

Request for Reasonable Accommodation

An employee or someone on the employee's behalf makes a request for a reasonable accommodation. Whoever initially receives request has 5 business days to forward to employee's supervisor.

Supervisor receives request for accommodation (orally or written), engage in the interactive process, reviews it to determine if it is reasonable and request medical documentation if needed.

Supervisor meets with Human Resources and Disability Program Manager for guidance if necessary.

Supervisor issues decision within 10 business days to the employee or within 10 business days after receiving medical documentation when required.

A decision denying the proposed accommodation but offering an alternate, must explain the reason for the denial and the reason the alternate will be effective.

If denied, written notice must be issued within 10 business days to the employee explaining reason for denial. Include rights to file discrimination complaint, merit system protection board and reconsideration. Denials must be reviewed by the Human Resources Office; written copy must be provided to Servicing Human Resources Office. Notice must be signed by the supervisor.

If granted, provide accommodation within 20 business days from the date the request was received by the supervisor.

If additional medical documentation is required, notice will be issued to the employee within 10 business days from the date the medical documentation was received.

How to request reconsideration if the request for reasonable accommodation is denied

Employees may request a reconsideration from the deciding official. If the deciding official does not reverse decision, employee may ask next level official to do so.

Individuals who believe they have been discriminated against because of their disability or who seek redress may:

- Use the alternative dispute resolution process to resolve disputes of denial of reasonable accommodation.
- File an EEO complaint. Employees and applicants for employment must contact an EEO Counselor within 45 days after receiving a response to the request.
- File a grievance. Employees and applicants for employment must contact the servicing Human Resources Office promptly after receiving the decision to find out the applicable procedures and time limits for filing a grievance under a negotiated grievance procedure or the administrative grievance system, as appropriate.

Reconsideration

Individuals with disability request prompt reconsideration.

Individual should ask deciding official to reconsider the decision. Deciding official has 5 business days to respond to request for reconsideration.

If deciding official does not reverse the decision, the individual may ask the next level official to do so. The next level official must respond within 10 business days.

Additional information regarding Reasonable Accommodations

Questions concerning reasonable accommodations may be directed to your Bureau Disability Program Manager, EEO Office, or Human Resources Office. Interior's Reasonable Accommodation Policy can be found at www.doi.gov/diversity.

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Reasonable Accommodation



U.S. Department of the Interior
Office of Civil Rights

What is a reasonable accommodation?

A reasonable accommodation is an adjustment to job requirements or to the work environment that assists an employee with a disability in performing the essential duties of his or her position, or a qualified applicant with a disability during the recruitment and selection process. A reasonable accommodation may include, but is not limited to:

- a. Making facilities readily accessible to, and usable by, people with disabilities;
- b. Job restructuring;
- c. Part time or modified work schedules;
- d. Acquiring or modifying equipment or devices;
- e. Appropriate adjustment or modification of examinations and training materials;
- f. Providing readers, interpreters and other auxiliary aids; and
- g. Reassignment.

Who is a qualified individual with a disability?

A qualified individual with a disability is one who:

- a. Has a physical or mental impairment which substantially limits one or more major life activities; or
- b. Has a record of such impairment; or is regarded as having such impairment; and
- c. With respect to employment, i.e., is an employee or an applicant for employment, who can perform the essential functions of the position in question, with or without reasonable accommodation, without endangering the health and safety of the individual or others, and who, depending on the type of appointing authority being used meets the experience and/or education requirements of the position (which may include passing a written test).

What are major life activities?

Major life activities include but may not be limited to caring for one's self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working.

How would an employee with a disability request a reasonable accommodation?

Employees with disabilities who desire accommodations shall:

- a. Request an accommodation from the immediate supervisor, another supervisor or manager in his/her chain of command, the Director of the Office of Civil Rights, the Disability Program Manager, or the Servicing Human Resources Office;
- b. Provide medical documentation of the disabling condition, if requested; and
- c. Provide a description of the accommodation requested, if known, and an explanation of how it would enable the employee to perform the job.

What is the role of the supervisor?

The role of the supervisor is to:

- a. Acknowledge and respond immediately in writing to accommodation requests.
- b. Engage in an interactive discussion with the requestor regarding the kind of accommodation needed and determining an effective method of accommodation to address the need.
- c. Seek guidance from and consult with the Human Resources Office and the Bureau EEO Office on reasonable accommodation issues, if needed.
- d. Request medical documentation to support the accommodation request, as needed.
- e. Share medical documentation only with individuals involved in responding to accommodation requests who have a valid need to know. This information is to be retained in a confidential manner.
- f. When a request is denied, the decision must include an explanation for the denial. (See timelines on back cover.)
- g. Complete the Information Reporting Form and submit it, with copies of all information received as part of processing the request, to the Servicing Human Resources Office within 10 business days of the decision.

How would an applicant for employment request a reasonable accommodation?

Applicants with disabilities who desire accommodations shall:

- a. Request an accommodation from servicing human resources managers;
- b. Provide medical documentation of the disabling condition, if requested; and
- c. Provide a description of the accommodation requested, if known, and an explanation of how it would assist the applicant in the selection process.

Procedures for requesting reasonable accommodation.

A request for reasonable accommodation may be submitted orally, but should be followed by a written confirmation.

- a. Employees with disabilities should submit requests to the immediate supervisor. Request must include name, daytime telephone number, position title, and organization name.
- b. Qualified applicants with disabilities must submit requests to the servicing Human Resources Office at a reasonable time prior to the occasion for which the accommodation is needed. Request must include name, daytime telephone number, and home address.

All requests should include:

- a. A description of the disabling condition, documentation from an appropriate medical professional; if requested;
- b. The date of the request and signature of the requestor; and
- c. During the interactive process, a description of the accommodation, if known, and an explanation of how it would enable the employee in performing the job, or how it would assist the applicant in the selection process.