

## What supervisors should do when Reasonable Accommodation is requested or implied

I. An accommodation is any change in the work environment or in the way that things are customarily done that enables an individual with a disability to enjoy equal employment opportunities. An essential element of reasonable accommodation is the good faith, flexible **interactive process**: communications between employee and management to consider alternative options and effective solutions to meet the needs of the employee while continuing to accomplish the agency's mission.

- a) Be tuned in to what your employee tells you. **Most employees will not use the words "reasonable accommodation"**. For instance, an employee may ask for leave because he/she is "depressed and stressed". The employee has communicated a request for a change at work (time off) for a reason related to a medical condition. This statement may be sufficient to put the employer on notice that the employee is requesting reasonable accommodation.
- b) If you believe an employee might be requesting accommodation, don't assume anything; start the interactive process and ask, "Are you requesting an accommodation?" Be sure to let your employee know that you are concerned about their health and their ability to perform their duties.
- c) Have the employee complete **Appendix B** (Confirmation of Request for Reasonable Accommodation) which is included in the Department of the Army's Procedures for Providing Reasonable Accommodation for Individuals with Disabilities (located at the EEO website, [www.monterey.army.mil/EEO/eeo\\_main.html](http://www.monterey.army.mil/EEO/eeo_main.html), under the "Disability Info" link).
- d) **Once you are aware of the accommodation request, you must begin processing it.** Absent extenuating circumstances, the requested accommodation should be granted, modified or denied within **30 business days** from the date the decision maker receives the request.
- e) The completed **Appendix B** should include enough information for you to determine if the employee has a disability that requires accommodation. If it doesn't, you should ask the employee to provide additional documentation to support the request. This request for additional documentation should be in writing; coordinate with CPAC (Labor Management Employee Relations) to initiate the request.
- f) You **must** provide a copy of the submitted **Appendix B** to the EEO Office. The EEO office will assign a log number to the request, return the form to you and monitor your processing of the request through completion.
- g) **If you can** provide the requested accommodation, do so. **If you cannot** provide the requested accommodation, or need additional guidance/assistance, request a meeting with the Reasonable Accommodation Team (EEO, Legal, Medical, CPAC) by contacting the EEO office.
- h) Attempt to **temporarily accommodate** the employee until a determination can be made on the Reasonable Accommodation request. If you are providing a temporary accommodation, inform the employee in writing that the interim accommodation is intended as a short-term solution and that alternative effective solutions may need to be explored.
- i) If you approve the accommodation request, complete **Appendix F** (Reasonable Accommodation Information Request) and submit to the EEO office for RA Request records.
- j) Monitor the effectiveness of the provided accommodation. If the accommodation is not effective, re-initiate the interactive process to explore other alternatives. Complete/submit an updated **Appendix F** to the EEO Office documenting the modified accommodation.

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II. If you propose to deny the accommodation request, contact the legal office before notifying the employee of the denial. A legal review must be conducted for all **proposed denials** of accommodation. Complete **Appendix E** (Denial of Accommodation Request), submit to legal for review and provide a copy of the form to the EEO Office. If legal concurs with denial, issue **Appendix E** to the employee and submit a copy of **Appendix E** and **Appendix F** to the EEO office for RA Request records.

III. For **non-disability** related requests, use the chain of command (i.e. supply procedures) or contact your organization's Safety or Occupational Health offices. **Do not** initiate **Appendix B** for **workplace wellness** items (e.g., ergonomic chair, wrist rest, monitor anti-glare screen) not associated with a disability.

### **Related Resources:**

Computer/Electronic Accommodations Program (CAP) – [www.cap.mil](http://www.cap.mil)

Job Accommodation Network (JAN) – [www.askjan.org](http://www.askjan.org)

DLIFLC Safety Office (831) 242-6353

U.S. Army Garrison-Presidio of Monterey Safety Office: (831) 242-6507

CPAC Labor/Management & Employee Relations Office: (831) 242-6113/4188/7706

CPAC Workers Compensation Office: (831) 242-5149

Legal Office: (831) 242-6416 or 242-4537

CALMED-Industrial Hygiene Office (Preventive Medicine): (831) 242-7585

EEO Office: (831) 242-5105