



Recovery and Claims Services

Disability Accommodations for Residents and Fellows

Mayo Clinic believes our staff is one of our most valuable resources. Each member of the Mayo Clinic staff is critical to supporting our primary value that “the needs of the patient come first.” A dedicated team of Americans with Disabilities Act (ADA) subject matter experts within Recovery and Claims Services (RCS) supports Residents and Fellows (*Trainees) through an interactive process to determine reasonable accommodations that allow the Trainee to perform and meet the requirements of their program. This involves a concerted team approach with everyone critical to the process including the Trainee, Program Director, Education Program Coordinator, Operations Manager, and Disability Compliance Advisor (DCA).

* Trainee: A medical Resident or Fellow enrolled in Mayo Clinic School of Graduate Medical Education. Mayo Clinic School of Health Sciences Residents and Fellows who are classified by Mayo Clinic as employees as a condition of program enrollment.

REQUESTING ACCOMMODATIONS

Trainees may request accommodations at any time during the term.

How to connect with a DCA

- Schedule an Introductory Meeting with a DCA by sending a message to RFaccommodations@mayo.edu.
 - You may send supporting documentation of your disability via email in advance of your meeting, although you are not required to do so. If you are unsure what supporting documentation is required, it will be discussed during your Introductory meeting.

OR

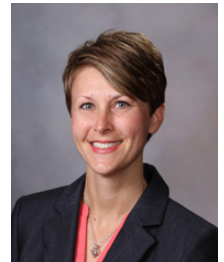
- Complete an [Accommodation Request Form](#) in which you will be asked to provide information about your disability, illness or injury, and make requests for specific accommodations.
 - If you have not started your Residency/Fellowship yet, or if immediate assistance is needed, please send an email to RFaccommodations@mayo.edu.

UNSURE ABOUT WHAT YOU NEED?

Send an email to RFaccommodations@mayo.edu or review the Disability Accommodations Frequently Asked Questions on Page 2.

ARE YOU EXPERIENCING A MENTAL HEALTH CRISIS?

Call National Suicide & Crisis Lifeline by dialing 988, or text “home” to 741741. If you are experiencing an emergency, call 911 or go directly to the emergency room.



RCS CONTACT INFORMATION

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Disability Resources

**Mayo network access required

- [Reasonable Accommodations Policy](#) **
- [Reasonable Accommodations Procedure](#) **
- [Accommodation Request Form](#)
(Mayo LAN ID and password required)
- [Mayo Clinic Accommodation Process Overview](#) **
- [Job Accommodation Network](#)
- [Office of Wellness and Academic Support](#)
-- [Student Services](#) **

RCS Disability Accommodations for Residents and Fellows

Frequently Asked Questions

HOW DOES A TRAINEE BECOME ELIGIBLE FOR ADA SERVICES?

Trainees can self-initiate the Accommodation Request Form and provide required documentation to substantiate their disability in order for a DCA to complete an assessment regarding eligibility for ADA services. Required documentation remains confidential within RCS. DCA staff evaluate all requests on an individual basis and keep the Trainee informed.

WHAT IS THE ROLE OF A DISABILITY COMPLIANCE ADVISOR (DCA) IN PROVIDING ACCOMMODATIONS?

The DCA works with Trainees with disabilities, illnesses, or injuries, on an individual basis to ensure they receive their requested, or an alternative, reasonable accommodations, if qualified.

WHO DETERMINES IF AN ACCOMMODATION IS REASONABLE?

Determination of reasonableness of the accommodation is the responsibility of DCA, faculty, staff, and Trainees through the interactive process, in partnership with faculty, staff and Trainees. When faculty or staff have a question/concern about the reasonableness of an accommodation, they should feel free to contact a DCA.

WHAT ARE TYPICAL ACCOMMODATIONS PROVIDED TO TRAINEES?

The types of accommodations are determined through an interactive process on an individualized basis. Identifying and implementing accommodations is accomplished through an ongoing partnership with the Trainee, DCA, and program leadership/faculty. The Trainee is expected to be an active participant in the process of determining reasonable accommodations.

WHAT IS A REASONABLE ACCOMMODATION?

Any change in the work environment or in the way things are customarily done that enables an individual with a disability to enjoy equal employment opportunities.

- “Reasonable” means feasible or plausible.
- Must be effective in enabling the individual to perform essential job functions and complete program requirements.
- Must not pose an undue hardship – significant difficulty or expense.
- Eliminating essential job functions and/or program requirements would not be considered a reasonable accommodation.

ARE ALL DOCUMENTED REQUESTS FOR ACCOMMODATIONS PROVIDED?

DCA staff are required to consider all accommodation requests, and follow legal guidelines to work with the Trainee and program leadership/faculty to determine whether accommodations are reasonable and effective.

HOW ARE TRAINEE ACCOMMODATIONS SHARED WITH APPROPRIATE STAKEHOLDERS?

As a result of the interactive process that leads to the determination of reasonable accommodations being identified, DCA staff will document the outcome in the form of a Letter of Access. The Letter is sent to the Trainee and the appropriate stakeholders (such as Program Directors and Operations Managers). The Trainee is responsible for sharing a copy of their Letter with all individuals involved in the process of implementing accommodations.

ARE ACCOMMODATIONS AND MY STATUS AS A TRAINEE WITH A DISABILITY KEPT CONFIDENTIAL?

All disability-related information is kept confidential. Accommodation status and related information is shared only on a need-to-know basis. The Letter of Access is the only document that lists the approved accommodations.