

## **Accommodation Request Procedures for Employees**

The following procedures should be followed in processing reasonable accommodation requests from employees. The agency EEO/AA Officer and/or the ADA Coordinator can provide guidance on the accommodation process.

1. The employee shall submit a completed reasonable accommodation request form to his or her immediate supervisor and give a copy of the form to the agency EEO/AA Officer and/or the ADA Coordinator. The employee should retain a copy of this information in his or her files.
2. Once received, the supervisor shall review the request form for completeness and, in consultation with the EEO/AA Officer and/or the ADA Coordinator. When such limitations are not obvious for an identification of physical or mental limitations needing to be accommodated, whether they meet the definition of disability under the ADA or the Human Rights Act, and how long the need for accommodation will be present.
3. Upon receipt of necessary documentation, the supervisor shall make a recommendation, in writing, to the Division Manager within five (5) working days.
4. The Division Manager shall review the supervisor's recommendation and make a recommendation to the Reasonable Accommodation Committee (RAC) within five (5) working days of receipt of the supervisor's recommendation. The Division Manager shall forward his/her recommendation along with the original reasonable accommodation request form and all documentation to the agency's EEO/AA Officer and/or the ADA Coordinator.
5. The EEO/AA Officer and/or the ADA Coordinator shall convene a meeting of the Reasonable Accommodation Committee within ten (10) working days of receipt of the Division Manager's recommendation. The RAC shall review the accommodation request. Once the Committee's review is complete, the Committee's recommendation shall be submitted to the Director within five (5) working days of the Committee's review for the Director's approval or denial.
6. The Director shall review the RAC's recommendation and shall render a decision of denial or approval within five (5) working days of receipt from the RAC.
7. Provided that appropriate documentation has been submitted, the EEO/AA Officer and/or the ADA Coordinator shall inform the employee in writing of the agency's decision to grant or deny the request within thirty (30) working days of receipt of the completed request form and any necessary medical documentation. A copy of the response will also be sent to the supervisor.
8. If the Director approves the accommodation request, the agency shall take appropriate action to comply with the accommodation request. Approved accommodation requests shall be implemented as soon as possible. Please note that the agency may offer alternative suggestions providing an equally effective accommodation to remove the workplace barrier in question.
9. Reconsideration: If an employee wishes to ask the Director to reconsider a decision on a reasonable accommodation request, a written request shall be addressed to the Director within

ten (10) working days of notification of the decision. The reconsideration request shall include the reasons that a reconsideration is being requested and, if appropriate, alternative suggestions for reasonable accommodation. After a complete review of the matter, a decision shall be made and the employee should be notified. The Director's decision on this recommendation shall constitute the final internal action by the Department on the accommodation request.

10. An employee who has been denied accommodation has the right to file a complaint at the state level with the Illinois Department of Human Rights within 180 days of the denial of request. An employee may also have the right to file a complaint with the U.S. Equal Employment Opportunity Commission (EEOC) within 300 days or any other appropriate government agency pursuant to their time frame.

11. The EEO/AA Officer and/or the ADA Coordinator shall document and action taken on a reasonable accommodation request where indicated on the request form and shall retain completed accommodation request forms one year following final action in the matter.

Rev. 11-09