



UNITED STATES DEPARTMENT OF COMMERCE  
National Oceanic and Atmospheric Administration  
WORKFORCE MANAGEMENT OFFICE

MEMORANDUM FOR: All NOAA Employees

FROM: Eduardo J. Ribas  
Director for Workforce Management

Alfred A. Corea  
Director, Civil Rights Office

SUBJECT: NOAA Reasonable Accommodation Procedures

NOAA has developed procedures for requesting or responding to requests for disability accommodation in compliance with the Rehabilitation Act of 1973 (as amended) and applicable Equal Employment Opportunity Commission guidance and issuances. These procedures are also consistent with the Department of Commerce Administrative Order (DAO) 215-10, "Reasonable Accommodation for Disabilities in Employment". They may be found at [http://www.eeo.noaa.gov/~civilr/reas\\_acc.pdf](http://www.eeo.noaa.gov/~civilr/reas_acc.pdf) for immediate use.

For bargaining unit employees, implementation of these procedures will be consistent with existing collective bargaining agreements and the Federal Labor Management Relations Statute.



## **NATIONAL OCEANIC and ATMOSPHERIC ADMINISTRATION REASONABLE ACCOMMODATION PROCEDURES**

The National Oceanic and Atmospheric Administration (NOAA) has developed these reasonable accommodation procedures in compliance with the Rehabilitation Act of 1973, as amended, Equal Employment Opportunity Commission (“EEOC”) guidance and issuances and consistent with the Department of Commerce Administrative Order (DAO) 215-10.

### **Purpose**

The following implements Executive Order 13164 by establishing requirements for processing requests for reasonable accommodation and, where appropriate, for providing reasonable accommodation to employees and applicants with disabilities.

### **Authority**

The Rehabilitation Act of 1973 (29 U.S.C 701), as amended, requires an employer to provide reasonable accommodation to qualified individuals with disabilities who are employees or applicants for employment, except when such accommodation would cause undue hardship.

Executive Order 13164, Requiring Federal Agencies to Establish Procedures to Facilitate the Provision of Reasonable Accommodation (July 26, 2000), requires that Federal agencies establish effective written procedures for processing requests for reasonable accommodation.

Equal Employment Opportunity Commission Policy Guidance on Executive Order 13164, Establishing Procedures to Facilitate the Provision of Reasonable Accommodation, No. 915-003 (October 20, 2000), explains EO 13164 in detail.

Equal Employment Opportunity Enforcement Revised Guidance on Reasonable Accommodation and Undue Hardship under the American's with Disabilities Act (October 17, 2002) clarifies and updates the rights and responsibilities of employers and individuals with disabilities regarding reasonable accommodation and undue hardship.

## Scope

The procedures contained herein apply to all NOAA organizational elements and to all employees and applicants for employment with NOAA and its organizational elements and offices. These procedures supplement the Equal Employment Opportunity Commission (EEOC) Revised Enforcement Guidance on Reasonable Accommodation and Undue Hardship Under the Americans with Disabilities Act (October 17, 2002), and EEOC Policy Guidance on Executive Order 13164, Establishing Procedures to Facilitate the Provision of Reasonable Accommodation (October 20, 2000). Both documents are available on EEOC's internet site at [www.eeoc.gov](http://www.eeoc.gov)).

Implementation of the NOAA Reasonable Accommodation Procedures will be consistent with existing collective bargaining agreements and the Federal Labor Management Relations Statute.

## Definitions

**Decision-maker.** An individual who has authority to determine whether a requested accommodation will be provided.

**Bureau.** NOAA, including its subordinate organizational elements and offices.

**Disability.** An impairment that substantially limits one or more of the major life activities.

**Dispute Resolution Process.** Any voluntary mechanism through which an individual can request reconsideration of denial of reasonable accommodation, regardless of whether the person has started the EEO complaint process.

**Essential Function.** Those job duties that are so fundamental to the position that the individual holds or desires that he/she cannot do the job without performing them. A function can be "essential" if, among other things: the position exists specifically to perform that function; there are a limited number of other employees who could perform the function; or the function is specialized and the individual is hired based on his/her ability to perform them. Determination of the essential functions of a position must be done on a case-by-case basis so that it reflects the job as actually performed, and not simply the components of a generic position description.

**Extenuating Circumstances.** Factors that could not reasonably have been anticipated or avoided in advance of the request for accommodation. Limited situations in which unforeseen or unavoidable events prevent prompt processing and delivery of an accommodation. For example, processing a request for reasonable accommodation or providing an accommodation may not be delayed because a particular staff member is unavailable.

**Individual with a Disability.** A person who has a physical or mental impairment that substantially limits one or more of that person's major life activities, has a record of impairment, or is regarded as having such an impairment.

**Interactive Process.** The process by which the individual requesting an accommodation and the Decision-maker talk to each other about the request for accommodation, the process for determining whether an accommodation will be provided, and potential accommodations.

**Major Life Activity.** Basic activities that the average person in the general population can perform with little or no difficulty, such as caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working.

**Organizational Element.** Any division, office, service or other component of NOAA.

**Qualified Individual with a Disability.** An individual with a disability who satisfies the requisite skill, experience, education, and other job-related requirements of the employment position such individual holds or desires, and who, with or without reasonable accommodation, can perform the essential functions of such position.

**Reasonable Accommodation.** An adjustment or alteration that enables a qualified person with a disability to apply for a job, perform job duties, or enjoy benefits and privileges of employment. There are three categories of reasonable accommodations:

- Modifications or adjustments to a job application process to permit an individual with a disability to be considered for a job (such as providing application forms in alternative formats like large print or Braille);
- Modifications or adjustments to enable a qualified individual with a disability to perform the essential functions of the job (such as providing sign language interpreters); and
- Modifications or adjustments that enable employees with disabilities to enjoy equal benefits and privileges of employment (such as removing physical barriers in an organization's criteria).

**Reassignment.** A form of reasonable accommodation that, absent undue hardship, may be provided to employees (not applicants) who, because of a disability, can no longer perform the essential functions of their job, with or without reasonable accommodation. Reassignments are made only to vacant positions and to employees who are qualified for the new position. If the employee is qualified for the position, he/she will be reassigned to the job and will not have to compete.

**Receiving Officials.** Typically this is the employee's immediate supervisor; another supervisor or manager in the employee's immediate chain of command; the Equal Employment Opportunity (EEO) office; any other office designated to oversee the reasonable accommodation process; in connection with the application process, the Workforce Management Office (WFMO) Management Official with whom the applicant has contact in connection with the application process; or any other individual designated by the organizational element.

**Request for Reasonable Accommodation.** A statement that an individual needs an adjustment or change at work, in the application process, or in a benefit or privilege of employment for a reason related to a medical condition.

**Requester.** A qualified employee or applicant with a disability, or an individual acting on his/her behalf, who requests reasonable accommodation.

**Undue Hardship.** An action requiring significant difficulty or expense when considered in light of factors such as the agency's size, financial resources, and the nature and structure of the position. Determination of undue hardship is always made on a case-by-case basis, considering factors that include the nature and cost of the reasonable accommodation needed and the impact of the reasonable accommodation on the operations of the agency.

## Requesting Reasonable Accommodation

### 1. Requests for Accommodation

**The reasonable accommodation process begins** as soon as the request for accommodation is made either orally or in writing. The request does not have to use any special words, such as "reasonable accommodation," "disability," or "Rehabilitation Act." An individual with a disability may request a reasonable accommodation whenever he/she chooses, even if he/she has not previously disclosed the existence of a disability. **The request does not necessarily mean that the employer is required to provide the change.**

- An **employee** may request reasonable accommodation directly from his/her immediate supervisor; another supervisor or manager in the immediate chain of command; the Office Director; through their Line Office EEO Program Manager or; the NOAA Civil Rights Office (CRO). The request may be made orally or in writing.
- An **applicant** may request reasonable accommodation from the responsible NOAA WFMO Staffing Specialist with whom s/he has contact in connection with the official application process.
- **A family member, friend, health professional, or other representative may request a reasonable accommodation** on behalf of an employee or applicant with a disability. The request shall be made to one of the same persons to whom the employee or applicant would make the request. To the extent possible, an individual with a disability should be contacted to confirm that he/she in fact wants a reasonable accommodation. The individual may refuse to accept an accommodation that is not needed.
- To ensure accurate records regarding requests for accommodation, **Receiving Official must follow up an oral request for accommodation with a written "Confirmation of Request for Reasonable Accommodation"** (Appendix B) or by confirming the request in writing (including E-mail) to their EEO Program Manager or NOAA CRO.
- **A written confirmation is not required** when an individual needs a reasonable accommodation on a recurring basis (e.g., the assistance of sign language interpreters or readers). The written form is required only for the first request although appropriate notice must be given each time the accommodation is needed.

### 2. Individuals Processing Requests:

**Receiving Officials.** will be responsible for handling the request (as Decision-maker), or forward the request to the Decision-maker, and monitor the request through closure.

Typically this is the employee's immediate supervisor; another supervisor or manager in his/her immediate chain of command; the Equal Employment Opportunity (EEO) office; in connection with the application process, the WFMO Management Official with whom the applicant has contact in connection with the application process; or any other individual designated by the organizational element.

**Decision-makers.** The Decision-maker may differ depending on whether the request is initiated by an employee or an applicant, or the type of accommodation being requested.

For example, the Decision-maker could be as follows:

- If the requests are from an employee, the Decision-maker might be the employee's immediate supervisor or the head of the office;
- The head of the office or his/her designee where the accommodation requested involves personnel actions; or
- The organizational element WFMO Management Official responsible for the recruitment and/or selection process if the request for accommodation is from an applicant

**Back-Up.** Organizational elements shall ensure that procedures are in place to provide back-up coverage to continue receiving, processing, and providing reasonable accommodations when the Receiving Official and Decision-makers are unavailable.

### **3. Requests For Medical Information**

- a. NOAA, its organizational elements and offices are entitled to know that an employee or applicant has a covered disability that requires a reasonable accommodation. In some cases the disability and need for accommodation will be obvious or otherwise already known to the Decision-maker. In these cases, further medical information will not be sought. However, when a disability and/or need for reasonable accommodation is not obvious or otherwise already known to the Decision-maker, or organizational element may require that the individual provide reasonable documentation about the disability and his or her functional limitations.

Medical documentation will only be shared with individuals, with a need to know, who are involved in the process of reviewing and/or responding to accommodation requests. Medical documentation is to be maintained in a confidential manner.

- b. If a determination is made to seek medical information, information will be requested sufficient to substantiate that the individual has a Rehabilitation Act disability and needs the reasonable accommodation requested. **Documentation unrelated to the disability claimed will not be requested.** Organizational element requests for medical information will follow the requirements set forth in EEOC's *Enforcement Guidance: Disability-Related Inquiries and Medical Examinations of Employees Under the Americans with Disabilities Act* (available on EEOC's internet site at [www.eeoc.gov](http://www.eeoc.gov)). **All decisions to request medical information must be made in consultation with the WFMO Advisor.**
- c. The Decision maker or his/her designee will seek information or documentation about the disability and/or functional limitations from the individual, and/or ask the individual to obtain such information from an appropriate professional, such as a doctor, social worker, or rehabilitation counselor. In order to get the most helpful possible information, all requests for information should describe the nature of the job, the essential functions the individual is expected to perform, and any other relevant information. The Decision-maker **must** work with the **WFMO staff and/or the Office of General Counsel (OGC)**, and any other individual designated by the organizational element, as appropriate, in seeking suitable information.
- d. Once the medical documentation is received, the Decision-maker will consult with their WFM Advisor, the OGC, and a physician chosen by organizational element if necessary. If the information provided by the health professional (or the information volunteered by the individual requesting the accommodation) is insufficient to enable the organizational element to determine whether an accommodation is appropriate, the organizational element may ask for further information. First, however, the organizational element should explain to the individual seeking the accommodation, in specific terms, why the information provided is insufficient, what additional information is needed, and why it is necessary for a determination of the reasonable accommodation request. The individual may then ask the health care or other appropriate professional to provide the missing information.
- e. Alternatively, the organizational element and the individual requesting the accommodation may agree that the individual will sign a limited release, and that the organizational element may thereafter submit a list of specific questions to the individual's health care professional or may otherwise contact the individual's doctor to request information necessary to make a determination on the reasonable accommodation request. Once a decision is rendered, the limited release will expire.
- f. If, after a reasonable period of time, there is still not sufficient information to demonstrate that the individual has a disability and needs a reasonable accommodation, the organizational element may request that the individual be examined by a physician chosen by the organizational element. Such an examination would be performed at the organizational element's expense.



- g. In some cases, the individual requesting the accommodation will supply medical information directly to the Decision-maker without being asked. In these cases, the Decision-maker will consider such documentation and if additional information is needed, the Decision-maker will work with the WFMO Advisor.
- h. If the organizational element determines that medical information submitted must be reviewed by a medical expert, the organizational element will choose the medical expert. The cost of the review will be at the organizational element's expense.
- i. Failure by the individual to provide documentation that is sufficient to substantiate that s/he has an ADA disability or to cooperate in the organizational element's efforts to obtain such documentation can result in a denial of the reasonable accommodation.**

#### **4. Time frames for processing requests and providing reasonable accommodations:**

##### **a. Requests Not Involving Extenuating Circumstances**

The time necessary to process a request will depend on the nature of the accommodation requested and whether it is necessary to obtain supporting information. At a minimum, however, requests shall be processed as follows:

- (1) **If the request does not require that supporting medical information be obtained**, the request shall be processed and the accommodation, if granted, provided as soon as possible but not more than **15 work days** from the date the request was initially made, and sooner, if possible. Since the Decision-maker may need the full 15 days to engage in the interactive process and collect all relevant information about possible accommodations, he/she should not delay beginning this process.

**Examples of accommodations that can easily be provided within the 15-day time frame include:**

- An employee with diabetes who sits in an open area asks for four breaks a day to test his/her blood sugar levels so that he/she may do these tests in private.
- An employee, who takes anti-depressants that make it hard for him/her to get up in time to get to the office at 9:00 a.m., requests that he/she be allowed to start work at 10:00 a.m. and still put in an 8-hour day.
- A supervisor distributes detailed agendas at the beginning of each staff meeting. An employee with a learning disability asks that the agenda be distributed ahead of time because the disability makes it difficult to read and he/she needs more time to prepare

- (2) **If the request requires that supporting medical information be obtained** to determine whether the requesting individual has a disability and/or to identify the functional limitations, the following will apply. The request for additional documentation will be made as soon as possible after his or her receipt of the request for accommodation, but before the expiration of the 15-day period. The 15-day processing deadline will be stayed. NOAA recognizes that the need for documentation may not become apparent until after the interactive process has begun. The decision shall be made and the accommodation, if granted, shall be provided within 15 work days from the date the Decision-maker receives the relevant information from the designated organizational element official.

**b. Requests Involving Extenuating Circumstances**

- (1) When extenuating circumstances are present, the time for processing a request for reasonable accommodation and providing the accommodation will be extended as reasonably necessary. Extensions based on extenuating circumstances should be limited to circumstances where they are strictly necessary. All organizational element officials are expected to act as quickly as reasonably possible in processing requests and providing accommodations. The following are examples of extenuating circumstances:
- (a) The purchase of equipment may take longer than 15 business days because of requirements under the Federal Acquisition Regulations.
  - (b) Equipment must be back-ordered, the vendor typically used by the organizational element for goods or services has unexpectedly gone out of business, or the vendor cannot promptly supply the needed goods or services and another vendor is not immediately available.
  - (c) The employee with a disability needs to try working with equipment on a trial basis to ensure that it is effective before the organizational element buys the equipment.
  - (d) New staff needs to be hired or contracted for, or an accommodation involves the removal of architectural barriers.
  - (e) There is an outstanding initial or follow-up request for medical information, or the designated organizational element official is evaluating medical information that has been provided.

Where extenuating circumstances are present, the Decision-maker must notify the individual, in writing, of the reason for the delay, and the approximate date on which a decision, or provision of the reasonable accommodation, is expected. Any further developments or changes should also be communicated promptly to the individual.

If there is a delay in providing an accommodation the Decision-maker must decide whether **temporary measures** can be taken to assist the employee. This could include providing the

requested accommodation on a temporary basis or providing a less effective form of accommodation. In such a case, the Decision-maker will notify the individual **in writing** that the accommodation is being provided on a temporary basis pending a decision on the accommodation request.

For example, there may be a delay in receiving adaptive equipment for an employee with vision impairment. During the delay, the supervisor might arrange for other employees to act as readers. This temporary measure may not be as effective as the adaptive equipment, but it will allow the employee to perform as much of the job as possible until the equipment arrives

In addition, the Decision-maker may provide measures that are not reasonable accommodations within the meaning of the law (e.g., temporary removal of an essential function) if:

- (1) they do not unreasonably interfere with the operations of the organizational element;  
and
- (2) the employee is clearly informed that they are being provided only on a temporary, interim basis.

If the delay is attributable to the need to obtain or evaluate medical documentation and the organizational element has not yet determined that the individual is entitled to an accommodation, the organizational element may also provide an accommodation on a temporary basis.

**Organizational element Decision-makers who approve such temporary measures are responsible for assuring that they do not take the place of a permanent accommodation and that all necessary steps to secure the permanent accommodation are being taken.**

**Expedited Processing.** In certain circumstances, when a request for reasonable accommodation requires an expedited review and decision in a time frame that is shorter than the 15 work days discussed above every reasonable effort must be made to provide a timely accommodation. This includes where a reasonable accommodation is needed:

- a. **To enable an applicant to apply for a job.** Depending on the timetable for receiving applications, conducting interviews, taking tests, and making hiring decisions, there may be a need to expedite a request for reasonable accommodation in order to ensure that an applicant with a disability has an equal opportunity to apply for a job. Therefore, the organizational element needs to move as quickly as possible to make a decision and, if appropriate, provide a reasonable accommodation if needed.

- b. **To enable an employee to attend a meeting scheduled to occur shortly.** For example, an employee may need a sign language interpreter for a meeting scheduled to take place in 5 days.

## **5. Reassignment as an Accommodation**

**Reassignment as a form of reasonable accommodation can only be offered to NOAA, U.S. Department of Commerce employees and is not available as an accommodation for job applicants.**

Reassignment will only be considered as a reasonable accommodation if a determination is made that no other reasonable accommodations are available to enable the individual with a disability to perform his or her current job, or if the only effective accommodation would cause undue hardship. In considering whether there are positions available for reassignment, the Decision-maker should work with the organizational element's WFMO Advisor, as well as with the individual requesting the accommodation to identify.

## **6. Granting a Reasonable Accommodation Request.**

As soon as the Decision-maker determines that a reasonable accommodation will be provided, that decision should be immediately communicated to the individual by the Decision-maker. If the accommodation cannot be provided immediately, the Decision-maker must inform the individual of the projected time frame for providing the accommodation.

## 7. Denial of Reasonable Accommodation Request

The decision maker **should not deny** a request without consulting their WFMO Advisor and EEO Program Manager.

- a. As soon as the Decision-maker determines that a request for reasonable accommodation will be denied, he/she must issue a written decision to the individual who requested the accommodation, with a copy to the organizational element EEO Program Manager. The explanation for the denial should be written in plain language, clearly stating the specific reasons for the denial.
  - (1) Where the Decision-maker has denied a specific requested accommodation, but offered to make a different one in its place which was not agreed to during the interactive process, the denial notice should explain both the reasons for the denial of the requested accommodation and the reasons that the Decision-maker believes the chosen accommodation will be effective.
  - (2) Reasons for the denial of a request for reasonable accommodation **must include specific reasons for the denial**, and may include the following:
    - (a) The requested accommodation would not be effective.
    - (b) Providing the requested accommodation would result in undue hardship. Before reaching this determination, the Decision-maker must have explored whether other effective accommodations exist which would not impose undue hardship and therefore can be provided.
    - (c) A determination of undue hardship means that the organizational element finds that a specific accommodation would result in significant difficulty or expense, or would fundamentally alter the nature of the organizational element's operations. When evaluating budgetary or administrative concerns to determine if undue hardship exists, the organizational element will follow the standards outlined in the regulations and in the "*Enforcement Guidance on Reasonable Accommodation and Undue Hardship Under the Americans with Disabilities Act.*"
    - (d) Medical documentation is inadequate to establish that the individual has a disability and/or needs a reasonable accommodation.
    - (e) The requested accommodation would require the removal of an essential function.

- (f) The requested accommodation would require the lowering of a performance or production standard
- (g) The written notice of denial must also inform the individual that he/she has the right to file an EEO complaint and may have rights to pursue Merit Systems Protection Board and union grievance procedures:
  - 1. Executive Order 13164 does not create new rights for applicants or employees; nor does it limit an individual's rights under the Rehabilitation Act. The requirements described in these procedures are in addition to statutory and collective bargaining protections for persons with disabilities and the remedies they provide for the denial of requests for reasonable accommodation. Requirements governing the initiation of statutory and collective bargaining claims, including time frames for filing such claims, remain unchanged.
  - 2. An individual who chooses to pursue statutory or collective bargaining remedies for denial of reasonable accommodation must comply with the following:
    - a. **EEO Complaint.** Contact an EEO counselor within 45 days from the date of receipt of the written notice of denial.
    - b. **Collective Bargaining Claim.** File a grievance in accordance with the provisions of the controlling Collective Bargaining Agreement; or
    - c. **MSPB Appeal.** Initiate an appeal within 30 days of an appealable adverse action as defined in 5 C.F.R. 1201.3.

## **8. Reasonable Accommodation Information Tracking Form**

The decision maker must complete a “**Reasonable Accommodation Information Tracking Form**” (Appendix C) within **ten work days** of the decision and give it to their EEO Program Manager.

## **9. Reasonable Accommodations Agreement**

Once an accommodation has been approved, the WFMO Advisor may recommend that both the supervisor and employee enter into a reasonable accommodation agreement. Although not required, such an agreement serves to clarify the nature of the accommodation granted. Reasons for having such an agreement include the following:

- 1) In some cases, the accommodated employee's functional limitations might increase or decrease, thus requiring periodic reviews and adjustments to the approved

accommodation(s). For example, some disabilities are degenerative in nature and may require additional accommodation(s).

- 2) Conversely, a disability may improve to the point that an approved accommodation can be ameliorated or removed.

Once an accommodation has been approved and a Reasonable Accommodation Agreement entered into, if requested, the WFMO Advisor review the accommodation on an 'as needed basis' with the supervisor and employee to determine if any changes are needed or if continued accommodation is required.

Such an agreement should contain the following:

- (1) The accommodation approved;
- (2) The responsibilities and expectations of both parties; and
- (3) Need for periodic evaluations/review, if applicable.

Once a permanent (long-term) impairment has been documented, the decision-maker's request for further information should be limited to reasonable documentation on the need for further accommodation (if the need is not obvious) and not on the existence of the disability/impairment itself.

## **10. Reports on provision of reasonable accommodation**

EEO Program Managers will complete reports on reasonable accommodation and transmit to the NOAA CRO annually.

**Communication is a priority throughout the entire process.** The NOAA decision maker will have the principal responsibility for identifying possible accommodations. S/he will take a proactive approach in researching and considering possible accommodation, including consulting appropriate resources for assistance. The employee requesting accommodation should also participate to the extent possible in helping to identify effective accommodation. Resources available to help both the decision maker and the individual requesting the accommodation to identify possible accommodation are listed in Appendix A. The WFMO Advisor should also be available to provide assistance.

## APPENDIX A

### SELECTED REASONABLE ACCOMMODATION RESOURCES

#### **DoD Computer Electronic Accommodations Programs (CAP)**

FDA Contact: OEEODM Reasonable Accommodation Specialist  
301-827-4840

The Department of Defense and the Department of Commerce now have an Interagency Agreement with the Computer/Electronic Accommodations Program (CAP), to provide assistive technology, devices and services to Commerce (NOAA) employees with disabilities at no cost, as granted by the National Defense Authorization Act.

#### **U.S. Equal Employment Opportunity Commission**

1-800-669-3362 (Voice)                      1-800-800-3302 (TTY)

The EEOC's Publication Center has many free documents on the Title I employment provisions of the ADA, including both the statute, 42 U.S.C. § 12101 et seq. (1994), and the regulations, 29 C.F.R. § 1630 (1997). In addition, the EEOC has published a great deal of basic information about reasonable accommodation and undue hardship. The two main sources of interpretive information are: (1) the Interpretive Guidance accompanying the Title I regulations (also known as the "Appendix" to the regulations), 29 C.F.R. pt. 1630 app. §§ 1630.2(o), (p), 1630.9 (1997), and (2) A Technical Assistance Manual on the Employment Provisions (Title I) of the Americans with Disabilities Act III, 8 FEP Manual (BNA) 405:6981, 6998-7018 (1992). The Manual includes a 200-page Resource Directory, including federal and state agencies, and disability organizations that can provide assistance in identifying and locating reasonable accommodations.

The EEOC also has discussed issues involving reasonable accommodation in the following guidance and documents: (1) Enforcement Guidance: Pre-employment Disability-Related Questions and Medical Examinations at 5, 6-8, 20, 21-22, 8 FEP Manual (BNA) 405:7191, 7192-94, 7201 (1995); (2) Enforcement Guidance: Workers' Compensation and the ADA at 15-20, 8 FEP Manual (BNA) 405:7391, 7398-7401 (1996); (3) Enforcement Guidance: The Americans with Disabilities Act and Psychiatric Disabilities at 19-28, 8 FEP Manual (BNA) 405:7461, 7470-76 (1997); (4) Fact Sheet on the Family and Medical Leave Act, the Americans with Disabilities Act, and Title VII of the Civil Rights Act of 1964 at 6-9, 8 FEP Manual (BNA) 405:7371, 7374-76 (1996); and (5) Enforcement Guidance: Disability-Related Inquiries and Medical Examinations of Employees Under the Americans with Disabilities Act at 20, 22, 23, 24-5, 8 FEP Manual (BNA) 405:7701, 7711, 7712-14, 7715-16 (2000).

All of the above-listed documents, with the exception of the ADA Technical Assistance Manual and Resource Directory are also available through the Internet at <http://www.eeoc.gov>.



**Job Accommodation Network (JAN)**

1-800-232-9675 (Voice/TTY)

<http://janweb.icdi.wvu.edu>

A service of the Department of Labor's Office of Disability Employment Policy. JAN can provide information, free-of-charge, about many types of reasonable accommodation.

**ADA Disability and Business Technical Assistance Centers (DBTACs)**

1-800-949-4232 (Voice/TTY)

The DBTACs consist of ten federally funded regional centers that provide information, training, and technical assistance on the ADA. Each center works with local business, disability, governmental, rehabilitation, and other professional networks to provide current ADA information and assistance, and places special emphasis on meeting the needs of small businesses. The DBTACs can make referrals to local sources of expertise in reasonable accommodations.

Language and English.

The RID national office has at its disposal a vast array of informational resources on the field of interpreting, including papers on Interpreting Standards and Practices and How to Hire and Work with an Interpreter.

**RESNA Technical Assistance Project**

(703) 524-6686 (Voice)

(703) 524-6639 (TTY)

<http://www.resna.org>

RESNA, the Rehabilitation Engineering and Assistive Technology Society of North America, can refer individuals to projects in all 50 states and the six territories offering technical assistance on technology-related services for individuals with disabilities. Services may include:

- \* information and referral centers to help determine what devices may assist a person with a disability (including access to large data bases containing information on thousands of commercially available assistive technology products),
- \* centers where individuals can try out devices and equipment,
- \* assistance in obtaining funding for and repairing devices, and
- \* equipment exchange and recycling programs.

**Rehabilitation Services Agencies**

Rehabilitation Services Agencies are state agencies that provide support for the employment, economic self-sufficiency and independence of individuals with disabilities. Local phone book should list them under state services. Sometimes they are listed by Vocational Rehabilitation Offices

**Services for the Visually Impaired**

Judy Rasmussen  
8720 Georgia Avenue, Suite 210  
Silver Spring, MD 20910  
(301) 589-0894

Email: judyras@tidalwave.net

Some people who have minimal vision use Braille. This organization can convert documents to Braille. After arranging for payment, documents can be sent to the Services for the Visually Impaired as an e-mail attachment and the Braille copy will be mailed to the agency.

**National Captioning Institute**

1900 Gallows Road, Suite 3000  
Vienna, VA 22182  
703-917-7600

Federal law requires that all videos include captions, preferably open captions. The National Captioning Institute can add captions to videos.

**Appendix B: Confirmation of Request for Reasonable Accommodation**

**CONFIRMATION REQUEST FOR REASONABLE ACCOMMODATION**

NAME *(Applicant or Employee)*

TODAY'S DATE

NAME OF SUPERVISOR *(If Employee)*

Organization

TELEPHONE NO. OF APPLICANT, EMPLOYEE

DATE OF REQUEST

ACCOMMODATION REQUESTED *(Be specific, e.g., adaptive equipment, change in status, interpreter)*

REASON FOR REQUEST

EXPLANATION OF ANY TIME SENSITIVE ISSUES RELATING TO THE REQUEST

## Appendix C: Reasonable Accommodation Information Tracking

<p><b>REASONABLE ACCOMMODATION INFORMATION TRACKING</b></p>	<p>Tracking Number</p>						
<p><i>To be completed by Human Resource Specialist (for applicant), Decision-maker or his/her designee (for employees).</i></p>							
<p><b>1. Employee/Applicant Data (Check one)</b></p> <p style="text-align: center;"> <input type="checkbox"/> Applicant Requestor             <span style="margin-left: 100px;"><input type="checkbox"/> Employee Requestor</span> </p>	<p>Today's Date</p>						
<p><b>2. Requestor Information</b></p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%; padding: 5px;">a. Name</td> <td style="width: 50%; padding: 5px;">b. Center/Office/Division</td> </tr> <tr> <td colspan="2" style="padding: 5px;">c. Position Title, Series and Grade</td> </tr> </table>		a. Name	b. Center/Office/Division	c. Position Title, Series and Grade			
a. Name	b. Center/Office/Division						
c. Position Title, Series and Grade							
<p><b>3. Date Accommodation Was Requested</b></p>	<p><b>4. Management Official Receiving Request</b></p>						
<p><b>5. Date Request Was Referred to Decision-maker</b></p>	<p><b>6. Name and Title of Decision-maker</b></p>						
<p><b>7. Nature of Accommodation Requested</b></p>							
<p><b>8. Disposition of Accommodation Request</b></p> <table border="0" style="width: 100%;"> <tr> <td style="width: 45%; padding: 5px;"> <input type="checkbox"/> ..... Approved as requested                  ..... Date: _____             </td> <td style="width: 55%; padding: 5px;"> <input type="checkbox"/> Alternative accommodation/                  ..... rejected                  ..... Date: _____             </td> </tr> <tr> <td style="padding: 5px;"> <input type="checkbox"/> Alternative accommodation/                  ..... Accepted                  ..... Date: _____             </td> <td style="padding: 5px;"> <input type="checkbox"/> ..... Accommodation denied                  ..... Date: _____             </td> </tr> <tr> <td></td> <td style="padding: 5px;"> <input type="checkbox"/> Other <i>(please explain under #14, comments)</i>                  Date: _____             </td> </tr> </table>		<input type="checkbox"/> ..... Approved as requested ..... Date: _____	<input type="checkbox"/> Alternative accommodation/ ..... rejected ..... Date: _____	<input type="checkbox"/> Alternative accommodation/ ..... Accepted ..... Date: _____	<input type="checkbox"/> ..... Accommodation denied ..... Date: _____		<input type="checkbox"/> Other <i>(please explain under #14, comments)</i> Date: _____
<input type="checkbox"/> ..... Approved as requested ..... Date: _____	<input type="checkbox"/> Alternative accommodation/ ..... rejected ..... Date: _____						
<input type="checkbox"/> Alternative accommodation/ ..... Accepted ..... Date: _____	<input type="checkbox"/> ..... Accommodation denied ..... Date: _____						
	<input type="checkbox"/> Other <i>(please explain under #14, comments)</i> Date: _____						
<p><b>9. Nature of Accommodation Provided (If applicable)</b></p>							
<div style="text-align: right; border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">                 Date Accommodation Provided (If applicable)             </div>							
<p><b>10. Reason Request Was Denied</b></p>							

**11. Sources of Technical Assistance** *(If applicable)*

**12. Accommodation Provided for**

- Performing job functions
- Accessing work environment
- Accessing Benefit or Privilege of Employment

**13. Was medical information required to process this request?** *(If yes, explain issues.)*

**14. Comments**