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LOZANO SMITH ATTORNEYS EXPAND ON NEED FOR COMMUNICATION

Lozano Smith attorneys Dulcinea Grantham and Kimberly Gee were recently published in the Daily Journal for an article entitled, "Communication is Key: Working with Disabled Employees".

The November 17, 2011 article spoke on current events in the business world that exemplify poor communication skills. In a recent case for the United Parcel Service (UPS), poor communication with a disabled employee resulted in fines and damages for the company.

The publication explained the details of the case, and the situation that it created for both the company and employee. The attorneys recommended that all businesses should place high importance on creating a discrimination-free work environment. If a discrimination issue does arise, all reasonable steps for clear communication should be made to remedy the situation.

"This decision underscores the importance to employers of engaging in individualized discussions with employees when requests for reasonable accommodations are made," the article stated. "Form documents notifying an employee that his or her request for an accommodation has been received and asking for additional information, such as an authorization for release of medical records, should be followed by personal contact so that the employer and employee may discuss the employee's specific circumstances. Employers should also ensure that their nondiscrimination policies incorporate the requirements of California's FEHA in addition to the federal ADA."

Additional details of this case can be viewed on the Client News Briefs section of the Lozano Smith [website](#).

[Dulcinea Grantham](#) is a shareholder in Lozano Smith's Walnut Creek office.

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