

ADA Workforce Solutions

Managing employee requests under the ADA (Americans with Disabilities Act) can be complex and confusing. With ADA Workforce Solutions, you and your employees are guided through a step-by-step process — which means it’s less work for you and simpler for them. Our experienced ADA resources help you deal with administrative hassles and mitigate compliance risks, while also helping your employees stay at work or return to work as productive members of your team.

Step 1: Engage

The process may begin with the employee requesting an accommodation, or a supervisor or HR professional may identify a need for an accommodation, under the ADA. In either case, the request initiates an informal dialogue to determine whether an accommodation is needed.

Your role in accommodation identification:

- Encourage ongoing, open communication among employees and their managers through the whole process to ensure success for all involved
- Direct your employee or their supervisor to contact MetLife’s ADA Workforce Solutions team. We’ll take it from there

Step 2: Explore and Solve

Our team works with your employees and their health care providers to gather medical information, consider its impact to essential job functions and identify possible accommodations. Clinical and vocational rehabilitation professionals provide insights and ideas for job, work site, equipment or schedule changes, and other modifications, as appropriate.

Your role in accommodation evaluation and decision:

- Provide current job descriptions, listing essential job functions, for your employees
- Collaborate with our team to address your employees’ needs


Step 3: Accommodate and Monitor

Once an accommodation decision is made, our team will guide the implementation and provide all necessary documentation. We will continue to monitor the ongoing effectiveness of the accommodation selected, until a reasonable resolution is achieved. Additional support is available to employees and supervisors, as needed.

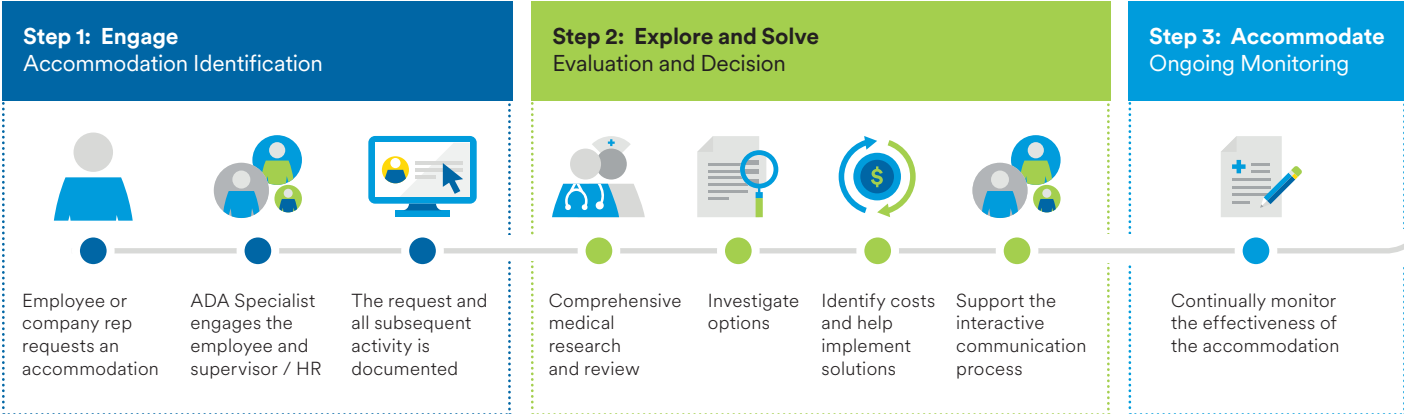
Your role in monitoring the accommodation:

- Ensure supervisors and HR teams remain supportive of your employees
- Incorporate training for all employees in recognizing ADA accommodation possibilities

Ongoing Support



MetLife supports the interactive accommodation process, providing you with critical data and reporting, every step of the way.



Get expert guidance for confident decisions. Contact your MetLife representative today.

[metlife.com](https://www.metlife.com)

Like most group disability income policies, MetLife's policies contain certain exclusions, waiting periods, reductions, limitations and terms for keeping them in force. Ask your representative for complete cost and details.



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