



Employment Related Accommodation Services 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 Leave Management Division (LMD) of the Legal Department, supports Residents and Fellows (*Trainees) through an interactive process to determine 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

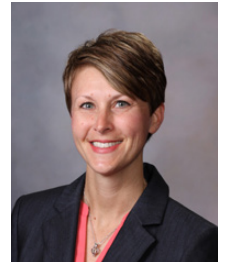
- Complete an [Accommodation Request Form](#) in which you will be asked to provide information about your disability, illness or injury, and make requests for specific accommodations.
 - If you have not started your Residency/Fellowship yet, or if immediate assistance is needed, please send an email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

UNSURE ABOUT WHAT YOU NEED?

Send an email to RFaccommodations 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.



DCA CONTACT INFORMATION

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Senior Disability Compliance Advisor

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Senior Disability Compliance Advisor

LMD General Phone: (507) 422-0505
Fax: (507) 255-7198
Email: RFaccommodations@mayo.edu

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](#) **

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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 LMD. 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 determine and identify reasonable accommodations, when qualified.

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 identifying and determining effective accommodations.

WHAT IS CONSIDERED A REASONABLE ACCOMMODATION AND WHO DETERMINES WHETHER IT IS REASONABLE?

Any modification to an employee's job, work environment, or customary practices that enables a qualified individual with a disability to perform the essential functions of the position and to enjoy equal employment opportunities.

- 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.

The reasonableness of requested accommodations is determined through an interactive process in partnership with the DCA, faculty, staff and Trainee.”

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 identified 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.