a consensus that there is no reasonable accommodation that can be provided to the requestor in their current position, the Reassignment process may be utilized.
- If the AS and the employing unit are unable to reach any consensus, proceed to Section 4.4.3, "Escalation Process".

4.4.3. Escalation process

If the Division and the employing unit are not able to reach a consensus on a reasonable accommodation through the Interactive Process in the previous phase, the escalation process provides an avenue for the effective resolution of the matter through the appropriate lines of authority and consultation. The following steps will be followed:

a) The ADA Coordinator reviews the file and meets with the relevant stakeholders, in order to formulate a recommendation as to what accommodation(s), if any, would be reasonable for the requestor.

b) The ADA Coordinator communicates this recommendation to the employing unit representatives for review. If they accept the ADA Coordinator's recommendation, the Division will document that outcome and move to the next steps below.

c) If the employing unit representatives do not accept the ADA Coordinator's recommendation, the ADA Coordinator will convene a meeting with the employing unit's Dean or Vice Chancellor (or equivalent) and Legal Counsel to discuss available options and legal risks, in order to enable the Dean/VC to make an informed decision.

d) The Dean/VC's final decision will be documented by the AS and implemented by the college/unit.

If the accommodation request is in a category not covered by the ADA (e.g., pregnancy, religious, etc.), relevant legal and compliance authorities will be consulted in order to provide the review and recommendations to the employing unit as described above.

4.5. Final steps

4.5.1. Draft Reasonable Accommodation Document

When the reasonable accommodation(s) have been determined, the Accessibility Specialist will prepare the draft Reasonable Accommodation Document and send it to the employing unit for final review. If any changes are proposed by the employing unit at this point, the AS will assess the significance of those changes and determine whether a return to a previous phase of the process is needed.

If the employing unit approves the draft Reasonable Accommodation Document, the Accessibility Specialist will send it to the requestor for their final review. If the requestor proposes any edits to the document, the AS will assess the significance of those changes and determine whether a return to a previous phase of the process is needed.

If the requestor approves the draft Reasonable Accommodation Document, the AS will prepare the finalized Reasonable Accommodation Document as described below. If the requestor does not approve any portion of the accommodations for any reason, they have the right to decline the accommodation (in which case the result may be that they would not have an accommodation). If the requestor declines an accommodation and asks for it to be removed from the document, the AS will consider this request. If any offered accommodation is removed from the document at the requestor's insistence, those items will be appropriately documented in the AAD file. The requestor's rights described in this paragraph are in addition to the appeal rights described below.

4.5.2. Finalized Reasonable Accommodation Document

At the conclusion of the above steps, the AS will prepare a final Reasonable Accommodation Document, which will be signed by the AS and the employing unit representative and then issued to the requestor and the employing unit.

If the requestor is not in agreement with any aspect of the finalized Reasonable Accommodation Document, they may still elect to utilize any and all accommodations provided therein, while also pursuing an appeal or any other recourse.

The employing unit is required to store the Reasonable Accommodation Document in a file separate from the requestor's personnel file and share it only based on a legitimate business purpose. The AS will take the necessary steps to prepare the accommodation file for closure pursuant to the Division's internal procedures.

4.5.3. Implementation and monitoring

The reasonable accommodations must be implemented as soon as possible (unless a different time frame is stated in the document). Any implementation logistics and/or costs associated with implementing a requestor's reasonable accommodation are the responsibility of the employing unit.

If the employing unit determines that other individuals need to be informed of certain matters related to the requestor's accommodation in order for it to be properly implemented, they are encouraged to consult with the AS regarding the manner and content of such communications so as to maintain the requestor's privacy.

The requestor shall monitor the accommodation's effectiveness in enabling them to perform the essential functions of their job. The employing unit/supervisor shall also monitor the effectiveness of the reasonable accommodation, and should, to the extent possible, separate this from performance reviews so as to avoid perceptions of retaliation or bias.

The accommodation will remain in effect until (a) the end date, if applicable, (b) it is revised or rescinded by AAD, or (c) the requestor leaves the position within which they received the accommodation.

If either the employing unit or the requestor believes a reasonable accommodation is no longer effective or less effective than previously thought for any reason, including that the accommodation is not enabling the requestor to perform their essential job functions or is causing an undue hardship for the unit, then the Interactive Process should be reengaged by reaching out to the Division.

4.5.4. Employee promotions, transfers, or new appointments

An accommodation is only presumed to be valid for the position held by the employee at the time the accommodation was issued. If an employee has more than one appointment, accommodation is only presumed to be valid for the position(s) explicitly addressed as part of the interactive process.

If there is a change in supervisor, the employee and/or the unit shall share any accommodation documents then in effect with the new supervisor and such accommodations will be presumed to remain in effect unless OAE is contacted and the interactive process is re-engaged, resulting in a new or amended accommodation.

If an employee is promoted, appointed, transferred, reassigned, hired, or placed in a different position in the university, including on an interim or overload basis, or the employee's job functions are otherwise changed, the accommodations are not presumed to remain in effect, and the employee is responsible for contacting AAD to request that any of their previous accommodations and/or any new accommodations be implemented in the new position. (The employee may contact their previous Accessibility Specialist or the Division's main contact phone or email, or submit a supplemental accommodation request.) If new supporting documentation is needed, the employee will be asked to provide it. The Division will engage in the interactive process with the employee and the new supervisor and unit representatives as described above. If reasonable accommodations are identified, a new accommodation letter will be issued.

5. Additional accommodation categories

This section addresses categories of reasonable workplace accommodations that represent variations to the process set forth in Section 4. Pursuant to the Reasonable Accommodations Policy (CAM HR-67), the Division will facilitate reasonable workplace accommodations for these categories in a manner generally similar to disability accommodations as provided in Section 4 above, unless specified differently in this section.

5.1. Accommodations for pregnancy, childbirth, and related conditions

If an accommodation request is based on pregnancy, childbirth, and/or related conditions, the Division will only require medical documentation to the extent that it is reasonable to do so in order to determine whether to grant an accommodation.

No documentation will generally be required if the nature of the need is obvious, or to support the following accommodation requests: (a) carrying water and drinking water as needed; (b) taking additional restroom breaks; (c) sitting or standing as needed during the workday; (d) breaks as needed, to eat or drink; (e) lactation accommodation requests.

If the accommodation need or restriction is not obvious, the Division may request documentation to support/explain it.

In other cases where any of the following items is not obvious, the Division may request documentation that describes or confirms:

(1) the physical or mental condition;

(2) that it is related to, affected by, or arising out of pregnancy, childbirth, or related medical conditions; and

(3) that a change or adjustment at work is needed for that reason.

5.2. Religious accommodations

If a requestor attests that their request is related to a sincerely-held religious belief, the Division will accept the requestor's statement and will not require supporting documentation from any religious institution, authority, or clergy person. The requestor may be asked to provide a sufficiently detailed description of the accommodation they are requesting and explain the nexus between their sincerely held religious belief and how the requested accommodation will allow them to perform their essential functions.

Examples of common religious accommodations include: flexible scheduling, voluntary shift substitutions or swaps, job reassignments, modifications to workplace policies or practices, leave for religious observances, wearing particular head coverings or other religious dress, or wearing certain hairstyles or facial hair.

5.3. Parking accommodations

Parking accommodations will be evaluated according to the initial procedures and standards as other accommodation requests, including the need for supporting documentation. Parking accommodation requests are facilitated by a Case Manager and generally do not require the Division to engage in the Interactive Process with the employing unit.

The assigning of parking spaces and the processing of the request for a parking space is completed by the Parking Department. Parking spaces identified in a parking accommodation case may still be subject to the University's standard parking fee structure. In most cases, an employee cannot be provided more than one accessible space at a time on campus. Employees are encouraged to notify the Division as soon as possible if their needs or location change over time.

5.4. Travel accommodations

Travel accommodations, which may be related to the class of airfare or other modes of transportation, or any other aspect of travel on university business, will be evaluated according to the initial procedures and

standards as other accommodation requests, including the need for supporting documentation. Employees should not provide medical documentation to their supervisor, nor should they upload medical documentation as an attachment to their travel reimbursement requests.

The Interactive Process phases described above may not be required for all travel accommodations. Upon completion of an employee interview by the Division, the employee's supervisor will be provided with a draft Travel Accommodation Approval Document that will describe the accommodation without any unnecessary medical detail regarding the request. If the employing unit is agreeable to the accommodation, a finalized document will be provided to both the employee and to the unit. This document should be kept by the supervisor in a separate file and can be included in requests for travel reimbursement and travel arrangement purposes. The employee will not need to engage in the Interactive Process each time they travel on university business; they should simply include the travel accommodation document with their reimbursement requests.

If the employing unit has questions or concerns regarding the accommodation, the Interactive Process will be engaged. The employee should also reengage with the Division at any time if they wish to alter or discontinue the accommodation.

5.5. VESSA accommodations

Pursuant to the Victims' Economic Security and Safety Act, if an employee indicates that their accommodation request is related to known limitations resulting from circumstances relating to the employee or a family/household member being a victim of domestic, sexual, or gender violence, or any other crime of violence, the Division will adjust documentation requirements to align with VESSA, and will evaluate the information provided by the employee under the provisions of VESSA. Medical documentation will not be required for VESSA accommodations.

5.6. Accommodations for job applicants

Applicants for employment are encouraged to submit a request for an application-related reasonable accommodation as soon as possible to ensure the Division has sufficient time to coordinate any requests related to civil service testing accommodations, accommodations related to in-person/on-campus or virtual interviews, or other related reasonable accommodations. The Division will generally utilize the "expedited processing" steps as described in section 4.2.2 above, unless the circumstances clearly do not warrant doing so.

Search committee members and other university employees/agents involved in the hiring process are strongly encouraged to forward questions or requests for applicant accommodations to the Division and encourage applicants to request an accommodation through the reasonable accommodation request portal.

5.7. Leave as an accommodation

Consistent with applicable law and regulations, leave may be a reasonable accommodation if it enables the requestor to perform their essential job functions, now or in the foreseeable future, and if it does not create an undue hardship for the university. This includes ADAAA Leave in cases covered by the ADAAA, and analogous concepts under other applicable laws or regulations for other cases.

Leave may be in the form of a leave of absence for a defined and limited period of time, when supported by medical documentation supporting the requestor's expected ability to later return to work and perform the essential functions of their job, with or without reasonable accommodations.

Leave may also be in the form of intermittent leave time that is needed due to the disability, e.g. to enable the requestor to go to doctor appointments.

When leave is provided as an accommodation, the employing unit will determine the relevant categories of leave, in accordance with human resources policies and processes, based on what the requestor is eligible for and has available (which may include FMLA leave, sick leave, other paid leave, and/or unpaid leave) and what impact the leave will have on the amount and form of the requestor's payments for health insurance premiums or other benefits.

5.8. Reassignment as an accommodation

In cases where reassignment of an employee to a vacant position is being considered as a possible reasonable accommodation, the Office for Access and Equity will coordinate with the employee and Illinois Human Resources (and with the Office of the Provost if the employee is a faculty member) to identify suitable vacant positions. In considering reassignment as a potential accommodation, the university will assess:

a) whether the employee is qualified based on the required skills, experience, education and other job-related qualifications for the vacant position;

b) whether the employee can perform the essential functions of the vacant position with or without reasonable accommodation; and

c) whether reassigning the employee to the vacant position without a competitive search would pose an undue hardship to the university.

Reassignment to a vacant position must be provided to an employee who, because of a disability, can no longer perform the essential functions of their current position, with or without reasonable accommodation, unless the reassignment would be an undue hardship. The employee does not need to be the best-qualified individual for the position in order to obtain it as a reassignment.

The full reassignment process, including the role of AAD, IHR, the employing unit, and other stakeholders, will be documented separately in conjunction with the other relevant offices.

6. Appeals

A requestor may file an appeal based on either of the following grounds:

1) The requestor believes that the Division has wrongfully determined that the requestor does not meet the eligibility criteria for, and/or has failed to submit sufficient documentation to substantiate their eligibility for, a reasonable accommodation.

2) The requestor believes that they were wrongfully denied a reasonable accommodation (including an interim accommodation) to which they were entitled.

Individuals wishing to file an appeal should complete the form provided by the Division, including the basis for their disagreement with the decision and any additional information they feel is relevant, and submit it to the Division Director within 10 business days of the relevant decision. The Division Director will acknowledge receipt of the appeal and will send it to the Appeal Reviewer.

The Appeal Reviewer will be the ADA Coordinator in cases that are within the scope of the Americans with Disabilities Act, as amended, and/or the Rehabilitation Act. In any other cases, the Appeal Reviewer shall be the Associate Vice Chancellor for Access and Equity, working in consultation with University Counsel and other relevant administrators.

The Appeal Reviewer will have access to the AAD case file and may discuss the matter with any relevant party as they deem necessary in order to reach their decision. The Appeal Reviewer will issue their decision within 10 business days of receiving the appeal. The decision will be communicated to the requestor and to the Division, which will document the decision and proceed in accordance with the outcome of the appeal. In appeals where the Appeal Reviewer believes that the employee was denied a reasonable accommodation that they were entitled to, they will meet with the AS, the Division Director, and the employing unit, and the Escalation Process described above will be followed in order to resolve the matter.

7. Other provisions

7.1. Ergonomic assessments

An employee may request an ergonomic assessment as part of the interactive process. The ergonomic assessment must be supported by a recommendation from either the employee's health care provider or the Accessibility Specialist. Ergonomic assessments are provided subject to availability and with the approval of the Division Director.

Ergonomic assessments are provided by a Certified Ergonomics Assessment Specialist in the Division, either in person or remotely.

A requestor always has the right to decline an ergonomic assessment, and this will not prevent the Division from proceeding with the interactive process. However, if the requestor has not provided sufficient documentation of their ergonomic or other limitations, this may limit the range of accommodations the Division is able to move forward with. All of the relevant information related to an employee's request for (or decision to decline) an ergonomic assessment will be documented in the case file.

7.2. Confidentiality, privacy, and anonymity

An employee's request for a reasonable accommodation under the ADAAA and all steps taken to review the request and provide any accommodation should be treated as confidential. Information should be disclosed only on a need-to-know basis.

When an employee requests an accommodation, all documentation and information concerning the individual's medical condition or medical history should be collected on forms provided by the Division, or directly from the employee's health care provider and kept separate from the employee's personnel file. Medical documentation will not be shared with the employing unit, and employees are urged to refrain from

providing medical documentation (not including a return-to-work slip/note or FMLA-related documents) to their employing unit.

7.3. Timeline for processing

The Division processes reasonable accommodations efficiently and strives to complete all reasonable accommodations within 90 days from the date that the employee meets with the Accessibility Specialist or provides all requested medical documentation, whichever event occurs later. Cases will be put on hold if the Accessibility Specialist requests additional medical documentation from the employee if they determine the additional documentation is necessary to process the request upon reviewing the initial medical documentation. Employees who submit an initial reasonable accommodation request without documentation will receive the first request for medical documentation in the initial outreach email within 2 business days of submitting their request, and an additional two emails thereafter. If the Division does not receive a response, the Division will close the accommodation request. Closed cases may be reopened at any time upon request of a requestor seeking a reasonable accommodation.

7.4. Extensions

An extension of the time frame for providing a reasonable accommodation will be considered in circumstances that could not reasonably have been anticipated or avoided in advance or beyond the Division's ability to control. The extension request from the Accessibility Specialist must be in writing to the Division Director.

When the extension is granted, the employee, supervisor, and any additional individuals with a need to know will be informed about the extension and anticipated completion of the Interactive Process by the Accessibility Specialist.

7.5. Consultation with ADA IT Coordinator

Where the Accessibility Specialist determines that the appropriate reasonable accommodation for the employee involves a technological component (software, technological hardware etc.), the Accessibility Specialist will include the ADA IT Coordinator in the determination of the appropriate reasonable accommodation. The ADA IT Coordinator will assist the Accessibility Specialist to identify the appropriate reasonable accommodation. The ADA IT Coordinator will engage in the Interactive Process with the employing unit, when requested by either the Accessibility Specialist, or employing unit to answer questions related to the proposed reasonable accommodation. While the employing unit is responsible for implementation of the agreed upon reasonable accommodation, the ADA IT Coordinator will provide guidance and oversight to ensure implementation of the reasonable accommodation in a reasonable timeframe upon completion of the ADA Interactive Process.

7.6. Collective bargaining agreements

If a proposed accommodation would directly or indirectly create a conflict with terms of a collective bargaining agreement, the Accessibility Specialist will (a) notify the Director and (b) contact Labor and Employee Relations in Illinois Human Resources to consult on the issue as needed.

When necessary, information about the accommodation request may be shared with a representative of the relevant union in order to discuss the issue and/or seek approval for the accommodation. In such cases, information will only be shared on a need-to-know basis and no medical records or details about the employee's medical conditions or diagnosis will be shared.

7.7. Reporting to other university offices

Pursuant to applicable university policies, if AAD receives information, in an accommodation request form or through other means, that relates to allegations of discrimination, harassment, retaliation, sexual misconduct, or a risk of violence or other threat to health or safety, AAD will share relevant information with the appropriate university offices, including but not limited to the EEO Division of OAE or the Title VI Office (Nondiscrimination Policy), the Title IX Office (Sex-Based Misconduct Policy), and the Threat Assessment office (Campus Threat Assessment Policy). In such cases, information will only be shared on a need-to-know basis. No medical records or details about the employee's medical conditions or diagnosis will be shared without authorization from the employee.

7.8. Advisor/support person

A requestor may, with advance notice, have a support person in attendance during meetings between the requestor and the Division staff. By bringing a support to a meeting, the requestor consents to the Division staff disclosing any information relevant in that meeting in the presence of the support person.

7.9. Conflicts of interest

Any individual involved in an accommodation process who believes that there is a conflict of interest on the part of an employee in AAD or the employing unit should notify the Division Director or the ADA Coordinator of their concern. The Division Director and the ADA Coordinator will consult as appropriate. The ADA Coordinator will have the authority to make a final determination as to how the alleged conflict of interest will be resolved. If the ADA Coordinator has a conflict of interest, the matter will be referred to the Vice Chancellor for Diversity, Equity, and Inclusion, with consultation from University Counsel.

7.10. Discrimination Complaints

The university's Nondiscrimination Policy prohibits discrimination, harassment, and related retaliation based on a protected classification.

Pursuant to the Nondiscrimination Policy, complaints or grievances under the Americans with Disabilities Act or the Rehabilitation Act may be submitted to the ADA Coordinator or to the Office for Access and Equity.

Complaints or grievances regarding disability discrimination or accessibility compliance can be directed to the ADA Coordinator at adacoordinator@illinois.edu.

Complaints of discrimination based on disability or any other protected classification can be reported to the EEO Division of OAE using the Online Report Submission form.