

Reasonable Accommodation How to Guide

(For Supervisors)

What to know before you begin:

- The employee must be a qualified individual with a disability
 - You'll need to know how the employee meets the definition of a qualified individual with a disability under the Rehabilitation Act (definitions below)
 - ✓ Individual with a disability is a person who has a physical or mental impairment that substantially limits one or more major life activities, has a record of such impairment, or is regarded as having an impairment (regardless of whether or not it limits or is perceived to limit a major life activity)
 - ✓ Qualified individual with a disability is 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
 - Sufficient medical documentation may be needed regarding
 - ✓ Nature, severity, and duration of the impairment
 - ✓ Activity or activities that the impairment limits
 - ✓ Extent to which the impairment limits your ability to perform the activity/activities
 - ✓ Why you require reasonable accommodation
- You'll need to know
 - ✓ The precise nature of the workplace that is generating the request
 - ✓ How a disability is prompting the need for an accommodation in the essential functions of the assigned position
 - ✓ Possible alternative accommodations that may be effective in meeting the employees need for reasonable accommodation
- Essential functions are the functional job duties of the employment position the individual with a disability holds or desires
 - ✓ The term essential functions does not include the marginal functions of the position
- Determination of the essential functions of a position must be conducted on a case- by- case basis so that it reflects the job as actually performed and not simply the components of the generic position description
- Additional Information
 - ✓ Lowering or changing a performance standard because an employee cannot meet it due to a disability is NOT considered a reasonable accommodation.
 - ✓ Disability Program Manager (DPM) is a neutral steward available to provide process advisement to the agency and requestor.
 - ✓ Granting an alternate accommodation is not a denial
 - ✓ Requests will not be delayed due to leave, TDY, or other absence of anyone in the process

STEP 1: Send an email to the employee with the How to Guide for Employees

Suggested email verbiage:

- You have indicated that a disability exists that may limit your ability to perform the job. If you wish to request a reasonable accommodation, please submit an electronic request using the instructions in the attached how to guide. You have **7 calendar days** to respond.

STEP 2: Requestor, Supervisor and Disability Program Manager (DPM) will be notified by email upon submission which initiates the interactive process

Subject CUI/PII: RAR Submission Review for Supervisor

- ✓ Review the details of the request and click on:
 - “Validated” to acknowledge the request
 - “Denied” if the request is invalid (i.e. in error, you cannot deny)
 - “Reassign” if the approval should be redirected to another individual
- ✓ Requests can also be view on the portal,
 - <https://usaf.dps.mil/teams/ReasonableAccommodationRequestPublicTeam/SitePages/Reasonable-Accommodation-Request-and-DPM-AEPM-Site.aspx>

NOTE: Per DAFI36-2710, it’s the supervisor’s responsibility to provide the employee with a written response within 30 days from date of request, unless there are extenuating circumstances (i.e., awaiting employee to provide medical documentation).

STEP 3: You will do the following:

- ✓ Ensure essential functions of the position are identified & accurate
- ✓ Ensure information provided on the request by employee
 - Clarifies the precise job-related limitations
 - Identifies how those limitations could be overcome with a reasonable accommodation
- ✓ Engage in an "informal, interactive process" with the employee to identify the limitations caused by the disability and the potential reasonable accommodations to overcome those limitations. The process requires a meaningful dialogue with the employee to find the best means of accommodating that disability.
- ✓ Determine if medical documentation is required
(This documentation is used to determine if the employee is a qualified individual with a disability, to identify functional limitations & to determine appropriate accommodations)
 - Is the disability/need for reasonable accommodation obvious?
 - If the disability is NOT obvious and medical documentation is required, **complete** RAR Form 3, *Request for Medical Information*, RAR Form 5, *Medical Release*, and position description (core doc) then send to your employee.

Suggested email verbiage:

- Sufficient medical documentation is needed in order to determine if you’re a qualified individual with a disability, identify functional limitations and to determine appropriate accommodations. IAW DAFI36-2710, 14.4., sufficient documentation, is documentation describing the disability; its nature, severity, and duration; and the extent to which it limits the employee’s ability to perform the activity or activities. Please sign the attached RAR Form 3, RAR Form 5 and return to me. You have **20 calendar days** to provide sufficient medical documentation. Your failure to provide medical documentation within this time frame is interpreted as your withdrawal from the reasonable accommodation interactive process.
- Courtesy copy ([your servicing DPM contact](#))
- Send complete/signed RAR 3 & RAR 5 to ([your servicing DPM contact](#))

STEP 4: Determine if medical documentation is sufficient to make a determinate.

- ✓ If medical documentation provided by employee is not sufficient for you to make a determination, complete RAR Form 4, *Request for Supplemental Medical Documentation*, sign and send to employee.

Suggested email verbiage:

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The medical documentation given to me is insufficient. Sufficient medical documentation is needed in order to make a determination. IAW DAFI36-2710, 14.4., sufficient documentation, is documentation describing the disability; its nature, severity, and duration; and the extent to which it limits the employee's ability to perform the activity or activities. Please sign the attached RAR Form 4 and return to me. You have **20 calendar days** to provide sufficient medical documentation. Your failure to provide medical documentation within this timeframe is interpreted as your withdrawal from the reasonable accommodation interactive process.

- Courtesy copy ([your servicing DPM contact](#))
- Send complete/signed RAR 4 to ([your servicing DPM contact](#))

STEP 5: Once you have sufficient medical documentation to make an informed decision, you'll make one of the following decisions and document on the Request Decision (RD) form. Your decision will be communicated to the employee via the RD form.

Suggested email verbiage:

- My decision is attached via the Request Decision Form. Please review, initial in applicable option on the form, sign and return to me within **5 calendar days**. Your failure to respond within this time frame is interpreted as acceptance of the Request Decision Form as written.
- ✓ Grant the accommodation
 - You will complete RD Form, sign, date and issue to the employee to sign accepting or rejecting your decision
 - If employee accepts, send signed RD Form to ([your servicing DPM contact](#))
 - If employee rejects, complete, sign RD Form and issue the RAR Form 8 to employee, then send RD Form & RAR 8 to ([your servicing DPM contact](#))
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- ✓ Grant an accommodation other than the one requested
 - On the RD Form , you will state:
 - Reasons for not granting
 - Why alternate reasonable accommodation will be effective
 - When alternate reasonable accommodation will be implemented
 - You will sign, date and issue RD Form to the employee to sign accepting or rejecting your decision RD Form to ([your servicing DPM contact](#))
 - If employee rejects, complete, sign and issue the RAR Form 8 to employee, then send RD Form & RAR 8 to ([your servicing DPM contact](#))
 -
- ✓ Recommend Denial of an accommodation
 - You will provide a detailed justification in the Request Decision Form

NOTE: This is used to explain/justify your recommended denial to the Installation Commander. Provide as much detail as possible to defend your position

- You will sign as supervisor and date
- Send to [\(your servicing DPM contact\)](#)
- Reasonable Accommodation Manager will assist you with completion of the denial eSSS for legal coordination and final determination. IAW DAFI36-2720, para. 14.2, all denials of requests for reasonable accommodation will be reviewed and endorsed by the wing/delta commander (or equivalent) or designee, not below the grade of O-6 or civilian equivalent.

Supervisor References/Resources:

- Disability Program Manager: **Name of servicing DPM**
 - [\(your servicing DPM contact\)](#)
 - XXX-XXX-1924 (DSN XXX) Servicing DPM Contact Number
- **DAFI 36-2710, Chapter 14, Reasonable Accommodation of Disability**
- **DoDI 1035.01 DAFI 36-816, Civilian Telework Program**
- **Job Accommodation Network**
 - www.askjan.org
 - Click "Accommodation Search" for assistance with locating accommodation options
- **Computer/Electronic Accommodations Program (CAP)**
 - www.cap.mil