

## ADA Accommodation Services with The Standard

### Frequently Asked Questions

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Salem Health has partnered with The Standard to assist with ADA accommodation requests and to provide stay at work and return to work assistance to employees. The Standard provides a dedicated Accommodation Specialist to support and assist employees in this process. The Accommodation Specialist will work with you and your medical provider to explore options – also called accommodations – to assist you when a disability interferes with your ability to perform the essential functions of your job.

#### What is the ADA?

The Americans with Disabilities Act (ADA) is a federal civil rights law enacted to protect individuals with disabilities from discrimination in several areas, including employment. The ADA requires employers to make a reasonable accommodation when an employee has a disability.

#### Why am I being contacted by an Accommodation Specialist from The Standard?

If you are out on leave for your own serious health condition, The Standard may contact you to gather information to determine when you are able to return to work. The Accommodation Specialist will assist in identifying if you need an accommodation to return to work and provide accommodation suggestions for your employer to consider.

The Standard may contact you in the following situations:

- You have applied for leave under the Family and Medical Leave Act (FMLA) for your own serious health condition and are not eligible for FMLA leave.
- Your leave under the FMLA has ended or exhausted.
- You have requested at-work assistance to perform your job due to a medical condition or disability.

#### What if I cannot return to work when my leave ends?

The Standard will assist in gathering information to determine what your needs are. Additional leave time may be an accommodation proposed to your employer. If your request is related to leave as an accommodation, any work absences not approved as an accommodation may not be job protected which may in turn impact your employment status. Please contact your employer for further information.

### I received a call from an Accommodation Specialist from The Standard. Do I need to call them back?

ADA requests may begin with a conversation between you and the Accommodation Specialist assigned to your case. In addition to completing the forms, this dialogue provides important information that allows your employer to understand your request. It is important that you engage with the Accommodation Specialist from The Standard in a timely manner.

### What is required for this process?

You will receive instructions that will guide you through the process. You will fill out the Employee Request for an Accommodation and Authorization to Obtain and Release Health Information forms. Your doctor or healthcare provider will fill out the Healthcare Provider Questionnaire and fax that directly to us.

Once all the information is gathered, The Standard will work with you, your healthcare provider, and your employer to clarify your request and explore options for accommodations. We will work together to try to find a result to best support you at work.

### How will The Standard request ADA information from me?

Initially, The Standard may contact you through an email service called DocuSign. The DocuSign email will allow you to complete your ADA forms electronically (or print and manually complete the forms). Please look for an email in your inbox from DocuSign to start the ADA process. If we do not have an email for you, then we will send a letter and forms to you via U.S. mail.

### How does the DocuSign process work?

You will receive two DocuSign emails, the first with your forms to be filled out and the second will ask for your doctor's email address so The Standard can email the form directly to your doctor. If your doctor does not use email, you can print the Healthcare Provider Questionnaire and bring it with you to your medical appointment.

### How long do I have to complete the forms?

There is a due date of 15 calendar days from the date you receive the initial DocuSign email or pending letter. If you do not respond within 15 days, DocuSign will automatically void the request. If you need more time to complete paperwork, please contact your Accommodation Specialist.

### Who approves my accommodation request?

The Standard will present accommodation options to your employer, who will decide whether they are able to provide an accommodation to you. The Standard will communicate the decision to you once it is made or reach out to you to discuss other options for accommodation.

### What if I have been released to return to work?

- Ensure your healthcare provider has completed your Return to Work (RTW) Authorization form.
- Your provider must indicate if your RTW is a release to full-duty or if you have limitations and restrictions that will allow you to return.
- Contact The Standard at [absence@standard.com](mailto:absence@standard.com) and [adaservices@standard.com](mailto:adaservices@standard.com) as well as your employer regarding your RTW status.
- Ensure your healthcare provider faxes a copy of the RTW Authorization to The Standard and your employer before your RTW date.

### What is your mailing address?

The Standard Accommodation Services  
PO Box 2800  
Portland, OR 97208

### What if I have more questions?

Please contact your Accommodation Specialist, or email [adaservices@standard.com](mailto:adaservices@standard.com)

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Standard Insurance Company | 1100 SW Sixth Avenue, Portland OR 97204 | [standard.com](http://standard.com)

This material is provided for informational purposes only and is subject to change based on legislative and regulatory developments. This material should not be relied upon for tax, legal or other professional advice. We recommend you consult with your professional advisor.

The Standard's ADA Accommodation Services supports employers' reasonable accommodation decisions under the Americans with Disabilities Act (ADA) by providing assistance with and gathering information for the interactive process, as well as offering reasonable accommodation options to employers. ADA Accommodation Services is a non-insurance adjunct service and is subject to an additional cost. Employers are recommended to consult with their legal counsel prior to outsourcing this service. Employers may have obligations to accommodate disabled employees under laws separate from the ADA.

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