



Missouri Department of Labor and Industrial Relations  
**ADMINISTRATIVE POLICY MANUAL**



POLICY TITLE <b>EQUAL OPPORTUNITY (EO) – Reasonable Accommodation for Disabilities</b>		
POLICY ID: <b>B07-22200</b>	AUTHORIZED BY: <b>Anna S. Hui</b>	PAGE: <b>1 of 2</b>
ISSUED: <b>January 8, 2009</b>	REVISED: <b>February 21, 2019</b>	REVIEWED:

The Department of Labor and Industrial Relations is committed to providing assistance and support to all department applicants and employees.

In accordance with the Americans with Disabilities Act and the Missouri Human Rights Act, the department will provide reasonable accommodations to qualified individuals with disabilities.

**Disability:** An individual is considered to meet the legal definition of a disability if he or she has a physical or mental impairment that materially or substantially limits one or more major life activities, has a record of such impairment, or is regarded as having such impairment.

**Reasonable Accommodation:** A reasonable accommodation is a modification or adjustment to a job, the work environment, or the way things usually are done that enables a qualified individual with a disability to enjoy an equal employment opportunity.

An employer is not required to lower its performance or behavior standards, eliminate essential job duties, create a position, bump another employee from a position, maintain an employee’s compensation rate if the employee is placed in a lower position, promote an employee, or permit unscheduled, unpredictable, and excessive absenteeism or tardiness as a reasonable accommodation.

**Undue Hardship:** An employer is not required to provide an accommodation if it would impose an undue hardship on the operation of the business. The concept of undue hardship includes any action that is unduly costly, extensive, substantial, disruptive, or would fundamentally alter the nature or operation of the business.

**Procedure for Requesting Accommodation:** Any applicant for employment or current employee may request a reasonable accommodation. To initiate the request for an accommodation, the individual must complete [MODOL-4283](#), Request for Accommodation, and [MODOL-4517](#), Authorization to Release Medical Information. It is the responsibility of the individual to complete in full and submit the forms to Human Resources.

Requests for an accommodation will be processed as quickly as reasonably practicable under the circumstances. After receiving the request, Human Resources will begin investigating reasonable accommodation options. The investigation will involve input by, but not limited to, the individual, the individual’s health care provider or third parties (such as rehabilitation counselors), the individual’s supervisor, Human Resources, and Legal. All requests for accommodation are reviewed on a case-by-case basis.

Any individual who requests an accommodation is required to fully cooperate in the process, including providing relevant information and any consent required by the Health Insurance Portability and Accountability Act privacy rule. An individual’s failure to fully cooperate will terminate the processing of the request. If the individual is an employee, the individual will be expected to fully and acceptably perform all essential functions of the job without accommodation.



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The department will review whether the request is reasonable, warranted, and will not result in an undue hardship. The department will determine if a reasonable accommodation is available and has the right to make the final selection of the accommodation to offer to the individual. The department may take into account the individual's preference.

Applicants and employees have the right to refuse any accommodation that is offered by the department. If an employee rejects a reasonable accommodation, the employee will be expected to fully and acceptably perform all functions of the job without accommodation.

While a request for accommodation is being processed, an employee may be placed on administrative leave or assigned different duties as determined by the department.

**Confidentiality:** The department will protect and maintain the privacy and confidentiality of medical information provided by, or on behalf of, employees and applicants requesting an accommodation.

**Additional Information:** Additional information or questions regarding accommodations can be obtained by contacting Human Resources at 573-751-3588.