



DEPARTMENT OF THE ARMY
US ARMY INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, UNITED STATES ARMY GARRISON, GRAFENWOEHR
UNIT 28130
APO AE 09114-8130

Reasonable Accommodation Procedures

1. Individual makes request for reasonable accommodation

- An employee can request reasonable accommodation from his/her supervisor; or manager in the immediate chain of command.
- An applicant can request reasonable accommodation from the hiring official.
- An individual may start the reasonable accommodation process by making an oral or written request for a reasonable accommodation.
- Medical documentation in support of the reasonable accommodation can be submitted with the reasonable accommodation request form (See Appendix B); such information may be required in those cases where the disability is not obvious.
- Failure to submit requested information may result in denial of the reasonable accommodation.
- Approvals and denials of reasonable accommodation requests will be provided to the requestor in writing; if an individual is not satisfied after having the matter reviewed, he/she may contact the EEO Office for further guidance.

2. The supervisor, manager, or hiring official processes the reasonable accommodation request

- The request for accommodation begins an interactive and flexible process between the requester and the decision maker. The written or oral request for accommodation by an individual may be for an adjustment or a change at work or in the application process for a reason related to a medical condition.
- The management official will complete the reasonable accommodation request in accordance with Appendix C.
- When the identified impairment *is not* readily apparent or clarification is needed on how the requested accommodation will satisfy the need, he/she must meet with the individual making the request to obtain additional information concerning the matter and a request for sufficient medical documentation may be required (See Appendix B).
- Once the required documentation for the request has been completed, the management official will submit copies to the servicing EEO office for coordination with the

Individual with a Disability Program (IWDEP) Manager in the USAG Grafenwoehr EEO office.

- In cases where the impairment and need *is* readily apparent and *does not* cause undue hardship, the management official will coordinate with the appropriate staff offices and approve the request in writing within 15 business days; the reasonable accommodation will be provided within 30 calendar days.
- If a determination of an reasonable accommodation is unable to be made or the reasonable accommodation request will *not* be approved, management must submit the request to the servicing EEO office with his/her recommendation regarding the matter or reason for disapproval.
- When a request is denied, it must be provided to the employee in writing listing the reasons for denial and the informal procedures that are available for review of the denial action.
- If the individual requesting the accommodation is still not satisfied after having the matter reviewed, he/she may contact the EEO Office for further guidance.
- **All decisions will be made based on an individual case-by-case basis**

3. For more information contact the USAG Grafenwoehr, EEO Office, DSN 314-475-8360/6390, Civilian 49-9641-83-8360/6390.

Encl:

Appendix B - Confirmation of Request for Reasonable Accommodation
Appendix C – Reasonable Accommodation Resources

APPENDIX B

CONFIRMATION OF REQUEST
FOR REASONABLE ACCOMMODATION

1. INDIVIDUAL INFORMATION

Applicant or Employee Name (Last, First, MI) _____ Phone _____

Pay Plan, Series, Grade _____ Email _____

(NSPS Occupational Code, Pay Schedule, Pay Band)

Job Title _____ Date of Request _____

Organization _____

Form Completed by _____ Date Form Completed _____

Phone _____ Email _____

2. ACCOMODATION REQUESTED (Be as specific as possible, e.g. adaptive equipment, reader, interpreter)

3. REASON FOR REQUEST

If accommodation is time sensitive, please explain:

Return Form to Supervisor

(Disability Program Manager will assign number)

4. Log Number: _____ Date _____

Note: This form should be completed by the employee making the reasonable accommodation request and provided to his/her supervisor. An applicant should return the form to any Army employee with whom the applicant has had contact in connection with the application process. If a third party is completing the form on behalf of the employee or a management official is documenting an oral reasonable accommodation request, a copy of the completed form will be provided to the employee to confirm receipt of the reasonable accommodation request. Supervisors must provide a copy of this form to the EEO Disability Program manager, who will assign a log number and return a copy of the form to the supervisor.

APPENDIX C

REASONABLE ACCOMMODATION REQUEST RESOURCES

- A discussion between management and an employee as part of the interactive process to discuss or clarify the employee's need for an accommodation or to explore potential accommodations might include topics such as the following (as applicable to the particular situation):
 - How is the employee's ability to perform job duties affected by the medical condition?
 - Which job duties are affected?
 - What suggestions does the employee have for accommodation?
 - Is there more than one accommodation that would allow the employee to perform the essential functions of the position?
- If a meeting with the employee is needed as part of the interactive process, has the Civilian Personnel Advisory Center (CPAC) coordinated with the employee's bargaining unit representative (if applicable)?
- Which, if any, of the accommodations being considered are available? Which are reasonable?
- Is there a need to consult with a resource specializing in rehabilitation and accommodation issues, such as the Computer/Electronic Accommodations Program (CAP) officials?
- Is any coordination needed with facilities or fiscal managers?
- Prior to implementing a reasonable accommodation, has the CPAC coordinated with employee's bargaining unit representative (if applicable)?
- Has the Disability Program Manager been consulted prior to requesting medical information?
- Has the servicing agency attorney/labor counselor conducted a legal review prior to the denial of a requested accommodation of the particular accommodation requested?