Applicants & Candidates
Reasonable Accommodation (RA) Support
High Level Process Map

In partnership with BANK OF AMERICA

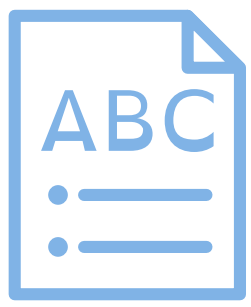
1. **Request initiation**
   Applicant or candidate engages recruiter
2. **Recruiter gathers relevant details**
3. **Recruiter submits request to RA team**

Recruiters should be trained on possible scenario and equipped with talking points on how to address potential RA requests.

No magic RA words – requests for support may sound like:

- "It's difficult for me to focus at times."
- "The font was so small I almost didn't realize when the deadline might be."
- "Is there close parking nearby the interview location?"
- "My service animal accompanies me just about everywhere."

4. **Request is assigned to Reasonable Accommodation Consultant (RAC)**
5. **RAC contacts recruiter to ensure their understanding and ask follow up questions as needed**
6. **RAC connects with candidate where appropriate**
7. **RAC conducts research**
8. **If appropriate, RAC engages hiring manager, HR partner, additional partners or vendors to coordinate accommodation**
9. **RAC updates recruiter and applicant/candidate throughout the process**
10. **RAC and/or recruiter closes out with applicant or candidate once effective solution is determined**



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