

Audio Script for ADA

Take a moment and answer the following four questions. Click the correct answer. When you are done, click the “Next” button to continue.

Karina is an employee who has worked full-time for Electronics Are For You, a company with one retail establishment. There are 20 employees who work the registers and the floor and 5 employees who work in the back office.

Karina has worked the floor and the registers for the past 4 years. There’s a mandatory uniform for all personnel working the register and the floor. It’s mini skirt, heels, stocking and sleeveless shirts. This is a requirement that all personnel working the floor also work the registers as the positions are often switched off during the shifts.

Karina has had excellent evaluations for the first three years and an average evaluation for the past year. Karina has used all of her sick leave for the past year due to illness and has often of recent called in at the last minute and informed the company that she would not be able to work her shift due to illness.

[Ringing phone]

Male: Good afternoon, **Katrina**, what can I help you with today?

Female: I’m ashamed to have to explain this to you today but I feel I have no choice. I’ve been working for the company for 10 years and progressively I’ve gained more and more weight and because of my medical condition that requires me to take steroids and the other medications that have side effects of water retention and weight gain.

There’s nothing I can do to keep the weight off. I – I know that part of our uniform requires stockings and high heel shoes to work the floor and the cash register. Due to my weight gain and for medical reasons my endurance level – I – I can no longer wear stockings and due to circulatory issues I can no longer wear the heels because of the additional weight gain and the adverse impact to my back when I wear the heels and –

So my doctor told me I must stop wearing both heels and stockings due to my medical condition. So this is the reason I’ve missed so much more work than usual. I – I really love my job and I want to keep it. It’s really all I have. This company is my life.

I wanted to talk to you about what can be done to accommodate my changed needs as I feel I have protections available to me under the ADA and I wanted to explore those options.

If such a situation occurred in your workplace and you were the Director of Human Resources would you deem Karina disabled under the ADA? If so, what reasonable accommodations would you offer to her?

From an ADA policy standpoint what would your ideal be in terms of an employer ADA policy? And what would your ideal be as to what the employee, Karina, should be told by the HR Department as pertains to her rights and obligations pursuant to the ADA?

From the employer policy perspective focus on requirements for reasonable accommodations, identification of reasonable accommodation requirements, determination as to whether reasonable accommodations can be made and steps to be taken to make specific accommodations if –

[Beginning of HR593_ADA_007]

After viewing the scenario, completing the reading and reviewing the lecture notes in conjunction with the TCO, answer the following questions relating to ADA.

If such a situation occurred in your workplace and you were the Director of Human Resources would you deem Karina disabled under the ADA? If so, what reasonable accommodations would you offer to her?

From an ADA policy standpoint what would your ideal be in terms of an employer ADA policy? And what would your ideal be as to what the employee, Karina, should be told by the HR Department as pertains to her rights and obligations pursuant to the ADA?

From the employer policy perspective focus on requirements for reasonable accommodations, identification of reasonable accommodation requirements, determination as to whether reasonable accommodations can be made and steps to be taken to make specific accommodations if requested.

[End of Audio]